

- The patient needs to be given time to share concerns. After listening to them, help them to make an informed decision regarding their treatment and any procedure (risk and safety factors) and choose the most suitable alternative if there is a choice available.
- The essential equipment, supplies and technical staff must be available at the facility. Patient/s must not be told that due to unavailability of drugs or equipment being out of order s/he cannot receive the necessary service.
- Privacy, comfort, confidentiality, and dignity of the patient are to be maintained- have curtains in examination rooms, allow the patient's relatives and family to accompany her/him, if desired, and keep registers/files locked.
- Behaviour of the health care providers need to be courteous, non-discriminatory and reassuring.
- Patient must feel motivated enough by the health care providers and the system to continue and complete the treatment.
- Appropriate and adequate treatment is be given.

It is very important that you visit your nearby sub-center and PHC regularly to learn whether these centres are providing quality basic health services. Your visit needs to be well-planned. We have given a checklist in Annexure 1, which you should carry while visiting these centres. Observe the aspects mentioned in this checklist. If you observe that the PHC and sub-centre are not providing quality health care services you have a right to discuss the same with the medical officer in-charge and the ANM. If you do not get proper responses from them you can go to the Block Health Officer or Chief Medical Officer and bring your concerns to their notice. Make a note of the names of all the people with whom you speak.