

## **Client's Rights.**

FHOK's health care facilities must ensure that Rights of the Client are fully observed and adhered to at all times, by all persons, who provide various services to our Clients. There are 10 Clients' Rights which every client seeking integrated SRH services in FHOK is entitled to which include;

- |                             |   |
|-----------------------------|---|
| <b>01. Information:</b>     | To learn about the benefits and availability of family planning.  |
| <b>02. Access:</b>          | To obtain services regardless of sex, creed, colour, marital status, age, religious or political beliefs, ethnicity or disability.  |
| <b>03. Choice:</b>          | To decide freely whether to practice family planning or child spacing and which method to use. <b>NO</b> client should be <b>COERCED</b> to use a method against his/her free decision. |
| <b>04. Safety:</b>          | To be able to practice safe, effective, family planning, and protect themselves from diseases and violence  |
| <b>06. Privacy:</b>         | To have a private environment during counselling and services.  |
| <b>06. Confidentiality:</b> | To be assured that any personal information will remain confidential.   |
| <b>07. Dignity:</b>         | To be treated with courtesy, respect, consideration and attentiveness.  |
| <b>08. Comfort:</b>         | To feel comfortable when receiving information and services.  |
| <b>09. Continuity:</b>      | To receive sexual and reproductive health information and services for as long as needed.   |
| <b>10. Opinion:</b>         | To freely express views on the information and services provided.   |

## **Service Charter**

FHOK recognizes the importance of a client Service Charter in actualizing the desire to provide quality services to our clients. The charter sets out standards that our clients can expect from us as well as being a tool to generate feedback from our clients on the services we provide. All clinics should display a service charter at reception or other areas where clients can easily see. The service charter should include promises which both Health Care Workers and Clients promise to each other for a safe and quality care. The charter will be reviewed periodically.

### **Health Care Workers' promise to clients:-**

- ◆ Be friendly and welcoming to all our clients.
- ◆ Handle our clients with dignity, respect and professionalism.
- ◆ Provide high quality services in line with nationally and internationally acceptable standards.
- ◆ Provide adequate and accurate information to enable our clients make informed choices at all our service points.
- ◆ Use a right based approach in the provision of services to our clients.
- ◆ Provide services in a professional and non-judgmental way.
- ◆ Respect our clinic operating hours and be available when the clients need us.
- ◆ Ready to listen and address concerns of our clients.
- ◆ Provide our services within reasonable and competitive prices.

- ◆ Provide integrated services to ensure our clients receive services under one roof as per our slogan “your health our concern”.
- ◆ Make appropriate referrals where necessary and follow up to ensure our clients receive the best of services.

**Clients’ promise to Health Care Workers:-**

- ◆ Treat our staff with courtesy and respect.
- ◆ Tell us if you have special needs.
- ◆ Refrain from offering us gifts, money or other favors for any preferential treatment.
- ◆ Provide adequate, clear and accurate information to service providers, to ensure provision of quality and appropriate services.
- ◆ Participate in quarterly review on the quality of our services through filling of the Client’s satisfaction forms.
- ◆ Observe protocol - first come first served unless there are emergency cases.
- ◆ Pay for services rendered as requested.