



2.7.6 HEALTH MAINTENANCE COUNSELING AND EDUCATION

POLICY:

All clients should be provided age-appropriate and visit-appropriate health maintenance counseling and education at visits.

PROCEDURE:

Counseling is a process that enables clients to make and follow through on decisions. Education is an integral component of the counseling process that helps clients make informed decisions. Providing quality counseling is an essential component of client-centered care.

- Establish and maintain rapport with the client
- Assess the client's needs and personalize discussions accordingly
- Work with the client interactively to establish a plan
- Provide information that can be understood and retained by the client
- Confirm client understanding

The person providing counseling should be knowledgeable, objective, non-judgmental, sensitive to client rights and differences in others, culturally aware and present information in a non-threatening environment.

Client education and counseling should:

- Be tailored to the client's individual circumstances and needs.
- Include goals and plan for follow-up.
- Utilize the teach-back method to confirm client understanding.
- Help the client make an informed decision about family planning.
- Inform the client on all methods of contraception, risks, and benefits.
- Help the client to reduce their risk of transmission of sexually transmitted infections.
- Include information on available services, recommended screening tests and procedures.
- Allow for client to voice questions or concerns during the visit.

Additional information may be provided, as applicable, regarding:

- The value of fertility regulation in maintaining individual and family health.
- Reproductive health information is needed to make informed decisions about family planning, including reproductive life plan.
- Information about HIV and STI risks, infection prevention, and actions to reduce transmission of HIV and STIs.
- Results of laboratory testing and physical examination.
- Correct and consistent use of client's chosen method of contraception.
- Health promotion/disease prevention as recommended by major medical associations.



All client education and counseling provided should be documented in the medical record.

RESOURCES:

[Providing Quality Family Planning Services | Unintended Pregnancy | Reproductive Health | CDC](#)

[RHNTC Preventive Health Search | Reproductive Health National Training Center \(rhntc.org\)](#)

ND FPP policy 2.7 Provision of Family Planning and Related Services

ND FPP Protocol: HM 5 Health Screenings

ND FPP Protocol Manual (all sections, client education) <https://www.hhs.nd.gov/cfs/family-planning/grantees>