

INTERVIEW INFORMATION	
C1. Today's date (dd/mm/yyyy)	[_ _] - [_ _] - [_ 2 _ _ 0 _ _ 1 _ _ 8 _]
C2. Interviewer's name [_____]	C2a. Interviewer's code [_ _]
C3. Geographic level 1 name	C3a. Level 1 code [_]
C4. Geographic level 2 name	C4a. Level 2 code [_ _]
C5. Outlet/facility name [_____]	C5a. Outlet/facility code [_ _ _]
C6. Outlet/facility type Type 1 1 Type 3 3 Type 2 2 Type 4 4	
INFORMED CONSENT	
<p>Find the manager, the in-charge, or the most senior member of staff responsible for client services present at the outlet/facility. Read the following information.</p> <p>Hello, my name is _____. I am an interviewer from AGENCY. In collaboration with the Ministry of Health, Malaria Control Unit, we are conducting an anonymous study about child and adult health care in our communities.</p> <p>Your facility was chosen at random to be invited to participate in the study. The study has three parts. First, I would like to ask you a few questions about what medicines and tools you have available today. If the outlet is eligible for the study I would then like your agreement to conduct exit interviews with clients leaving your facility. An exit interview is a short interview with clients in which I will ask them about the type of service they came for and their experiences during the visit. Each exit interview will last 10 minutes, and your clients can refuse to participate or stop the interview at any time. Finally, I would like your agreement to conduct a short interview at the end of the day with a member of your staff who serves clients. This interview will ask them about treating children and adults and will last 10 minutes.</p> <p>It is important to know that <u>I am not evaluating this facility, its staff, or your clients</u>, and no individual information will be given to anyone outside the study team. <u>The information we collect will not be used for regulatory purposes</u>. Neither your name nor the name of anyone I interview will be included in the dataset or in any report. Results from this study will only be presented in aggregate, that is, <u>for all outlets and clients in total</u>. The information collected from all facilities and clients during this study may be used by the study team, the Ministry of Health, and organizations supporting services in your facility for planning service improvements or for conducting further studies in the future.</p> <p>You may refuse to answer any question or choose to stop the interview at any time. However, we hope you will collaborate with the study as your participation may help to improve child and adult health services in this community.</p> <p>At this point, do you have any questions about the study? Interviewer to respond fully to all questions from the respondent.</p> <p>Do I have your agreement to proceed with the study? This will include conducting exit interviews with clients and interviewing a member of your staff at the end of the day.</p> <p>1 = Yes Proceed to OS1 on next page. 0 = No Thank the respondent. End interview.</p>	

Complete the following questions by interviewing the manager, in-charge or most senior member of staff present today.

Availability of medicines and diagnostic tools

OS1. Does the outlet/facility have the following medicines available today?

Ask the respondent to show you the medicine if it is in stock.

		Available Observed	Reported available Not seen	Not available today
A	Paracetamol tablets	1	2	3
B	Paracetamol syrup for children	1	2	3
C	Amoxicillin tablets	1	2	3
D	Amoxicillin syrup for children	1	2	3
E	Cotrimoxazole tablets	1	2	3
F	Cotrimoxazole syrup for children	1	2	3
G	Artemether-lumefantrine tablets	1	2	3
H	Artesunate-amodiaquine tablets	1	2	3
I	Other tablet ACT	1	2	3
J	ORS	1	2	3
K	Zinc tablets	1	2	3

OS2. Does the outlet/facility have the following diagnostic tools available today?

Ask the respondent to show you the item if it is available.

		Available Observed	Reported available Not seen	Not available today
A	Adult scale	1	2	3
B	Child scale	1	2	3
C	Thermometer	1	2	3
D	Malaria RDT testing on site*	1	2	3
E	Functioning microscope†	1	2	3
F	Microscope slides and stain†	1	2	3
G	Watch or timing device	1	2	3

Screening

Interviewer:

If eligible (STATEMENT OF ELIGIBILITY CONDITIONS, E.G. Any diagnostic testing available):

Inform that respondent that the facility is eligible for the study and thank them for their time so far.

Explain that you will now wait outside the facility, out of the way of potential clients, and conduct exit interviews.

Ask the respondent again if they have any questions, then proceed outside.

If not eligible

Inform the respondent that the facility is not eligible for the study and thank them for their time.

Proceed to the next outlet or facility on your list.

INTERVIEW INFORMATION	
C1. Today's date (dd/mm/yyyy)	[_ _]-[_ _]-[_ 2 _ 0 _ 1 _ 8 _]
C2. Interviewer's name [_____]	C2a. Interviewer's code [_ _]
C3. Geographic level 1 name	C3a. Level 1 code [_]
C4. Geographic level 2 name	C4a. Level 2 code [_ _]
C5. Outlet/facility name [_____]	C5a. Outlet/facility code [_ _ _]
	C6a. Interview number [_ _]

INTRODUCTION

Hello, my name is _____. I am an interviewer from AGENCY. In collaboration with Ministry of Health, Malaria Control Unit we are conducting an anonymous survey about services for fever in this community. The results will be used to make sure that the services for patients in this community are the best they can be. I would like to ask you a few questions to see if you could be part of the survey.

SCREENING			
S1	Are you 18 years or older?	Yes 1 No 0	0 → ineligible
S2	Did you come to this outlet to get <u>treatment for fever</u> , either for yourself or on behalf of someone else?	Yes 1 No 0	1 → eligible 0 → S3
S3	Did you come to this outlet <u>for treatment for malaria or to buy antimalarials</u> , either for yourself or on behalf of someone else?	Yes 1 No 0	1 → eligible 0 → ineligible

If ineligible: Thank respondent for their time and explain that respondent is not eligible for the study. End interview. Complete QX3: Interview result

If eligible: Verify the additional inclusion criteria below through polite discussion the respondent.

AS1	Is the patient <u>less than 2 months old</u>	Yes 1 No 0	1 → ineligible
AS2	Is the patient <u>currently pregnant</u>	Yes 1 No 0	1 → ineligible
AS3	Has the patient <u>been referred</u> by this facility to a doctor or another health facility <u>for serious illness</u> ?	Yes 1 No 0	1 → ineligible

If eligible: Share study information and gain informed consent. Proceed with interview.
If ineligible: Thank respondent for their time and explain that respondent is not eligible for the study. End interview. Complete QX3: Interview result

INFORMED CONSENT

Read to client:

INFORMED CONSENT SCRIPT

CONSENT

Interviewer complete this section after reading the study information and responding to all questions from the client.

Do you agree to participate in this study?

1 = Yes

0 = No

Thank respondent for their time. End interview. Complete QX3: Interview result.

FINAL INTERVIEW STATUS

QX3	Interview result	Completed 1 Ineligible for study 2 Partially completed / interrupted 3 Refused 7	7 → R1
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INTERVIEWER COMMENTS

QX4	Please write any comments about this interview that may be relevant to the project team here. NOTE: Comments are not obligatory.
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SECTION 1: DEMOGRAPHICS			
QX1	Interview start time <i>Use 24-hour clock (hh:mm)</i>	[] [] : [] []	
READ TO THE CLIENT: I would like to ask you some questions about yourself and the patient. This will include questions about your age and education.			
Q101	Interviewer: Record respondent's sex	Male 1 Female 2	
Q102	How old were you at your last birthday? Enter number of completed years	Number of years [] [] Refused 97	
Q103	What is the highest level of education you have completed?	No education completed 1 Primary 2 Secondary 3 Tertiary and above 4 Don't know 8	
Q104	How long did it take you to get to this outlet today?	Less than 15 minutes 1 15 to 30 minutes 2 31 minutes to 1 hour 3 More than 1 hour 4 Don't know 8	
Q105	What is the main type of transport you used to get to this outlet today?	Foot 1 Own bicycle 2 Own car/ boat 3 Paid transport 4 Other (<i>specify</i>) 6 []	
Q106	Interviewer: Is the person you are interviewing also the patient?	Yes 1 No 0	1 → Q201
Q107	Did the patient accompany you to this outlet today?	Yes 1 No 0	
Q108	What is your relationship to the patient. The patient is your... Read responses. Record one response.	Son / daughter 1 Wife / husband 2 Sister / brother 3 Parent 4 Any other family member 5 Friend / neighbour 6 Other (<i>specify</i>) 96 []	
Q109	Is the patient male or female?	Male 1 Female 2	
Q110	How old is the patient? Enter age in completed years. For children less than 1 year old enter "00" Years and record the number of months below. Cross-check with response to AS1.	Number of years [] [] Number of months [] [] Refused 97	

SECTION 2: DIAGNOSIS AND TREATMENT

READ TO THE CLIENT:

I would like to ask you some questions about [your illness] / [the patient's] illness and what actions have been taken to treat the illness.

<p>Q201</p>	<p>For how many days have [you] / [the patient] been sick?</p> <p><i>If response is >10 days, verify with patient. Focus of interview is the most recent episode of fever and not ongoing chronic illness.</i></p>	<p>Number of days [] []</p> <p>Refused 97</p> <p>Don't know 98</p>																																																																																						
<p>Q202</p>	<p>What were [your] / [the patient's] symptoms when you came to this outlet?</p> <p><i>Do not read list</i> <i>Circle 1 if symptom mentioned;</i> <i>Circle 0 if not mentioned.</i></p>	<table border="1"> <thead> <tr> <th colspan="2"></th> <th>Yes</th> <th>No</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>Blood in stools</td> <td>1</td> <td>0</td> </tr> <tr> <td>B</td> <td>Chill/cold/shivers</td> <td>1</td> <td>0</td> </tr> <tr> <td>C</td> <td>Convulsions/seizures</td> <td>1</td> <td>0</td> </tr> <tr> <td>D</td> <td>Coughing</td> <td>1</td> <td>0</td> </tr> <tr> <td>E</td> <td>Diarrhea</td> <td>1</td> <td>0</td> </tr> <tr> <td>F</td> <td>Difficulty breathing</td> <td>1</td> <td>0</td> </tr> <tr> <td>G</td> <td>Fatigue/weakness</td> <td>1</td> <td>0</td> </tr> <tr> <td>H</td> <td>Fever / high temperature / hot body</td> <td>1</td> <td>0</td> </tr> <tr> <td>I</td> <td>Headache</td> <td>1</td> <td>0</td> </tr> <tr> <td>J</td> <td>Loss of appetite</td> <td>1</td> <td>0</td> </tr> <tr> <td>K</td> <td>Muscle pain / body pain</td> <td>1</td> <td>0</td> </tr> <tr> <td>L</td> <td>Nausea / vomiting</td> <td>1</td> <td>0</td> </tr> <tr> <td>M</td> <td>Not able to drink / breastfeed</td> <td>1</td> <td>0</td> </tr> <tr> <td>N</td> <td>Rashes</td> <td>1</td> <td>0</td> </tr> <tr> <td>O</td> <td>Red/yellow eyes</td> <td>1</td> <td>0</td> </tr> <tr> <td>P</td> <td>Stiff neck</td> <td>1</td> <td>0</td> </tr> <tr> <td>Q</td> <td>Unable to sit upright</td> <td>1</td> <td>0</td> </tr> <tr> <td>R</td> <td>Unconscious</td> <td>1</td> <td>0</td> </tr> <tr> <td>S</td> <td>Yellow / dark urine</td> <td>1</td> <td>0</td> </tr> <tr> <td>X</td> <td>Other (<i>specify</i>) _____</td> <td>1</td> <td>0</td> </tr> </tbody> </table>				Yes	No	A	Blood in stools	1	0	B	Chill/cold/shivers	1	0	C	Convulsions/seizures	1	0	D	Coughing	1	0	E	Diarrhea	1	0	F	Difficulty breathing	1	0	G	Fatigue/weakness	1	0	H	Fever / high temperature / hot body	1	0	I	Headache	1	0	J	Loss of appetite	1	0	K	Muscle pain / body pain	1	0	L	Nausea / vomiting	1	0	M	Not able to drink / breastfeed	1	0	N	Rashes	1	0	O	Red/yellow eyes	1	0	P	Stiff neck	1	0	Q	Unable to sit upright	1	0	R	Unconscious	1	0	S	Yellow / dark urine	1	0	X	Other (<i>specify</i>) _____	1	0	
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Previous sources																																							
PV1	Has the patient, or have you on the patient's behalf, visited any other places to seek treatment for this fever before coming here today?	Yes 1 No 0 Refuses to answer 7 Don't know 8	0 → Q203 7 → Q203 8 → Q203																																				
PV2	Which other places have you visited for this fever, before coming here? <i>Do not read list. Prompt once "Anywhere else?"</i> <i>Circle 1 if place mentioned; circle 0 if place not mentioned.</i>	<table border="1"> <thead> <tr> <th colspan="2"></th> <th>Yes</th> <th>No</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>Public health facility</td> <td>1</td> <td>0</td> </tr> <tr> <td>B</td> <td>Private health facility</td> <td>1</td> <td>0</td> </tr> <tr> <td>C</td> <td>Pharmacy</td> <td>1</td> <td>0</td> </tr> <tr> <td>D</td> <td>Chemist / Drug shop</td> <td>1</td> <td>0</td> </tr> <tr> <td>E</td> <td>Grocery store / Duka / Kiosk</td> <td>1</td> <td>0</td> </tr> <tr> <td>F</td> <td>Community health worker</td> <td>1</td> <td>0</td> </tr> <tr> <td>X</td> <td>Other (<i>specify</i>) _____</td> <td>1</td> <td>0</td> </tr> <tr> <td>Z</td> <td>Don't know</td> <td>1</td> <td>0</td> </tr> </tbody> </table>			Yes	No	A	Public health facility	1	0	B	Private health facility	1	0	C	Pharmacy	1	0	D	Chemist / Drug shop	1	0	E	Grocery store / Duka / Kiosk	1	0	F	Community health worker	1	0	X	Other (<i>specify</i>) _____	1	0	Z	Don't know	1	0	
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X	Other (<i>specify</i>) _____	1	0																																				
Z	Don't know	1	0																																				
PV3	Did you receive a blood test for malaria at any of these places? <i>Refer to response in PV2</i>	Yes 1 No 0 Refuses to answer 7 Don't know 8	0 → Q203 7 → Q203 8 → Q203																																				
PV4	At which place was the blood test for malaria done? <i>Record letter corresponding to the source in PV2</i>	Letter of source in PV2 [] Refuses to answer 7 Don't know 8																																					
PV5	What type of test did [you] / [the patient] receive today? <i>Use RDT and slide samples and show prompt card</i>	RDT 1 Microscopy 2 Both RDT and Microscopy conducted 5 Don't know 8																																					
PV6	Did you receive a written copy of [your] / [the patient's] test results?	Yes 1 No 0																																					
PV7	<i>Interviewer: if a copy of the test result is available and legible use this to complete this question; otherwise ask respondent:</i> What is the result of the test?	Positive for malaria 1 Negative for malaria 2 Inconclusive / no result 3 Refused 7 Don't know 8																																					
PV8	Why did you come here for further advice or treatment today?	Still ill / fever got worse 1 Don't trust test results 2 Wanted a diagnostic test / another test 3 To fill a prescription 4 No medicines at other places 5 Medicines are cheaper here 6 Referred here by previous outlet 7 Wanted a second opinion 8 Other (<i>specify</i>) 96 []																																					

Diagnosis at current source			
READ TO THE CLIENT: I would now like to talk about what happened during your visit to this [facility / pharmacy] today.			
QX	Interviewer: Before continuing, review Q106 and Q107 with the respondent and confirm whether the patient themselves was present during the visit.	Patient present 1 Not present..... 0	0 → Q214
Q203	Did you <u>request</u> a test for malaria here today, irrespective of whether or not you received one?	Yes 1 No 0	0 → Q205
Q204	Which type of test for malaria did you request today?	RDT 1 Microscopy 2 Didn't specify a type of test..... 3	
Q205	Did [you] / [the patient] <u>receive</u> a blood test for malaria here today?	Yes 1 No 0 Don't know 8	0 → Q210 8 → Q210
Q206	What type of test did [you] / [the patient] receive today? Use RDT and slide samples and show prompt card	RDT 1 Microscopy 2 Both RDT and Microscopy conducted 5 Don't know 8	
Q207	What was the cost of the test? Enter 0000 if free	Cost of test [__ __ __ __] LCU Client insured..... 9995 Refused..... 9997 Don't know 9998	
Q208	Do you have a copy of [your] / [the patient's] test results?	Yes 1 No 0	
Q209	Interviewer: if a copy of the test result is <u>available and legible</u> use this to complete this question; otherwise ask respondent: What is the result of the test? For patients that were tested by RDT and Microscopy, record the final diagnostic result given to the patient.	Positive for malaria..... 1 Negative for malaria 2 Inconclusive / no result 3 Refused..... 7 Don't know 8	1 → Q214 2 → Q214 3 → Q214 7 → Q214 8 → Q214
Interviewer: Skip to Q214			
Q210	What is the <u>main</u> reason [you] / [the patient] did not receive a malaria test here today? Do not read list. Record one response.	Test not available 1 Already tested 2 Not aware of malaria tests 3 Cost..... 4 Facility did not offer test 5 I / provider know(s) it is malaria..... 6 I / provider know(s) it is <u>not</u> malaria 7 No time to wait for results 8 Cultural / religious beliefs..... 9 Hygiene..... 10 Other (specify) 96 [_____] Don't know 98	

Treatment at this facility			
Q214	Did you get <u>any medicines or prescriptions</u> from this facility today?	Yes..... 1 No..... 0 Refused 7	0 → Q230 7 → Q230
Q214a	How many medicines did you receive or were your prescribed at this facility today?	Number of medicines.....[]	All responses → Q215

Q215 INTERVIEWER: Ask to see the medicines purchased and/or prescribed and fill in the table below. Cross-check the cost of medication with receipts where available.

	Band name	Dosage form Tablet 1 Suppository 2 Granule / Powder 3 Syrup 4 Injection 5 Cream 6 Don't know 8 Prescription 9	Medicine type (code) Refer to code list below	Bought or prescribed Bought 1 Prescribe 2	FOR EACH MEDICINE BOUGHT, ASK...	FOR EACH ANTIMALARIAL BOUGHT, ASK...
					Price Free 0000 Don't know 9998	Project logo on packaging? Yes 1 No 0
1		[]	[]	[]	[][][][] LCU	[]
2		[]	[]	[]	[][][][] LCU	[]
3		[]	[]	[]	[][][][] LCU	[]
4		[]	[]	[]	[][][][] LCU	[]
5		[]	[]	[]	[][][][] LCU	[]
6		[]	[]	[]	[][][][] LCU	[]
7		[]	[]	[]	[][][][] LCU	[]

Medicine type codes				
1: Antimalarial	2: Antibiotic	3: Pain / Fever reducer	4: Cold medicine	5: Cough medicine
6: Vitamins / Minerals	7: Diarrhea treatment (incl. ORS)	8: Deworming	9: Other	

Q215b	Total medicine cost <i>Complete this line only if the client is not able to separate costs for individual medicines</i>	Total cost [][][][] LCU	
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Provider advice for medicines received				
READ TO THE CLIENT:				
I would now like to ask you what information the provider gave you about the medicines you received today.				
Q219	Were you given any advice by the provider on how to take this medicine?	Yes..... 1 No 0 Don't know 8	0 → Q230 8 → Q230	
Q220	What advice did the provider give you about how to take this medicine? <i>Do not read list</i> <i>Circle 1 if item mentioned;</i> <i>Circle 0 if not mentioned.</i>		Yes No	
		A	Importance of finishing the whole course of medicine	1 0
		B	What to do if patient vomits after taking medicine	1 0
		C	What to do if no improvement after taking medicine	1 0
		D	What foods to eat or avoid when taking the medicine	1 0
		E	The dosing scheme for the medicine / how to take the medicine	1 0
		X	Other (<i>specify</i>) _____	1 0

Other advice received and referrals			
Q230	Were you advised or told to visit [another/a] health facility or health provider by this provider?	Yes 1 No 0	0 → Q233
Q231	Where were you advised or told to go? Record the name of the facility	_____ Don't recall..... 8	
Q232	What type of facility is this? Record the type of facility	PUBLIC FACILITY: Health centre / clinic 11 Hospital 12 PRIVATE FACILITY: Health centre / clinic 21 Hospital 22 DON'T KNOW TYPE: Health centre / clinic 31 Hospital 32 Other (<i>specify</i>) 96 _____ Don't know..... 98	
Q233	Were you given any other advice or information by the provider about your illness?	Yes 1 No 0 Don't know 8	0 → Q301 8 → Q301
Q234	What other advice or information did the provider give you? Do not read list Circle 1 if item mentioned; Circle 0 if not mentioned.	Yes No	
	A What foods to eat or avoid (e.g. drink water; avoid alcohol)	1 0	
	B Come back immediately if condition gets worse	1 0	
	C Come back in 2 days if no improvement	1 0	
	X Other (<i>specify</i>) _____	1 0	

SECTION 3: CLIENT SATISFACTION MODULE

READ TO THE CLIENT:

I would now like to ask about different aspects of your visit today. For each thing I will read a list of responses and ask you to choose the one that most closely reflects your experiences today.

<p>Q301</p>	<p>How was the waiting time for service at this outlet/facility?</p> <p><i>Read responses.</i> <i>Record only one response.</i></p>	<p>Much too long1 Long2 Acceptable3 Was seen immediately4</p>	
<p>Q302</p>	<p>How was the total length of time you spent in the outlet/facility?</p> <p><i>Read responses.</i> <i>Record only one response.</i></p>	<p>Much too long1 Long2 Acceptable3 Was quicker than expected4</p>	
<p>Q303</p>	<p>How was the cost of your services or treatments?</p> <p><i>Read responses.</i> <i>Record only one response.</i></p>	<p>Client insured8 Very expensive1 Expensive2 About right3 Very cheap4</p>	
<p>Q304</p>	<p>How was the cleanliness of the outlet/facility?</p> <p><i>Read responses.</i> <i>Record only one response.</i></p>	<p>Very dirty1 Dirty2 Clean3 Very clean4</p>	
<p>Q305</p>	<p>How was the privacy you were provided during your visit?</p> <p><i>Read responses.</i> <i>Record only one response.</i></p>	<p>There was no privacy at all1 Some privacy provided2 Privacy provided for whole consultation3</p>	
<p>Q306</p>	<p>How polite were the staff you saw here today?</p> <p><i>Read responses.</i> <i>Record only one response.</i></p>	<p>All staff were polite1 Most staff were polite2 Most staff were not polite3 Staff were rude4</p>	
<p>Q307</p>	<p>How much information did the staff provide about [your] / [the patient's] illness?</p> <p><i>Read responses.</i> <i>Record only one response.</i></p>	<p>No information was provided1 Some information was provided, but not enough2 The amount of information provided was about right3</p>	

READ TO THE CLIENT:

Next, I am going to ask you a few more questions about your feelings after today's visit.

<p>Q308</p>	<p>Sometimes clients find the cost of services or treatments a problem. Was the cost of services and treatments you received today a problem for you?</p> <p><i>If Yes, probe: Was the cost a big problem for you or a small problem for you?</i></p>	<p>Client insured8 Big problem1 Small problem2 No problem3</p>	
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Q309	How satisfied were you with the service you received today? <i>Read responses.</i> <i>Record only one response.</i>	I am very satisfied with the services I received today 1 I am more or less satisfied with the services I received..... 2 I am not satisfied with the services I received..... 3	
Q312	How likely are you to visit this outlet/facility next time you are sick? <i>Read list.</i> <i>Record only one response.</i>	Not likely..... 1 Likely 2 Very likely 3 Refused / no response 7	
Q313	Would you recommend this outlet/facility to a friend?	Yes 1 No 2 Don't know 8	

SECTION 4: MEDIA EXPOSURE																																																	
READ TO THE CLIENT: I would now like to ask you some questions about your awareness of blood testing for malaria.																																																	
Q401	Before coming here today, did you know that blood testing for malaria was available in [private health facilities / pharmacies]?	Yes1 No2 Don't know8	2→Q501 8→Q501																																														
Q402	How did you find out that you could be tested for malaria in private health facilities? <i>Multiple responses allowed</i> <i>Do not read list</i> <i>Circle 1 if item mentioned;</i> <i>Circle 0 if not mentioned.</i>	<table border="1"> <thead> <tr> <th colspan="2"></th> <th>Yes</th> <th>No</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>A health worker told me</td> <td>1</td> <td>0</td> </tr> <tr> <td>B</td> <td>Friends told me</td> <td>1</td> <td>0</td> </tr> <tr> <td>C</td> <td>Family told me</td> <td>1</td> <td>0</td> </tr> <tr> <td>D</td> <td>Posters / signs</td> <td>1</td> <td>0</td> </tr> <tr> <td>E</td> <td>Radio</td> <td>1</td> <td>0</td> </tr> <tr> <td>F</td> <td>Road show</td> <td>1</td> <td>0</td> </tr> <tr> <td>G</td> <td>Someone from PSI told me (IPC agent)</td> <td>1</td> <td>0</td> </tr> <tr> <td>H</td> <td>Previous visit / my own experience</td> <td>1</td> <td>0</td> </tr> <tr> <td>X</td> <td>Other (<i>specify</i>) _____</td> <td>1</td> <td>0</td> </tr> <tr> <td>Z</td> <td>Don't know</td> <td>1</td> <td>0</td> </tr> </tbody> </table>					Yes	No	A	A health worker told me	1	0	B	Friends told me	1	0	C	Family told me	1	0	D	Posters / signs	1	0	E	Radio	1	0	F	Road show	1	0	G	Someone from PSI told me (IPC agent)	1	0	H	Previous visit / my own experience	1	0	X	Other (<i>specify</i>) _____	1	0	Z	Don't know	1	0	
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OTHER QUESTIONS RELATED TO SBC CAMPAIGNS ADDED AS REQUIRED

SECTION 5: SOCIOECONOMIC STATUS

READ TO THE CLIENT:

I would now like to ask you some questions about your home and living conditions.

RELEVANT HOUSEHOLD ASSET QUESTIONS AS REQUIRED

END OF SURVEY

THANK THE RESPONDENT VERY MUCH FOR THEIR TIME

RECORD THE INTERVIEW END TIME BELOW

QX2	Interview end time Use 24-hour clock (hh:mm)	[]:[]	
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NOW RETURN TO PAGE 2 AND COMPLETE THE INTERVIEW RESULT

INTERVIEW INFORMATION	
C1. Today's date (dd/mm/yyyy)	[_ _] - [_ _] - [_ 2 _ _ 0 _ _ 1 _ _ 8 _]
C2. Interviewer's name [_____]	C2a. Interviewer's code [_ _]
C3. Geographic level 1 name	C3a. Level 1 code [_]
C4. Geographic level 2 name	C4a. Level 2 code [_ _]
C5. Outlet/facility name [_____]	C5a. Outlet/facility code [_ _ _]

INFORMED CONSENT

Find the manager, the in-charge, or the most senior member of staff responsible for client services present at the outlet/facility and inform them that you have completed the client exit interviews.

Ask to speak with the member of staff who was responsible for conducting diagnostic tests for malaria today. If the facility has a separate laboratory, interview the main provider in the dispensary. If no diagnostic tests were conducted today, interview the main provider in the dispensary.

If respondent is different to the one from the outlet screening:

Hello, my name is _____. I am an interviewer from PSI Madagascar. In collaboration with the Ministry of Health, Malaria Control Unit, we are conducting an anonymous survey about child and adult health care in our communities. This morning I was granted permission by [.....(NAME)] to conduct interviews with clients leaving your facility. I have now finished this work and would like to ask you some questions about diagnosing and treating malaria. The interview will last no more than 10 minutes.

It is important to know that I am not evaluating you, this facility or its clients, and no individual information will be given to anyone outside the study team. You may refuse to answer any question or chose to stop the interview at any time. However, we hope you will collaborate with the study as your participation may help to improve child and adult health services in this community.

If respondent is the same as the one from the outlet screening:

I have now finished this work and would like to ask you some questions about diagnosing and treating malaria. The interview will last no more than 10 minutes. It is important to remember that I am not evaluating you, this facility or its clients, and no individual information will be given to anyone outside the study team. You may refuse to answer any question or choose to stop the interview at any time. However, we hope you will collaborate with the study as your participation may help to improve child and adult health services in this community.

At this point, do you have any questions about the study?

Interviewer to respond fully to all questions from the respondent.

Briefly note questions asked here

Do I have your agreement to proceed with the study?

1 = Yes ***Proceed to screening section on next page.***

0 = No ***Probe for Refusal Reason and complete R1. Thank the respondent for their time. End interview.***

Complete the following questions by interviewing the provider who was responsible for conducting diagnostic tests for malaria today.
If the facility has a separate laboratory, interview the main provider in the dispensary.
If no diagnostic tests were conducted today, interview the main provider in the dispensary.

<p>P1</p> <p>I would like to ask you some questions about your educational background and experience in this facility.</p> <p>What is your current occupational category or qualification? For example, are you a pharmacist, medical doctor, or registered nurse?</p> <p>Mark professional degree of the respondent</p>		Pharmacist 1 Pharmacy technician..... 2 Medical doctor..... 3 Nurse 4 Midwife..... 5 Health assistant 6 Lab technician..... 7 No medical or technical qualification 95 Other (<i>specify</i>) 96 [_____]	
<p>P2</p> <p>How long have you worked at this outlet / facility?</p> <p>If less than one year, enter '00'.</p>		Number of years [__ __] Refused 97	
<p>P3</p> <p>Including yourself and the owner, how many people work at this outlet / facility?</p>		Number of staff [__ __] Refused 97 Don't know 98	
<p>P4</p> <p>Thinking about your work today, how many clients do you estimate you saw?</p> <p>Ask the respondent to estimate if required.</p>		Number of clients [__ __] Refused 97 Don't know 98	97 → P5 98 → P5
<p>P4a</p> <p>Of the [NUMBER] clients you saw today, how many reported coming because of fever?</p> <p>Ask the respondent to estimate if required.</p>		Number of clients [__ __] Refused 97 Don't know 98	

READ TO RESPONDENT

I would now like to ask you about whether this outlet/facility has received visits from regulatory bodies.

If I mention a body that has no regulatory oversight of this facility/outlet, please tell me.

Regulatory bodies	P5	P6
	Since this outlet / facility opened, has it ever been visited by someone from [NAME OF ORGANISATION]?	When was the last time this outlet / facility received a visit from [ORGANISATION]?
	Yes..... 1 No..... 0 Non-applicable..... 5 Don't know..... 8	Less than 6 months ago1 6-11 months ago.....2 12-24 months ago.....3 More than 2 years ago.....4 Non-applicable.....5 Don't know.....8
ORGANISATION 1	[]	[]
ORGANISATION 2	[]	[]
ORGANISATION 3	[]	[]
ORGANISATION 4	[]	[]

P7	Have you received any training on fever diagnosis or treatment during the past 12 months? <i>Training includes in-service training, training by external groups, and training by managers or colleagues in this facility.</i>	Yes..... 1 No 0 Don't know 8	0 → P12 8 → P12																														
P8	Have you received any training on how to perform a malaria rapid diagnostic test in the past 12 months?	Yes..... 1 No 0 Don't know 8	0 → P10 8 → P10																														
P9	Who conducted this training?	<table border="1"> <thead> <tr> <th></th> <th>Yes</th> <th>No</th> </tr> </thead> <tbody> <tr> <td>A Training by manager or colleague</td> <td>1</td> <td>0</td> </tr> <tr> <td>B In-service training</td> <td>1</td> <td>0</td> </tr> <tr> <td>C Government</td> <td>1</td> <td>0</td> </tr> <tr> <td>D PSI Madagascar</td> <td>1</td> <td>0</td> </tr> <tr> <td>E Other NGO (not PS Madagascar)</td> <td>1</td> <td>0</td> </tr> <tr> <td>F Private drug distributor</td> <td>1</td> <td>0</td> </tr> <tr> <td>G Professional association</td> <td>1</td> <td>0</td> </tr> <tr> <td>X Other (<i>specify</i>) []</td> <td>1</td> <td>0</td> </tr> <tr> <td>Z Don't know</td> <td>1</td> <td>0</td> </tr> </tbody> </table>		Yes	No	A Training by manager or colleague	1	0	B In-service training	1	0	C Government	1	0	D PSI Madagascar	1	0	E Other NGO (not PS Madagascar)	1	0	F Private drug distributor	1	0	G Professional association	1	0	X Other (<i>specify</i>) []	1	0	Z Don't know	1	0	
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G Professional association	1	0																															
X Other (<i>specify</i>) []	1	0																															
Z Don't know	1	0																															
P10	Have you received any training on case management or treatment of malaria in	Yes..... 1 No 0	0 → P12																														

	the past 12 months?	Don't know 8	8 → P12
P11	Who conducted this training?	Yes	No
		A Training by manager or colleague	1 0
		B In-service training	1 0
		C Government	1 0
		D PSI Madagascar	1 0
		E Other NGO (not PS Madagascar)	1 0
		F Private drug distributor	1 0
		G Professional association	1 0
		X Other (<i>specify</i>) [_____]	1 0
Z Don't know	1 0		

READ TO RESPONDENT			
I'd now like to ask you some questions about diagnostic testing for malaria, in particular your opinion of about malaria rapid diagnostic tests also known as RDTs.			
P12	Rapid diagnostic tests, also known as RDTs, are small individual tests that diagnose malaria. Have you ever heard of RDTs?	Yes 1 No 0	0 → P17
P12a	Have you ever tested a patient or client for malaria using an RDT?	Yes 1 No 0	
P13	When an RDT is <u>positive</u> for malaria, how likely is it that the person tested actually has malaria? <i>Read responses</i> <i>Record only one response</i>	Certain they have malaria 1 Very likely they have malaria 2 Somewhat likely they have malaria 3 Not very likely they have malaria 4 Not at all likely they have malaria 5	
P14	When an RDT is <u>negative</u> for malaria, how likely is it that the person tested actually has malaria? <i>Read responses</i> <i>Record only one response</i>	Certain they have malaria 1 Very likely they have malaria 2 Somewhat likely they have malaria 3 Not very likely they have malaria 4 Not at all likely they have malaria 5	
P14a	When a malaria microscopic test is <u>negative</u> for malaria, how likely is it that the person tested actually has malaria? <i>Read responses</i> <i>Record only one response</i>	Certain they have malaria 1 Very likely they have malaria 2 Somewhat likely they have malaria 3 Not very likely they have malaria 4 Not at all likely they have malaria 5	
P15	Would you ever recommend a client take an antimalarial if they tested negative for malaria with an RDT? <i>Read responses</i> <i>Record only one response</i>	Yes, always 1 Yes, sometimes 2 No, never 3 Don't know 8	3 → P17 8 → P17

P16	Under what circumstances would you recommend a patient/customer take an antimalarial following a negative test for malaria? Do not read list Circle 1 if symptom mentioned; Circle 0 if not mentioned.		Yes	No	
		A When they have signs of malaria	1	0	
		B When they ask for malaria treatment	1	0	
		C Children	1	0	
		D Adults	1	0	
		E Pregnant women	1	0	
		F When I do not trust / believe the test	1	0	
		G When I know the patient / customer	1	0	
		H If patient didn't complete previous course	1	0	
		I If malaria is incubating	1	0	
		J Taken antimalarials before being tested	1	0	
X Other (<i>specify</i>) _____	1	0			
P17	Among all the antimalarial medicines on the market today, which is the most effective for <u>children under 5 years old</u> ?	Artemether lumefantrine (AL) [Coartem, Lonart, Artefan, Lumartem]01 Artesunate amodiaquine (ASAQ) [Coarsucam, Winthrop]02 ACT03 ACTm04 Dihydroartemisinin piperazine05 SP06 Quinine07 Amodiaquine08 Other (<i>specify</i>)96 [_____] Don't know 98			98 → P19
P18	Why do you think that [PRODUCT] is the most effective antimalarial for children under 5 years old? Do not read list Prompt once: "Anything else" Circle 1 if symptom mentioned; Circle 0 if not mentioned.		Yes	No	
		A It always works / heals	1	0	
		B Habit / Always used	1	0	
		C Few side effects	1	0	
		D Cheap	1	0	
		E Recommended by doctors and nurses	1	0	
		F Recommended by the government	1	0	
		G Recommended by medical detailers	1	0	
		H Used in clinics and hospitals	1	0	
		X Other (<i>specify</i>) _____	1	0	
Z Don't know	1	0			

<p>P19</p>	<p>Among all the antimalarial medicines on the market today, which is the most effective for <u>adults</u>?</p>	<p>Artemether lumefantrine (AL) [Coartem, Lonart, Artefan, Lumartem]01 Artesunate amodiaquine (ASAQ) [Coarsucam, Winthrop]02 ACT03 ACTm04 Dihydroartemisinin piperazine05 SP06 Quinine07 Amodiaquine08 Other (<i>specify</i>)96 [_____] Don't know 98</p>	<p>98 → P19</p>																																	
<p>P20</p>	<p>Why do you think that [PRODUCT] is the most effective antimalarial for adults?</p> <p><i>Do not read list</i></p> <p><i>Prompt once: "Anything else"</i></p> <p><i>Circle 1 if symptom mentioned; Circle 0 if not mentioned.</i></p>	<table border="1"> <thead> <tr> <th></th> <th>Yes</th> <th>No</th> </tr> </thead> <tbody> <tr> <td>A It always works / heals</td> <td>1</td> <td>0</td> </tr> <tr> <td>B Habit / Always used</td> <td>1</td> <td>0</td> </tr> <tr> <td>C Few side effects</td> <td>1</td> <td>0</td> </tr> <tr> <td>D Cheap</td> <td>1</td> <td>0</td> </tr> <tr> <td>E Recommended by doctors and nurses</td> <td>1</td> <td>0</td> </tr> <tr> <td>F Recommended by the government</td> <td>1</td> <td>0</td> </tr> <tr> <td>G Recommended by medical detailers</td> <td>1</td> <td>0</td> </tr> <tr> <td>H Used in clinics and hospitals</td> <td>1</td> <td>0</td> </tr> <tr> <td>X Other (<i>specify</i>) _____</td> <td>1</td> <td>0</td> </tr> <tr> <td>Z Don't know</td> <td>1</td> <td>0</td> </tr> </tbody> </table>		Yes	No	A It always works / heals	1	0	B Habit / Always used	1	0	C Few side effects	1	0	D Cheap	1	0	E Recommended by doctors and nurses	1	0	F Recommended by the government	1	0	G Recommended by medical detailers	1	0	H Used in clinics and hospitals	1	0	X Other (<i>specify</i>) _____	1	0	Z Don't know	1	0	
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H Used in clinics and hospitals	1	0																																		
X Other (<i>specify</i>) _____	1	0																																		
Z Don't know	1	0																																		
<p>P21</p>	<p>What is the government recommended first-line treatment for uncomplicated malaria?</p> <p><i>Don't read responses.</i></p> <p><i>Record only one response.</i></p> <p><i>Ask the provider to show you the medicine if it is in stock and verify response.</i></p>	<p>Artemether lumefantrine (AL) [Coartem, Lonart, Artefan, Lumartem] 01 Artesunate amodiaquine (ASAQ) [Coarsucam, Winthrop] 02 ACT 03 ACTm 04 Dihydroartemisinin piperazine 05 SP 06 Quinine 07 Amodiaquine 08 Other (<i>specify</i>) 96 [_____] Don't know 98</p>																																		

P22	Does the outlet/facility have the following items available for use by staff today? Ask the respondent to show you the item if it is available.				
			Observed Available	Reported available Not seen	Not available today
	A	Guidelines for IMCI	1	2	3
	B	Guidelines for diagnosis and treatment of malaria	1	2	3
	C	Malaria RDT job aid or algorithm (poster)	1	2	3
	E	Sharps container	1	2	3
P23	Does the outlet/facility have the following medicines available today? Ask the respondent to show you the medicine if it is available.				
			Observed Available	Reported available Not seen	Not available today
	A	Artemether-lumefantrine 20/120 6 tablet pack	1	2	3
	B	Artemether-lumefantrine 20/120 12 tablet pack	1	2	3
	C	Artemether-lumefantrine 20/120 18 tablet pack	1	2	3
	D	Artemether-lumefantrine 20/120 24 tablet pack	1	2	3
	E	Artesunate amodiaquine tablets for infants aged 2-11 months	1	2	3
	F	Artesunate amodiaquine tablets for young children 1-5 years	1	2	3
	G	Artesunate amodiaquine tablets for children 6-13 years	1	2	3
	H	Artesunate amodiaquine tablets for adults	1	2	3
	I	ORS and zinc tablets co-packaged together	1	2	3
	J	Any ACT with the Green Leaf logo	1	2	3

**END OF SURVEY
THANK THE RESPONDENT VERY MUCH FOR THEIR TIME**

FINAL INTERVIEW STATUS			
QX1	Interview result	Completed	1
		Partially completed / interrupted	2
		Refused	3
		Other (<i>specify</i>)	6
		[_____]	
INTERVIEWER COMMENTS			
QX2	Please write any comments about this interview that may be relevant to the project team here. NOTE: Comments are not obligatory.		