



MARIE STOPES CLINICS

Making Healthcare Services Affordable

Foundation for Reproductive Health Services India (FRHS India), an affiliate of Marie Stopes International (MSI), provides a range of modern family planning services in difficult to reach geographies. As part of its mission, FRHS India's Clinics focus on improving access to the underserved people at affordable costs. Our clinics are located in urban areas and cater to the needs of urban poor and clients from nearby villages. Since the clinics are accredited under the National Health Mission's scheme for private providers, all family planning services (with the exception of injectable contraceptives) are free of cost. Clients seeking abortion are charged a nominal fee.

Our clinics function within a client-centered environment managed by highly skilled, experienced and efficient medical and healthcare professionals. Our six clinics are based in Ajmer, Banswara, Bareilly, Gaya, Jaipur, and Saharsa.

Background

Urban poor are often unable to access family planning and safe abortion services due to a variety of reasons. Access

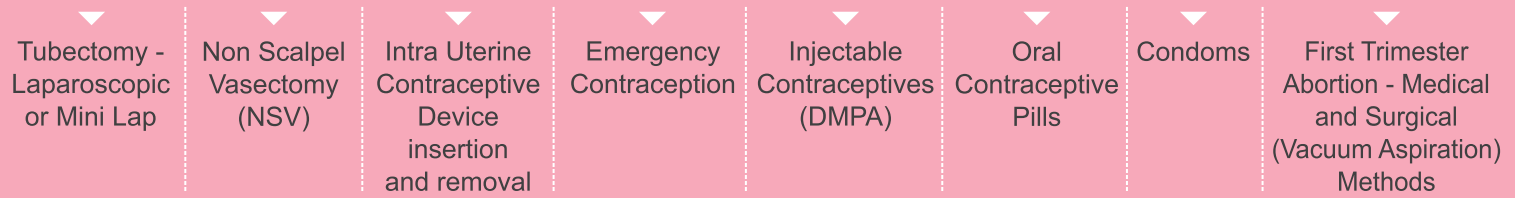
to private sector is often unaffordable. FRHS India's Clinics fill this access gap by offering client-centered and affordable high quality services.

HOW DO CLINICS WORK ?

Like in other service delivery channels, the team is constantly in touch with the community health workers such as Accredited Social Health Activists (ASHAs), Auxiliary Nurse Midwives (ANMs) and the local healthcare providers who raise awareness about availability of services at FRHS India's Clinics. Local public and private health practitioners also refer clients to our clinics, especially for safe abortion and post-abortion care. Clinics are normally located close to where our clients live or are easily accessible by public transport.

Services Offered

FRHS India's Clinics offer an entire range of family planning and reproductive health services that include:

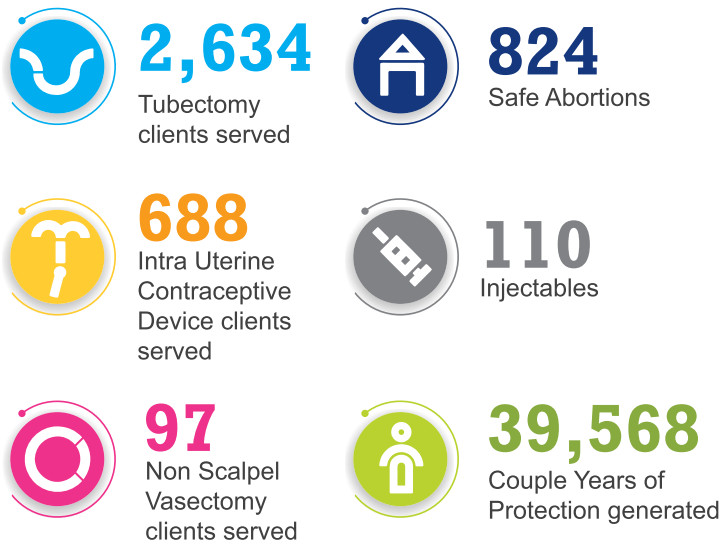


Coverage and Reach



Clients Served

In 2019, our clinic network served:



Quality of Care

Client Comfort, Safety & Satisfaction

Clinical Governance

Technical Competence

Adherence to Professional Standards

- 01 Services provided by competent providers as per Government of India (GoI) and Marie Stopes International clinical standards
- 02 Annual Quality Technical Assessment carried out by Marie Stopes International
- 03 Regular refresher trainings and supportive supervision provided on key areas, such as Infection Prevention, Medical Emergency Management and Counselling
- 04 Client follow-ups done within 24-36 hours of providing service via telephone and Annual Client Exit Surveys carried out to assess client satisfaction levels
- 05 Annual Competency Assessment of all team members
- 06 National and state medical advisory teams review quality standards, organise trainings and monitor Incident Management

Providing Comprehensive Care and Information

FRHS India's Clinics ensure that clients are exposed to the best of facilities, non-judgmental care and face no stress whatsoever. Rimjhim, a radiant personality and a mother of three, was at the Ajmer clinic to get a Tubal Ligation as she was certain that her family size was complete. When she was being diligently briefed by our counsellor on the various family planning methods, she exercised her reproductive rights and said, "Didi hume dekho, kitni kamzor hoon, mujhe bas teen bachhe hi palne hai...mujhe aur bacche nahi chahiye,". Rimjhim was empowered enough to set her reproductive goals and rights, but there are many who are not able to exercise their sexual and reproductive health rights. It is organisations like FRHS India who sensitise women and their families, provide them comprehensive information on range of family planning methods and reach out to the last mile so that women can have easy and safe access to family planning services.



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