

**FAMILY PLANNING PROGRAM****SECTION:** Medical Services Administration**POLICY AND PROCEDURE MANUAL****SUBJECT:** Client Counseling

POLICY: Delegate Agencies will provide counseling services to clients to insure that the client reaches an informed decision regarding their reproductive health and the choice and continued use of family planning method services.

GUIDELINES:

1. Counseling should consist of sharing information. Counseling should assist the client to resolve uncertainty, ambivalence and anxiety about reproductive issues and enhance their capacity to arrive at a decision that reflects their considered self interest.
2. Persons providing counseling should be:
 - a. knowledgeable
 - b. objective
 - c. non-judgmental
 - d. sensitive to others rights
 - e. sensitive to differences in clients
 - f. culturally aware
 - g. able to create an environment in which the client feels comfortable discussing personal information.
3. Method counseling is provided at the post-examination interview to insure the client: (see Post-exam Interview Policy, MSA 6)
 - a. knows results of:
 - 1) history
 - 2) physical examination
 - 3) laboratory tests.
 - b. knows how to use and is comfortable with contraceptive choice.
 - c. is aware of common side effects and possible complications of chosen method.
 - d. knows how to discontinue the method selected and information regarding back-up method use, including the use of emergency contraception.
 - e. knows the planned return schedule.
 - f. knows action to take should an emergency arises:
 - 1) where emergency care is available
 - 2) emergency phone numbers.

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- g. is aware if any referrals were made:
 - 1) explanation of referrals, as indicated

- 4. Special counseling should be available for the following:
 - a. future planned pregnancies
 - b. management of current pregnancy
 - c. sterilization (see Counseling-Sterilization, MSA 32.)

 - d. individual problems as indicated:
 - 1) genetic issues (see Genetics Services, MSA 29)
 - 2) nutrition, eating disorders
 - 3) substance use and/or abuse
 - 4) depression
 - 5) stress
 - 6) domestic violence
 - 7) sexual abuse
 - 8) sexual concerns
 - 9) other health or social issues

- 5. Counseling services will be documented in the client's medical record, signed/initialed and dated by caregiver.

Reference:

1. Program Guidelines for Project Grants for Family Planning Services, January 2001, p. 18-19, Section 8.2, Counseling.
2. Program Guidelines for Project Grants for Family Planning Services, January 2001, p. 27, Section 9.3, Special Counseling.