



FAMILY HEALTH CENTRES/CLINICS

Making Healthcare Services Affordable

Foundation for Reproductive Health Services India (FRHS India) is an affiliate of MSI Reproductive Choices. With the focus on improving access to the underserved people at affordable costs, we have our clinics located in urban areas, catering 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.

During the pandemic, when most of the public health facilities had suspended their clinical family planning services for most of April, few of our clinics had resumed their safe abortion services within the first fortnight of the lockdown. Besides this, they also followed all GoI and MSI protocols and guidelines, and even reduced rates by 50% to support clients.

FRHS India's COVID Response

Urban poor are often not able to afford the cost of safe abortion services in private sector. Our clinics have been helping these urban poor by offering client-centered and affordable high quality services.

When the lockdown was imposed on 25th March, 2020, various public health facilities suspended provision of clinical family planning services. After advocacy in partnership with civil society organisations, safe abortion was listed as 'essential service' by the Ministry of Health and Family Welfare (MoHFW) during the lockdown. Following the guidance note issued by MoHFW, we resumed our operations in clinics from 7th April, 2020, and also launched a crowdsourced database listing details of registered Medical Termination of Pregnancy (MTP) providers to bridge the information gap between abortion seekers and medical providers during the pandemic.

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 our 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

Our clinics offer an entire range of family planning and reproductive health services that include:

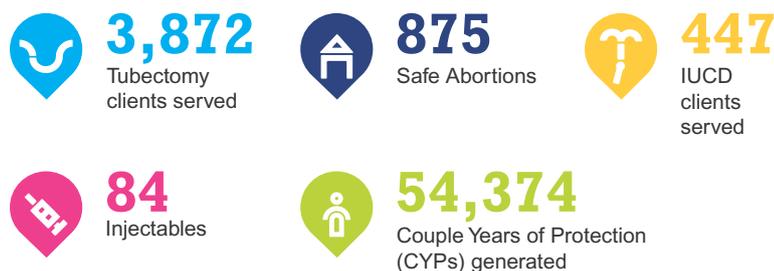
 Tubectomy- Laparo- scopic or Mini Lap	 Non-Scalpel Vasectomy (NSV)	 Intra Uterine Contraceptive Device (IUCD) insertion and removal (5 years and 10 years)	 Emergency Contra- ception	 Injectable Contra- ceptives (DMPA)	 Oral Contra- ceptive Pills	 Condoms	 First Trimester Abortion - Medical and Surgical (Vacuum Aspiration) Methods
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Coverage and Reach



Clients Served

In 2020, 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 MSI Reproductive Choices clinical standards.

02 Annual Quality Technical Assessment carried out by MSI Reproductive Choices.

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.

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