

4 STEPS TO COUNSELING FAMILY PLANNING CLIENTS

Step 1 - Welcome and Introduce:

- Introduce yourself
- Greet your client
- Ensure confidentiality
- Encourage questions

“Welcome to...My name is...I am pleased that you have come.”

“Please feel free to ask questions at any time.”

Step 2 – Ask and Assess:

- Ask reason for visit
- Ask open-ended questions
- Assess what your client knows
- Assess what your client needs and wants to learn
- Assess your client’s feelings

“What brings you to the clinic today?”

“What questions do you have about family planning?”

“What have you heard about that method?”

“How do you feel about that?”



~Turn Over~

Step 3 – Explain and Evaluate:

- Discuss your client’s preferred method
- Cover details about their chosen method:
 - * What it is
 - * How it works
 - * Effectiveness
 - * How to use it
 - * Advantages/disadvantages
 - * Side effects
 - * Complications/warning signs
- Review full range of birth control methods
- Tailor/personalize information
- Assure your client understands
- Ask what they learned
- Ask for a demonstration of a skill

“What have you decided to do?”

“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?”

“What might stop you?”

“With 2 partners, you can protect yourself from STD’s by using a condom.”

“Using this model, show me how to use a condom correctly.”

Step 4 – Close:

- Ask open-ended questions about main points
- Summarize
- Schedule follow-up phone/appointment:
 - * 3 months later
 - * Assess correct use of methods
 - * Reinforce positive behaviors & successes
 - * Follow-up on referrals
- Instruct for questions and problems:
 - * Side effects
 - * Back up methods
 - * ECP
- Thank your client for coming

“How do you feel about your method?”

“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.”

“Thank you for coming today. I hope to see you again.”