### TABLE 1. Aspects of care (and possible score range) measured at baseline to assess quality of family planning services received when contraceptive method was adopted, the Philippines, 1997–1998

<table>
<thead>
<tr>
<th>Aspect of care (score range)</th>
<th>Needs assessed (0–3)</th>
<th>Information received (0–7)</th>
<th>Method choice (0–4)</th>
<th>Interpersonal relations (0–7)</th>
<th>Continuity of care (0–3)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Asked whether she wanted to conceive a child</td>
<td>Shown or told how adopted method works</td>
<td>Asked which method she preferred</td>
<td>Permitted to ask questions</td>
<td>Scheduled for a follow-up visit</td>
</tr>
<tr>
<td></td>
<td>Asked how long she wanted to wait before next birth</td>
<td>Told how to use the method adopted</td>
<td>Told about at least one additional method besides the method adopted</td>
<td>Given adequate answers to all questions</td>
<td>Informed of alternative sources of care</td>
</tr>
<tr>
<td></td>
<td>Asked about previous family planning experiences</td>
<td>Warned of potential side effects</td>
<td>Received information without any single method being promoted by provider</td>
<td>Treated in a friendly manner</td>
<td>Given an appointment card showing the date of follow-up visit</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Instructed on how to handle problems</td>
<td></td>
<td>Shown respect for privacy</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Informed of warning signs</td>
<td></td>
<td>Received care in a clean environment</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Told of option to switch methods</td>
<td></td>
<td>Received satisfactory care</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Informed of methods that protect against sexually transmitted infections</td>
<td></td>
<td>Given information, education and communication material</td>
<td></td>
</tr>
</tbody>
</table>

- **Needs assessed (0–3)**
  - Asked whether she wanted to conceive a child
  - Asked how long she wanted to wait before next birth
  - Asked about previous family planning experiences

- **Information received (0–7)**
  - Shown or told how adopted method works
  - Told how to use the method adopted
  - Warned of potential side effects
  - Instructed on how to handle problems
  - Informed of warning signs
  - Told of option to switch methods
  - Informed of methods that protect against sexually transmitted infections

- **Method choice (0–4)**
  - Asked which method she preferred
  - Told about at least one additional method besides the method adopted
  - Received information without any single method being promoted by provider
  - Given her method of choice

- **Interpersonal relations (0–7)**
  - Permitted to ask questions
  - Given adequate answers to all questions
  - Treated in a friendly manner
  - Shown respect for privacy
  - Received care in a clean environment
  - Received satisfactory care
  - Given information, education and communication material

- **Continuity of care (0–3)**
  - Scheduled for a follow-up visit
  - Informed of alternative sources of care
  - Given an appointment card showing the date of follow-up visit