Annex G

National Standards for Adolescent-friendly Services

Use this checklist to identify gaps in quality, adolescent-friendly health services in barangay health stations, rural health centers, and hospitals. This can also be used as a guide for teen centers in the community and school.

Standard	Input Criteria	Yes	No
1. Adolescents in the catchment area of the facility are aware about the health services it provides and find the health facility easy to reach and obtain services from it.	**Basic**		
	1. Inform adolescents of the availability of services		
	2. Signboard which indicates the type of health services that are provided, when they are provided, and that adolescents are welcome		
	3. Health services to adolescents free of charge or at affordable prices are in place		
	Enhanced		
	4. Flexible time schedule for adolescent clients		
	5. Provide outreach health services to adolescents, particularly those belonging to special groups		
2. The services provided by health facilities to adolescents are in line with the accepted package of health services and are provided on-site or through referral linkages by well-trained staff effectively	**Basic**		
	6. Package of services provided to adolescents		
	7. Essential commodities and supplies		
	8. Designated focal person for adolescent-friendly health services		
	9. Service providers have been trained and are competent in managing adolescent clients		
	10. Protocols / guidelines to provide services in non-judgmental, caring, considerate, gender and culturally-sensitive attitude and manner		
	11. Clinical management guidelines for the provision of the specified health services (Adolescent Job Aid)		
	12. Resource directory of organizations and referral networks		
	13. System and forms for referral and return referral		

Standard	Input Criteria	Yes	No
3. The health services are provided in ways that respect the rights of adolescents and their privacy and confidentiality. Adolescents find surroundings and procedures of the health facility appealing and acceptable	**Basic**		
	14. Facility: • comfortable seats with proper ventilation and good lighting • clean toilets • appealing materials (such as comics, brochures, services, survey results) to browse through while waiting		
	15. Confidentiality and privacy policy of the facility is clearly displayed in the clinic and is clearly expressed to the client and their parents or accompanying adults		
	16. Protocols for the staff to provide services in a friendly and appropriate manner so that both health-care providers and support staff respect, protect and fulfil adolescents' rights to information, privacy, confidentiality, non-discrimination, non-judgemental attitude and respect.		
	17. Mechanisms to involve adolescents in the designing, provision and assessment of health services		
	18. Design for smooth patient flow and short waiting time		
	Enhanced		
	19. Facility: • clean drinking water • separate toilet for females • a computer/TV monitor and a player where a video material can be shown while waiting		

Standard	Input Criteria	Yes	No
4. An enabling environment exists in the community for adolescents to seek and utilize the health services that they need and for the health care providers to provide the needed services	Basic		
	20. Procedures to communicate with all adults visiting the health facility about the value of providing adolescents with services		
	21. Some health services and commodities to adolescents provided by selected community members, NGOs, outreach workers and adolescents themselves		
	22. Advocating for support for provision of services for adolescents in the local development plan		
	Enhanced		
	23. Activities (including community assemblies, meetings with parents, group meetings and school visits) to engage community members in providing adolescent health services		
	24. The health facility collects, analyses and uses data on service utilization and quality of care, disaggregated by age and sex, to support quality improvement. Health facility staff is supported to participate in continuous quality improvement.		