FAMILY PLANNING PROGRAM	SECTION: Community Education
POLICY AND PROCEDURE MANUAL	SUBJECT: Agency Information Sheet

POLICY: Each agency must provide to all its clients an agency information sheet.

GUIDELINES:

1. The agency information sheet shall be given to each initial client presenting at a family planning agency.

2. The agency information sheet must include these elements:

   a. name, address and phone number of the agency
   b. office hours (clearly define what hours and days are available for exams, supply lists, etc., if different from general office hours.)
   c. office closing policy, e.g., holidays, bad weather, etc.
   d. emergency care instruction for contraceptive related emergencies for weekends and after office hours telephone numbers to be included
   e. brief explanation of sliding fee schedule and statement regarding billing (with allowance for confidentiality)
   f. confidentiality statement
   g. eligibility statement
   h. agency policies in regards to making appointments, being late for appointments, no shows, walk-ins, payment for services

3. The following items should be included:

   a. philosophy statement
   b. Patient Bill of Rights and Responsibilities (may be included on agency information sheet or as a separate handout; however, must be given to each client).

Reference:

1. Program Guidelines for Project Grants for Family Planning Services, January 2001, p. 14, Section 7.2, Procedural outline.