

Client Exit Interview – MC/HTC Services

Date: DD/MM/YY Province: District: | | Site: | | No: | | Sex: M F

We are conducting a survey with users of our health centre to find out what you think about our services. This will help us improve quality to future clients. Your answers are strictly confidential and we thank you for your participation and honesty.

1. What did you think of the health talk?
 excellent- I learnt a lot good – I learnt something
 fair –I learnt nothing new poor – I did not like it

2. How long did you wait before you were attended to?
 < 30mins 30mins–1hr 1-2hrs > 2hrs

3. Did the counsellor/MC nurse listen to you describe your concerns?
 Yes No N/A

4. Did you have your blood pressure checked?
 Yes No N/A

5. Were you asked to give any of the following samples?
 a. urine
 b. venous blood
 c. finger prick

6. Were you offered any of the following tests today?
 a. HIV test Yes No N/A
 b. Syphilis test Yes No N/A
 c. Malaria test Yes No N/A
 d. Blood count Yes No N/A

The following questions relate to HIV testing

7. Where did the HIV test take place
 consultation room laboratory other

8. Did you agree to being tested?
 Yes No N/A

9. Did s/he explain that you could decline the test?
 Yes No N/A

10. Did s/he explain that the result would be confidential?
 Yes No N/A

11. Did you receive your test results?
 Yes No N/A

12. Did you understand the result?
 Yes No N/A

13. Were you given time to ask questions?
 Yes No N/A

14. Were you given condoms and guidance on their use?
 Yes No N/A

15. Were the following discussed with you?
 a. Antiretrovirals
 b. Infant feeding
 c. Partner testing
 d. Risk reduction plans

16. Did you have privacy during the session?
 Yes No N/A

17. Did you have enough time with the counsellor/linician?
 Yes No N/A

18. How was the attitude of the counselor/linician towards you?
 Warm Neutral Cold N/A

19. How was the cleanliness of the facility and surroundings?
 Very clean Fair Dirty

20. Overall what do you think about the service you received today?
 Very good Fair Poor

21. Are there any other special comments you wish to make?

Thank you very much for your patience and time !