

Adolescent Program Case Study  
Adolescent Client Exit Interview  
**Adapted from FOCUS Client Exit Interview**

Interviewer:	Date:
Health facility:	Interview location:
Begin time:	End time:

Client's Sex: \_\_\_\_\_

Visit (first or repeat client): \_\_\_\_\_

Client's Age: \_\_\_\_\_

I would like to ask you a few questions about the services provided by (Case Study Program) and what helps you to feel comfortable using them. I would also like to ask you a few specific questions about your experience at the health facility today.

1. How did you make the decision to come to (Case Study Program) today?
  - a. How did you hear about this facility?
  - b. Apart from this facility, is there any other place in your community where you can go for sexual and reproductive health services?
  - c. What encouraged you to come here instead of to those other facilities?
  - d. Have you been here previously?
2. Did you face any barriers in coming to this facility for the services you wanted?
  - a. If yes, how did you overcome them?
  - b. Do you think others face similar barriers?
  - c. How do they overcome them?
  - d. What are the costs of obtaining services at this facility (including transportation)
3. Sometimes young people feel uncomfortable coming to a health facility for any services. Is this also the case with this facility? Is there anything that you notice this facility does to help make young people like yourself feel more comfortable? Would you return to this facility in the future and why? Would you recommend this facility to a friend?
4. Have you ever come here to discuss or obtain a family planning method? Can you tell me about that experience? Did you get a method that you were happy with? Did you understand the possible side effects? Were you given a follow up appointment?
5. Have you ever been referred from this facility/program to another facility/program? If yes, please describe your experience.
  - a. Probe: Referred for what service, where, was the service obtained, were you satisfied, did this health facility/program follow-up with you).

Now, I would like to ask you some questions specific to your visit today.

6. Did you come here for a particular health service today?	1 – Yes 2 – No		
7. In your opinion, was waiting time reasonable or too long, today?	1 – No waiting time 2 – Reasonable/Short 3 – Too long 98 – Don't know	Comments:	
8. Did you receive the information and services that you wanted today?	1 – Yes 2 – No 3 – Partially 98 – Don't know	Comments:	
9. Overall, would you say you were satisfied with your visit to the facility today, or were you dissatisfied with your visit today?	1 – Satisfied 2 – Dissatisfied 3 – Other: _____	Comments:	
10. In your opinion, did you have enough privacy during your consultation with the service provider?	1 – Yes 2 – No	Comments:	
11. Did the provider and the staff treat you with respect?	1 – Yes 2 – No	Comments:	
12. Were you able to spend enough time with the provider to discuss your needs?	1 – Yes 2 – No	Comments:	

13. Did the provider let you ask questions?	1 – Yes 2 – No 98 – Don't know (Don't remember)	Comments:	
14. Did the provider respond to your questions to your satisfaction?	1 – Yes 2 – No	Comments:	
15. Do you feel that the provider explained information clearly?	1 – Yes 2 – No	Comments:	
16. Do you believe that the information you shared about yourself with the provider will be kept confidential?	1 – Yes 2 – No 98 – Don't know	Comments:	
17. What type of health service did you come here for today?	1 – Family planning 2 – STIs 3 – HIV 4 – Menstruation 5 – Other: _____	Comments:	→ Q19
18. Did the provider or staff speak to you today about contraceptives, birth control, or family planning?	1 – Yes 2 – No 98 – Don't know	Comments:	→ END  → END
19. Did you obtain a method of contraception today?	1 – Yes 2 – No	Comments:	→ END

<p>20. Do you feel that you were able to choose the best method for you from a range of options?</p>	<p>1 – Yes</p> <p>2 – No</p> <p>98 – Don't know</p> <p>99 – Did not obtain a method today</p>	<p>Comments:</p>	
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That is the end of our questions. Thank you very much for taking time to answer these questions. We appreciate your help.