

# Our Clinical Outreach Teams are back in action in Rajasthan and Bihar

We are delighted to let you know that we are slowly but surely getting back to what we do best: **Saving lives by delivering quality sexual and reproductive health services.** Our outreach teams in Ajmer, Alwar, Banswara, Bhilwara, Bikaner, Chittaurgarh, Churu, Hanumangarh, Jaipur, Jalore, Jodhpur, Sikar, Udaipur in Rajasthan and Gaya and Motihari in Bihar have resumed Fixed Day Services (FDS) offering clinical FP services which had been suspended since 20th March.

The first FDS was conducted by our Ajmer team on 3rd June and as of 17th, we have conducted 86 FDS and served 654 clients (7 IUCD and 647 Tubectomy clients) across Bihar and Rajasthan. In the coming weeks, we hope to have FDS up and running in the other 63 districts we work in.



In these testing times, service delivery cannot be business as usual. Additional measures are required to ensure safety of our clients and staff and prevent transmission of COVID 19. We are ensuring this by:

- Revising our service delivery guidelines and protocols for each service delivery channel and method, prioritizing physical distancing; hand hygiene and protective wear for all staff, clients and their attendants. Link: [Service Delivery Guidelines](#)
- Training all team members in the “New way of Delivering Services”; all trainings have gone virtual. Link: [Virtual Training Guidelines](#)
- Pre-Screening all clients before entry into the facility
- Ensuring client safety and comfort at each step of the process



Pre-screening of clients using contact-less thermometer and a screening questionnaire



Masks for clients and attendants



Additional Personal Protective Equipment for staff



Sanitisation of site and surfaces; Hand Sanitisers on all tables



Only the client is taken through all the 9 steps of service delivery; no attendants, ASHA accompanying them



Max 10 clients per FDS as per Government of India guidelines

## Client Speak

“Earlier, many women who would take the services would stay in the facility overnight. But now, FRHS India ensures that we receive service and go back home the same day after the post procedure observation and check up. This has made our experiences smoother, said Munni (name changed), a client in Bihar.”



“Adding to this an ASHA worker stated: The beds and mattresses provided in the facility and the checks in place is no less than a guest house or a hotel. I have been bringing clients to FDS conducted by FRHS India for some time; in time of COVID, the operations and facilities are even better than before and ensure client safety.”



“Due to the lockdown I had lost all hope of getting a Tubectomy. However, FRHS India and the district government resumed the services in the nearby CHC and because of that I could get a service on 15th June. FRHS India has managed the facilities very well ensuring a lot of preventive steps throughout the service delivery process- Savita (name changed), a client in Rajasthan.”



## From our leadership

“Clients have always been at the centre of our operations and now it is our duty to keep them and our teams protected. We have put various checks and balances in place, have had and are still continuing trainings with each of our 37 COTs (Clinical Outreach Teams) virtually. Since we are unable to go on field visits we are monitoring the process online, our teams are sending us videos from each step, some clients too are surprising us with their knowledge and keenness on hand hygiene and in following all protocols - **Dr Rashmi Ardey, Clinical Services Director, FRHS India**”



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It cannot be business as usual and we have put in place all that's required to ensure that essential sexual and reproductive services are provided, in a safe environment avoiding any risk of infection spreading during service delivery. Our team members, clients, ASHAs and attendants are taking extra precaution, taking that extra time to ensure each protocol is followed strictly. FRHS India is working closely with district and state level officials to monitor services and take required action as and when needed to enable our clients exercise their contraceptive choices without compromising safety – VS

**Chandrashekar, CEO, FRHS India** ”



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