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*Code of Ethics for DCAs*

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*for visiting Health Facility*

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## General guidelines

IMU Health desires for you to be respected by everyone you meet as an honest, credible and fair monitor of performance. For you to gain the respect of the Department's staff, it is important that you:

- Always maintain a neat and clean appearance.
- Always maintain decent behavior with everyone and remember that you are a representative of the Health Department.
- Only visit the health facilities to record data on things you observe and do not try to interfere in how the facility is run.
- Continue your monitoring visits during special vaccination campaigns and record whatever data is available to highlight the functioning of the facilities during these campaigns.
- Avoid having non-formal discussions with the staff of a HEALTH FACILITY, keeping your behavior professional at all times.
- Avoid taking or giving anyone lifts going towards or coming back from a visit.
- In case the patients complain to you about anything, avoid them politely.

## Planning a monitoring visit

The following points can help ensure that your visits are productive. You should always plan ahead for dealing with any likely situation during your visit.

- For BHUs, do not conduct any monitoring visit on a public holiday, Sundays or outside the HEALTH FACILITY operating hours; visit between 8 am to 2 pm, Monday to Saturday.
- Allow enough time to complete the visit before the HEALTH FACILITY closes (in general, you should not reach a BHU to start a visit after 1 pm).
- Spread your workload evenly across the month and ensure that all of the facilities in your zone are visited at least once during the month.
- Conduct complete repeat visits to 30% of the facilities in your allocated zone every month. Just select the facility already visited again at the start of the IMU application to perform a repeat visit.
- It is preferred that no one other than you must know the facility you are going to visit on a specific day.
- Ask the DMO or a fellow DCA the directions to the facility and an estimated time it would take you to get there.
- Ask the DMO if the HEALTH FACILITY is located in a sensitive area (on account of security, flooding etc.).
- Take a blank paper form for each visit you plan to make that day in case there are any issues in the phone that does not allow you to record the data electronically. (However, from June onwards, the department will not consider any information sent on the paper forms under normal circumstances).
- Carry identification (generally, a copy of the appointment letter from the Health Department or an ID card issued by the Health Department).
- Carry a notepad and a spare ballpoint pen. Make notes on the notepad throughout your visit and summarize the important points in the “DCA comments” section.

## Closed health facilities

Sometimes, you will arrive at a health facility and observe that it is closed and does not have any staff present. In such situations, it will help you to follow the following steps.

- In case any HEALTH FACILITY is found closed during notified hours, the name of HEALTH FACILITY should be immediately communicated to the DMO along with the time of visit at which it was found closed.
- You should mark the facility as being closed on the first screen of the IMU application and select one of the reasons for closure.
- If possible, take a picture of the vacant/closed facility for record and keep it saved in your phone for verification later.
- In case you have reached the HEALTH FACILITY before 8:15 am, you should wait till 8:15 am to see if anyone of the staff shows up and opens the facility. In case the facility is opened after the scheduled opening time (08:00 am), you should report the facility in the “Remarks” section as having **opened late**.
- In case only the Chowkidar or Naib Qasid is available and other staff is not present, the facility should be treated as being closed because patients will not be getting any treatment upon a visit to such facility. You would select the option of staff not present as the reason for facility being closed.
- If all or a part of the HEALTH FACILITY building is under illegal occupation, you should select the appropriate option in the application and continue filling the form.
- In case only the residential quarters are under illegal occupation, you should select the “part” option under the “Building under illegal occupation” section.

## Entering the facility

Upon reaching the HEALTH FACILITY, it is important to communicate clearly the purpose of your visit to the staff. Doing the following things will also help you to avoid a situation where the facility's functioning or the patients' treatment suffer due to your monitoring visit.

- Park your motorcycle inside the boundary wall but outside the building of the HEALTH FACILITY at a side, ensuring that it does not disrupt any patient activity.
- Do not take anyone else, friend or relatives, along to the facility during the official visits.
- Before entering the facility, open the application and select the facility of visit to open its form in the application.
- Upon entering the facility, you should always ask to see the Medical Officer or the facility in-charge first.
- If the in-charge is examining a patient, you should wait for him/her to finish so that you can introduce yourself and start the monitoring visit.
- Remember to always communicate with all the facility staff in the most polite and respectful manner.

## Interaction with the staff

The nature of interactions that you have with facility staff will affect the quality of data you are able to record. You should always be polite, calm and avoid conflict. The following guidelines will help you avoid any conflict, maintain your respect and remain professional in all your interactions.

- You must introduce yourself as a member of “Health IMU team” and show the identification card provided by the DMO/Health Department (if an identification card has not been provided, you may take along the appointment letter from the Health Department).
- You should communicate the purpose of your visit to the facility in-charge and inform him broadly of all the information you will be collecting.
- Before leaving the facility, you should debrief the facility in-charge on the details of your visit, take his/her comments on the application and submit the form in front of the staff so that they know it cannot be changed later.
- You must not tell facility staff on how to do their job; DCAs should only record the data that is required in the form of application and not pass instructions to the staff on doing their jobs.
- In case there is a delivery going on in the HEALTH FACILITY, you should wait for the delivery to be over to record data related to the labor room. In case it is expected to carry on for hours, you can visit a nearby HEALTH FACILITY and come back to this one later. You will have to re-open and refill the form in that case.
- You must ensure at all times that the monitoring visit does not cause any inconvenience to the patients visiting the facility.
- You should always try to verify the information being told by the staff by asking to look at the evidence wherever possible.
- If you face any obstruction from the staff, you should avoid getting into any conflict and should inform the DMO of the issue you are facing. If the situation gets serious, you should end your monitoring visit and report the incident to the DMO and should ensure that it is clearly pointed out to the EDO-Health.
- Interact with the staff politely during the visit especially when asking for information.
- Avoid informal discussions as much as possible, without being rude.
- Politely refuse offers of lunch, snacks or any food.

### Additional guidance

- For any questions regarding filling the form or to report any unusual situation, please contact Mr. Aftab Akhunzada, Data Base Analyst, IMU Health on 0342-1118885.
- For any administrative and salary related queries, you may contact Mr. Adnan Saeed Khan, Admin/Accounts officer IMU Health on 0342-1118886.
- For any other query, please contact your respective DMOs first. DONOT contact Deputy PD or PD directly.

