**Introduction:** One way to gain an enhanced understanding of health center processes and structures is to experience how the health center operates through the eyes of the client. The series of questions listed below will help you understand and consider health center operations from the perspective of the client.

1. Start at the entrance and have a staff member walk you through each step of the visit from the client’s perspective.

**General Observations**

1. Observe the waiting room. Is it crowded? Is it welcoming? Is there signage that helps client’s understand key processes? Is client education material available? What is the mood of the clients? What is the mood of the staff?
2. Observe the physical space. Is it conducive to smooth client flow?

**Client Check-in Procedures**

1. What is the check in procedure? Is there a sign in sheet? Is check in separate for each service. What is different for family planning?
2. How many registration clerks are there? How many desks?
3. What is the process for clients who walk-in for services? Where are charts found? Is there an electronic health record system?
4. What happens to the client when check in is complete? Is there a second waiting room or do client’s go back to the first room or directly to exam room

**Post Check-in Client Flow**

1. How does clinical staff know when a client is available?
2. Record the patient flow once check-in is completed. What staff do they see for services? What is the order of services provided? How many staff do they need to see? Do any steps seem redundant? Can any steps be combined?
3. Does the client move to go see each individual staff person or do staff come to the client?

**End of Client Visit**

1. How does the visit end? Is there a separate check out? Where is payment for visit?
2. If another appointment is needed where does scheduling happen?
3. How is family planning different from other services?

**After the walkthrough, answer the following questions:**

1. What seemed to work well?
2. What seemed to be challenging? What did you feel was repetitive or not necessary?
3. What surprised you? Why did it surprise you?
4. What could be frustrating from the client perspective?
5. Do staff have all the needed resources to complete their tasks efficiently or effectively or are staff always looking for supplies or having to seek approvals?