

Roleplay Observation Checklist

Case: _____ Provider: _____ Client: _____ Observer: _____ Date: _____							
Overall: Communicate Effectively and Maintain Rapport Shows respect and avoids judging client Maintains relaxed, friendly and attentive body postures and eye contact Uses simple, clear language Uses open-ended and probing questions correctly Listens carefully to client (paraphrases and reflects) Asks client about feelings (and shows empathy) Encourages client participation Explains what will occur during visit and procedures Ensures client understanding and corrects misunderstandings Uses job aids appropriately Offers to involve client's partner Records data according to protocols..... Establish Rapport and Assess Client's Needs and Concerns Greets client appropriately Ensures confidentiality and privacy and that client is comfortable Asks about reason for visit Asks about client's partner(s), children, family, sexual behavior, health Asks about plans to have children, desire for FP (e.g., spacing, limiting) ... Explores STI risk and what client does to avoid STIs Identifies areas to evaluate during physical exam (if indicated)	Yes	No	N/A	Help Client Make an Informed Decision or Address a Problem Asks client if he or she has any questions about methods of interest Asks client to choose a method Uses screening checklist to determine if client can use the method Agrees on decision or plan in partnership with client Provide Assistance to Support Client's Decision Gives contraceptive method and condoms for dual-method use, if needed Explains and/or demonstrates correct use Asks client to explain or demonstrate correct use, and reinforces client's understanding and/or corrects client's demonstration Reminds client about side effects and reasons for returning Gives treatment, supplies, medications (as indicated) Role plays or rehearses negotiation skills and helps client plan approach Arranges follow-up, resupply, and referral to other services, as needed ... Case-Specific Observations or Questions:	Yes	No	N/A

Provide Information and Options Related to Client's Concerns Advises on preventing STIs (i.e., abstain, fewer partners, use condoms) Advises on achieving desired pregnancy as safely as possible..... Explains benefits of FP and healthy spacing..... Helps client identify FP methods suited to her or his needs..... Gives information on FP methods of interest Responds to other client questions or concerns			
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