

# Annex I

## Sample Forms

### a. Client Satisfactory Survey

#### ADOLESCENT CLIENT SATISFACTION SURVEY

Thank you for accessing our services!  
We hope you can answer this short survey to help us improve in the future.

Name of Facility: \_\_\_\_\_ City: \_\_\_\_\_  
Age: \_\_\_\_\_ Sex: M F Average Rating: \_\_\_\_\_

1. What service/s did you avail? (*List below*)

Check the box that corresponds to your answer.



2. Services were helpful				
3. Explanations were understandable				
4. Service providers made me feel welcome				
5. I was assured that info will be confidential				
6. I did not feel judged or discriminated				
7. I would avail this service again				
8. I would recommend my friends to come here				

HIV and ADAP Form

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Age: \_\_\_\_\_ Sex: M F Average Rating: \_\_\_\_\_

1. What service/s did you avail? (*List below*)

Check the box that corresponds to your answer.



	1	2	3	4
2. Services were helpful				
3. Explanations were understandable				
4. Service providers made me feel welcome				
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Client Satisfaction Survey adapted from UNICEF

**b. Sample Pre Test and Post –Test on Adolescent Job Aid or ADEPT Training**

**DEPARTMENT OF HEALTH  
Adolescent Health Education and Practical Training (ADEPT) and Adolescent Job Aid Training (AJA) for Healthcare Service Providers**

NAME: \_\_\_\_\_

SCORE: \_\_\_\_\_

POSITION/DESIGNATION: \_\_\_\_\_

DATE: \_\_\_\_\_

AREA ASSIGNED: \_\_\_\_\_

**A. Select and encircle the best answer:**

**1. Adolescent refer to the young people ages:**

- a. 10-19 years old
- b. 15-24 years old
- c. 10-24 years old
- d. 15-30 years old

**2. Adolescence is:**

- a. Transitional time between childhood and adulthood
- b. Tremendous physical and cognitive growth
- c. Time of risk-taking and opportunity
- d. All of the above
- e. None of the above

**3. The following changes occur in early adolescence:**

- a. Prefer their peer over their parent
- b. Physical changes like presence of acne, body odor, development of hair in parts of the body
- c. Start to seek who they are
- d. All of the above

**4. The first sign of puberty in a male is:**

- a. Height spurt
- b. Increase in skeletal size
- c. Changes in voice
- d. Increase in the volume of the testes

**5. The first sign of puberty in a girl is:**

- a. Increase in height
- b. First menstruation
- c. Breast budding
- d. Increase in hip curves

**6. When do you ask for pelvic exam?**

- a. Signs of vaginal infection (itching burning or unusual discharge)
- b. Vaginal bleeding not part of normal menstrual period
- c. Pain in her belly or pelvis
- d. All of the above
- e. None of the above

**7. We need to focus on adolescent nutrition because of the following EXCEPT:**

- a. Adolescent is the second most critical period of growth and development in a person
- b. 25 % of an adult's final height occur during adolescence
- c. Malnutrition affects a person's ability to learn and to work productively
- d. It does not affect the obstetrical outcomes in the very young mother
- e. None of the above

**8. What are the main causes of being overweight?**

- a. Eating more food than what the body requires
- b. Less activities that use up calories
- c. Genetic predisposition
- d. Excessive use of alcohol
- e. All of the above

**9. Give at least 5 characteristics of an Adolescent Friendly Health Facility:**

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
- e. \_\_\_\_\_

**10. Early pregnancy refers to pregnancy of girls less than 20 years old**

- a. Yes
- b. No

**11. The format of the adolescent-friendly encounter is:**

- a. The adolescent is seen first then the parent comes in.
- b. The parent is seen first then the adolescent comes in.
- c. Both the parent and the adolescent are seen together then the parent steps out then comes back towards the end of the visit.
- d. Both the parent and the adolescent are seen then the adolescent steps out then comes back towards the end of the visit.

**12. Give at least 5 package of services for adolescents provided by the RHU:**

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
- e. \_\_\_\_\_

**B. When to BREAK and KEEP Confidentiality**

**Direction: Put/write BREAK if the health care providers may need to break confidentiality, and put/write KEEP if the information may need to disclose to the parents / guardians.**

- a. When the patient discloses plans to commit suicide.
- b. When the patient plans to hurt others.
- c. When the parents are pressuring the doctor to disclose.
- d. When the 17-year-old male comes in with an STI (sexually transmitted infection).
- e. When the patient disclose that he has a same-sex partner.
- f. When the patient experiments with tobacco.
- g. When the 17-year-old female has a positive pregnancy.
- h. When the 15-year-old female has sexual relations with a 25-year-old teacher.

**C. Arrange the steps in proper order:**

**What are the steps in an adolescent-friendly health encounter?**

- \_\_\_ Ask the adolescent to introduce his/her companion.
- \_\_\_ Discuss the format of the visit, define confidentiality, and the need to see the adolescent alone to both the adolescent and the parent/companion.
- \_\_\_ Greet and introduce yourself to the adolescent.
- \_\_\_ Call back the parent/ companion and wrap up the consultation with both in [side] the room.
- \_\_\_ See the adolescent alone for the psychosocial interview.

**D. FILL in the BLANKS**

**Health care providers should be ready with a “form of words” when discussing confidentiality.**

“I will keep our conversation \_\_\_\_\_ and will not pass information to your parents or any body else unless you give me \_\_\_\_\_.

“But I may have to break confidentiality and inform your parents and other doctors if I find out that you plan to \_\_\_ yourself or others and if you are experiencing physical or sexual \_\_\_\_.”

**E. True or False**

- i. Privacy refers to the right of an individual to keep his/her information private. \_\_\_
- j. Confidentiality refers to the duty of a health care provider entrusted with health information to keep that information private. \_\_\_

**F. Matching Type**

**Match the elements of an adolescent-friendly service in column A with the appropriate descriptions in column B.**

Column A	Column B
___ 1. Accessibility	A. The facility has a well- trained staff.
___ 2. Appropriateness	B. The health facility is easy to reach.
___ 3. Affordability	C. Services address both the medical and psychosocial needs of the adolescents.
___ 4. Comprehensiveness	D. Services respond to the needs of adolescents.
___ 5. Efficiency	E. Free charge.

Checked by: \_\_\_\_\_  
Signature over printed Name