

5.3 Levels of Compliance to Standards

As per DOH Department Memorandum 2017-0098, a health facility may be categorized as Level 1, Level 2 or Level 3 depending on its compliance to the National Standards (see Annex for a copy of the Department Memorandum).

A facility is categorized as:

<p>Level 1 Health Facility</p>	<p>If adolescents in the catchment area are aware about the services the health facility provides and finds the health facility easy to reach and to obtain services from it. This means that the facility has the following:</p> <ul style="list-style-type: none"> • Welcome signage; • Schedule of clinic hours (day and time); • Health services; • Clinical Guidelines in the provision of Adolescent-Friendly Health Services; • Registration logbook containing the list of clients who consulted and were given services; • A designated person with access to the records; and • A designated room/space for client-provider interaction with chairs, tables, well ventilated and well-lighted.
<p>Level 2 Health Facility</p>	<p>In addition to compliance to Level 1 standards, services the health facility provides to adolescents are in line with the accepted package of health services and are provided on-site or referral linkages by well-trained staff effectively. This means that the facility:</p> <ul style="list-style-type: none"> • Is compliant to the National Standards for Adolescent Service Package; • Has an action plan for information dissemination; • Has a policy regarding flexible time schedule; • Has policies for provision of services; • Has policies for payment schemes; • Has a plan for outreach program and advocacy campaigns; • Has IEC materials on the different programs and services; • Has separate rooms for consultation, treatment and counselling, or at least curtains separating each provider (where conversation between provider and client cannot be heard by others); • Has certificates of training on the minimum training courses prescribed by DOH for adolescent focal persons and other providers; • Has protocols and guidelines for patient-provider interaction; • Has policies and procedure to ensure privacy and confidentiality is posted; • Keep individual records in separate envelopes; • Keep all records in a safe place, preferably in a separate room or a filing cabinet with lock and key; • Has Individual Treatment Record that shows the chief complaint, findings on examination, clinical impression and management of the client; • Has a directory of organizations – name, address, services provided, contact number and contact person (for referral); • Has a referral logbook – name, age, address, Clinical Impression, where referred, reasons for referral, result of referral; • Has referral forms; and • Has an accomplishment report showing the services given at the public health facility as well as those given by other agencies, individuals and peer counselors.
<p>Level 3 Health Facility</p>	<p>In addition to compliance to Level 1 and Level 2 standards, your facility provides health services in ways that respect the rights of adolescents and their privacy and confidentiality; and adolescents find the surroundings and procedures of your facility appealing and acceptable. This means:</p> <ul style="list-style-type: none"> • Patient flow from admission to delivery of services including the average time for each step is posted in strategic places in your facility; • There are stock cards showing the delivery and utilization of medicines and commodities for adolescent health care; • There is a suggestion box; • There are peer educators assisting in clinic operations and providing services (e.g., lectures, counseling, etc.); • There are materials that can be used by adolescents (educational, sports, musical, etc.); • There is SOP for maintenance of facility; • There is a schedule of meeting of TWG; • There are minutes of meetings of TWG; • There is a designated person with access to the records; • There are leaflets containing the clinic schedule and services which the patient/community members can bring home and share to other community members; • There is an IEC Plan; • There is a copy of the Local Development Plan; • There is an Advocacy Plan; and • There is an Action Plan showing different agency participation.