

6. Conducting a Home Visit

The purpose of the home visit is to interact with the family, especially the young women of the house, so as to develop a rapport with them, communicate key health messages, support them for better healthcare practices, identify illness early and provide appropriate advice.



In particular, homes with a pregnant woman, or a woman who had an abortion or delivery within the last one month, or with any child below two or any malnourished child needs regular home visits.

The first step is to gather information to understand the situation. You should ask appropriate initial questions, listen to the woman's response actively, and do not interrupt the woman while she is speaking. Once the mother has finished, ask further questions to clarify what she has said. Then seek more information by asking more detailed and probing questions about the duration of illness and the symptoms.

The second step after listening is to first praise the mother for how she is managing and reinforce the correct actions she is taking. Then make suggestions to the mother/woman on what further she needs to do – in short sentences and in clear blocks of information. Repeat the key information to make sure that the mother has understood it. You should ask whether the

All Visits

(Basic communication skills to create friendly environment)

- Greeting.
- Explain why she is visiting today.
- Act in a way so family feels they can confide in her.
- Speak in a gentle tone.
- Use simple words in local language.
- Be respectful.
- Praise what the woman is doing correctly and build up her self-confidence.
- Point out why you are discouraging some health practices; do not merely condemn it or brand it as bad, superstition etc.
- Ask, don't tell.
- Check if the woman has any questions.
- Answer in simple language.
- Thank the woman after the visit and inform the family when you (ASHA) will return.