

## Appendix IV.1 Form 2—Clinic Observation of General Conditions

The objective of this observation is to determine whether the clinic's infrastructure and equipment are clean and in working condition and whether the appropriate materials are displayed in the public areas. This observation consists of walking through different areas in the clinic without entering consultation or private counseling rooms.

### GENERAL INFORMATION (FILL IN THIS SECTION BEFORE DOING THE OBSERVATION.)

1. Observer \_\_\_\_\_
2. Evaluation coordinator \_\_\_\_\_ 3. Position in the institution \_\_\_\_\_
4. Institution \_\_\_\_\_
5. Clinic \_\_\_\_\_ 6. Level of care  Primary  
 Secondary  
 Tertiary  
 Specialty
7. Municipality \_\_\_\_\_ 8. Department \_\_\_\_\_
9. Date \_\_\_\_/\_\_\_\_/\_\_\_\_ (day/month/year)

### GENERAL CONDITIONS: AREAS AND EQUIPMENT

Nº	Question	Answer		Pass	Std
10	Are the various areas in the clinic (reception, hallways, waiting areas, toilets) clean and comfortable?	Yes	No		V.2
11	Does the clinic have equipment that functions properly?	Yes	No		V.3
12	Are there enough seats in the waiting areas?	Yes	No		V.5

### PRIVACY AND CONFIDENTIALITY

Nº	Question	Answer		Pass	Std
13	Can you hear or see the client from outside the consultation rooms?	Yes	No		V.4

## ENTERTAINMENT FOR CHILDREN

Nº	Question	Answer		Pass	Std
14	Are there resources (e.g., books, games) to entertain children who accompany clients?	Yes	No		IV.2

## INFORMATION, EDUCATION, AND COMMUNICATION (IEC) AND TRAINING MATERIALS

Nº	Question	Answer		Pass	Std
15	Is there a visible and accessible board or other display with information on services provided, hours, and prices?	Yes	No		VII.3
16	Are educational activities for clients conducted in the waiting areas?	Yes	No		VII.4
Are there posters, flyers, or other IEC materials in view with information related to:					
17	Sexual and reproductive rights?	Yes	No		
18	Women's rights?	Yes	No		
19	Clients' rights?	Yes	No	21	
20	<b>FILL OUT LATER:</b> Is there at least one poster, flyer, or other IEC material on display with information on each type of right? (BASED ON QUESTIONS 17 - 19)	Yes	No		VII.1
21	Are there posters, flyers, or other IEC materials with information on sexual and reproductive health on display?	Yes	No	END	VII.2

## OBSERVATIONS

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