

STI - CLINIC SETUP

A. Internal structure

The internal structure of the clinic should provide physical privacy, auditory privacy and confidentiality for Client interviews and information in the following areas:

- Waiting and registration area;
- Consultation and examination room, with door;
- Laboratory area (if feasible); and
- Counseling room, with door.

All areas should have adequate lighting and ventilation.

B. Staffing

Staffing should be adequate for the following clinic functions to be carried out in a timely manner, without excessive waiting times:

- Clinic administration, Client registration, record-keeping and reporting;
- Sexual and reproductive health history-taking, clinical examination and Client management, including counseling and education;
- Laboratory-based diagnostic testing (where applicable);
- Maintenance of clinical standards for STI management; and
- Procurement and maintenance of clinic supplies.

All clinic staff positions should be filled at all time with appropriately trained personnel. New staff should be trained in elements of STI Case management.

C. Equipment and Drugs

Equipment should be maintained in good working order.

Equipment should be maintained by:

- Wiping / dusting daily with clean cloth
- Cover with protective covering

Condoms, drugs and other supplies should always be in stock in the clinic. Availability of blister pack of drugs colour coded for different syndromes may be considered.

Annexure-3

D. Coordination between clinic staff and outreach services (wherever applicable)

- Clinic activities;
- Community needs and concerns;
- Ways of promoting the clinic;
- Follow-up of cases in the community; and
- The ongoing process of coordination.
- Outreach worker should be encouraged to report back to clinic staff on issues such as community perception of the clinic, treatment compliance, side effects of medications, etc.
- A community monitoring system should be in place.
- Clinic staff should participate in outreach visits on a regular basis.

E. Client friendly environment

Five components of a clinic environment that are acceptable to Clients and promote trust within the community are:

- Respectful attitude of staff;
- Convenient location and clinic opening hours;
- Confidentiality;
- Anonymity; and
- Right of refusal of services.

Confidentiality should be ensured at all times. This must be continually reinforced with the staff.

- Clinics should have a confidentiality policy that is enforced and communicated to the Clients and community.
- Clients should be informed about how their medical information is handled, and when and how such data may be used for evaluation purposes.
- All staff should receive training in the confidentiality policies of the clinic.
- All staff should sign a confidentiality agreement.

Anonymity can be preserved by allowing Clients to provide identifying information, such as a “working name”, age, date of birth, etc., instead of their official birth name. It is not necessary to

ask for identification papers. A registration number can be assigned to each Client as his/her identifying information. S/he should be instructed to keep this to ensure continuity of service in the clinic.

All Clients have a right to refuse services, even when the clinic staff may think they are in the Client's best interest. Clients should not be forced into attending the clinic or receiving treatment. If the Client still refuses treatment after exploring and discussing the reasons for resisting examination or treatment, the clinician must respect the Client's choice. It is possible that the Client will allow examination on a subsequent visit after a trust in the clinic's staff is established.

