4 STEPS TO COUNSELING FAMILY PLANNING CLIENTS

Step 1 - Welcome and Introduce:
- Introduce yourself
  “Welcome to…My name is…I am pleased that you have come.”
- Greet your client
- Ensure confidentiality
- Encourage questions
  “Please feel free to ask questions at any time.”

Step 2 – Ask and Assess:
- Ask reason for visit
  “What brings you to the clinic today?”
- Ask open-ended questions
  “What questions do you have about family planning?”
- Assess what your client knows
  “What have you heard about that method?”
- Assess what your client needs and wants to learn
- Assess your client’s feelings
  “How do you feel about that?”

Step 3 – Explain and Evaluate:
- Discuss your client’s preferred method
  “What have you decided to do?”
- Cover details about their chosen method:
  - What it is
  - How it works
  - Effectiveness
  - How to use it
  - Advantages/disadvantages
  - Side effects
  - Complications/warning signs
  “So, you have decided to…”
  “What do you like about that method?”
  “What is most important to you in a method?”
  “Do you think you can do this?”
- Review full range of birth control methods
- Tailor/personalize information
  “With 2 partners, you can protect yourself from STD’s by using a condom.”
- Assure your client understands
  “Using this model, show me how to use a condom correctly.”
- Ask for a demonstration of a skill

Step 4 – Close:
- Ask open-ended questions about main points
  “How do you feel about your method?”
- Summarize
- Schedule follow-up phone/appointment:
  - 3 months later
  - Assess correct use of methods
  - Reinforce positive behaviors & successes
  - Follow-up on referrals
  “Here is a card with our phone number if you have any questions or concerns.”
  “I will call you in 3 months to see how you are doing.”
- Instruct for questions and problems:
  - Side effects
  - Back up methods
  - ECP
- Thank your client for coming
  “Thank you for coming today. I hope to see you again.”