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For Cambodia



Rural Cambodian Youth
Sexual Reproductive Health Project

Mystery Client Report

Assessing Cleanliness, Friendliness and Information given by Youth Friendly Service in Health Centres and Referral Hospitals in Kompong Thom and Preah Vihear provinces during February 12 to March 11, 2009



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Rural Cambodian Youth Sexual Reproductive Health Project
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គឺជាការទទួលខុសត្រូវទាំងស្រុងរបស់អង្គការអាដ្រាគុណា ហើយមិនបានឆ្លុះបញ្ចាំងអំពីទស្សនៈរបស់សហភាពអឺរ៉ុបទេ ។

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I. Introduction

The Adventist Development and Relief Agency (ADRA) Cambodia and the Reproductive and Child Health Alliance (RACHA) begin implementing the Rural Cambodian Youth Sexual Reproductive Health Project in August 2006. The Mid-term study was conducted in August 2008 and then Youth Friendly Health Services and Youth Resource Room were established and equipped with material in October 2008. The Mid-term survey revealed information related to youth sexual reproductive health knowledge, youth high risk behavior related to HIV, STI and sexual intercourse and attitude in access information about reproductive health through media etc.

As planned in the proposal, mystery client interviews help to verify progress toward the project impact indicators. Mystery clients interviews were organized during February and March 2009 to help assess the *Cleanliness, Friendliness and Information given* in measuring Youth Friendly Service. Mystery Clients visited all the project implemented-Health Centre & Referral Hospital both in Kompong Thom and Preah Vihear provinces for the monitoring of site improvement. Information from the mystery client interviews provide feedback for the health facilities so that each health facility can improve their services.

II. Objectives of the mystery client interviews

Mystery clients assess:

1. *Cleanliness*
2. *Friendliness*
3. *Information given of health provider regarding counseling skill*

III. Methodology

1. Using quantitative method

The use of mystery clients is a quantitative methodology. Mystery clients pretend to be patients, enacting an agreed scenario. Questionnaires for the trained interviewer or mystery clients were completed immediately after they finish their health services visit. One health facilities must at least have two mystery clients doing assessment.

2. Sample size

70 mystery clients age from 14-25 year old were recruited from youth in the Health Centre coverage area's villages and schools. Twenty students were recruited from high and secondary school under the Health Centre coverage area to be mystery clients. At least two mystery clients will visit 42 health facilities in 3 operational districts both in Kompong Thom and Preah Vihear provinces as shown in table1 below resulting in 84 interviews.

Table1: # of Health Centre and Referral Hospital in BSOD, SOD & PVOD

No.	Health Centre/RH		
	BSOD	SOD	PVOD
1.	Tang Krosang	Trea	Chnuon
2.	Tnot Chum	Somproach	Rorveang
3.	Prasat	Chomna Krom	Phnom Dek
4.	Tipo	Stong	Sa ang
5.	Kompong Thmor	Masa Krong	Chomreun
6.	Beoung	Banteay Stong	Koulen
7.	Baray	Prolay	Boribo
8.	Chuk Kasach	Dong	Tbeng
9.	Krova	Kroyea Sakream	Sra Em
10.	Balang	Chamna Leu	Chorm Khsan
11.	Cheung Deung	Stong RH	PVH RH
12.	Chong Dong		
13.	La-Ok		
14.	Treal		
15.	Srolou		
16.	Kreul		
17.	Tang Kok		

18.	Protong		
19.	Sras Banteay		
20.	Baray-Santuk RH		
Total	20	11	11

3. Data entry and analysis

Project had established data entry form using SPSS data builder 4.0 and analysis in SPSS version 12.0.

IV. Result

i. General information

1. Scenarios

Four scenarios were established for mystery patients to enact during their visits to those 42 health facilities.

1st scenario: Boyfriend persuade to have sex

- 17 year old female student study in grade 10 have a boyfriend which study with her
- They all love each other nearly one year already
- Her boyfriend persuade to have sex and threaten to have other girl friend if she refuse to have sex
- She has low knowledge on reproductive health knowledge and her parent do not want her to attend on reproductive health education
- She never have sex before

2nd scenario: Seeking for birth spacing method

- 23 year old woman just get married one week ago
- She does not want baby because she wants to work for money
- She have little knowledge on reproductive health knowledge

3rd scenario: Seeking for STIs counseling

- Male youth, 23 year old, has girl friend working as karaoke girl
- They have sex 5 times already. Sometime use condom and sometime do not
- He has less knowledge on HIV &STIs

4th scenario: Drug use

- A boy age 18 year old has friend who sniffed glue
- He used to sniffed glue with them once

Table2: Scenario uses during mystery client survey

No.	Descriptions	Percentage
1.	Boy friend persuade to have sex	27.4
2.	Birth spacing	21.4
3.	STIs	50.0
4.	Drug usage	1.2
Total		100.0

2. Leaflet and poster on reproductive health poster

i. Reproductive health poster

According to observation of mystery clients during their visits to Health Centres and Referral Hospitals, 84.5% report that there are reproductive health posters posted at health facilities and only 15.5% report that there are not.

ii. "Client rights and provider obligation" poster

Mystery clients reported that only 44% of health facilities have posted the poster called "Client rights and health provider obligation" and 56% have not.

iii. Reproductive health rights poster

The Project also wanted to find out if the health facilities have a poster called "Reproductive health rights" at their facilities or not either in the counseling room or outside the counseling room. According to mystery client observations 53.6% had the poster and 46.4% did not.

iv. Leaflet

The RCYSRH project had provided seven types of leaflets to Health Centres and Referral Hospitals to give to youth while they finished their counseling. To find out if the health facilities use this leaflet effectively or not, questions were asked like: "Was there any leaflet available for you to bring home"?. Only 31% reported Yes and the other 69% reported No. Of the 31% who reported Yes, the location of the leaflet was as follows: 61.5% in the counseling room, 23.1% in the waiting room and 15.4% in the youth resource room. Furthermore 33.3%¹ reported that the health service provider gave a leaflet for them read at home and 66.7% did not.

ii. Health facilities environment (Cleanliness)

1. Outside health facilities

98.8% of mystery clients reported that they could easy to find the health facilities and only 1.2% reported that not easy to find them. And 100% reported that each health facilities have its sign in front of Health Centre. Only 79.8% reported that outside health facilities clean and others 20.2% reported that it was not.

2. Inside health facilities

Regarding cleaning of the inside of the health facilities, only 10.7% said it that they were not clean but 89.3% reported that they were clean.

iii. Friendliness of health provider

1. Friendliness

The Project also assessed regarding friendliness of health providers in each facility for finding out either health provider attitudes during their counseling or opinions of mystery client regarding satisfaction with information given by health provider. There are 7 descriptions below to measure the friendliness including: **Knowledge, Closeness, Quality, Communication, Respect, Politeness and Confidentiality.** 58.3% of mystery clients are satisfied regarding knowledge of health provider and 19% are very satisfied. Beside this only 1.2% are not satisfied at all. On the other hand 69% reported satisfied with quality of care of health provider and 15.5% are somewhat satisfied. 60.7% report satisfaction with communication of health provider, 22.6% report somewhat satisfied, 14.3% are very satisfied and only 2.4% are not satisfied. 57.1% reported satisfaction with the confidentiality of health providers, 26.2% reported very satisfied, 13.1% reported somewhat satisfy and only 3.6% reported not satisfied.

¹ q18. Does counselor give you any leaflet to read at home?

Table3: Friendliness of health service providers

No.	Descriptions	Percentage				Total
		Not satisfied	Somewhat satisfied	Satisfied	Very satisfied	
1.	Knowledge	1.2	21.4	58.3	19.0	100
2.	Closeness	2.4	25.0	59.5	13.1	100
3.	Quality	0	15.5	69.0	15.5	100
4.	Communication	2.4	22.6	60.7	14.3	100
5.	Respect	4.8	10.7	75.0	9.5	100
6.	Politeness	2.4	16.7	64.3	16.7	100
7.	Confidentiality	3.6	13.1	57.1	26.2	100

2. Language using in counseling

According to the Mystery Client research, 96.4% reported that health providers used simple language in doing counseling and only 3.6% reported them using difficult words. 92.9% reported satisfaction and understanding of what the health service provider told them and 94% said that they had enough time to raise their issues for finding assistance and support from the health provider. Furthermore 89.3% said they had a chance to ask the questions or clarification through unclear points. And also, 88.1% said that health service provider told and explained to them the facts (condition/situation) of their issues or illness.

iv. Counseling skill (Information given)

1. Step of counseling

For measuring counseling skills of health service providers, the project adopts this research from steps of counseling skills which they have already been trained since the beginning of project implementation called "GATHER 2". The Project established questions regarding this method for the mystery client to fill out referring to their opinion of information given through counseling activities. Through this research, 60.7% reported satisfaction referring to greeting of health provider, 23.8% were somewhat satisfied, 9.5% were very satisfied and only 6% were not satisfied at all. Regarding asking mystery clients of their illness and reason to access the Health Centre, 75% satisfied, 14.3% were very satisfied and 10.7% were not satisfied. Further 57.1% reported satisfaction about what the health service provider was 'telling', 26.2% were very satisfied and only 16.7% reported somewhat satisfied. Beside this, 63.1% of mystery clients reported satisfied of the 'helping' of the health service provider, 19% were very satisfied, 15.5% were somewhat satisfied and only 2.4% were not satisfied at all. On the other hand, 57.1% reported satisfaction with the explaining of health service provider of their illness, 23.8% were very satisfied, 16.7% were somewhat satisfied and only 2.4% were not satisfied. Lastly, only 56% reported that they were satisfied with what the health service provider told them about returning, 16.7% reported very satisfied, 16.7% also reported somewhat satisfy and only 10.7% were not satisfied at all.

² GATHER:

- G: Greeting
- A: Asking
- T: Telling
- H: Helping
- E: Explaining
- R: Returning

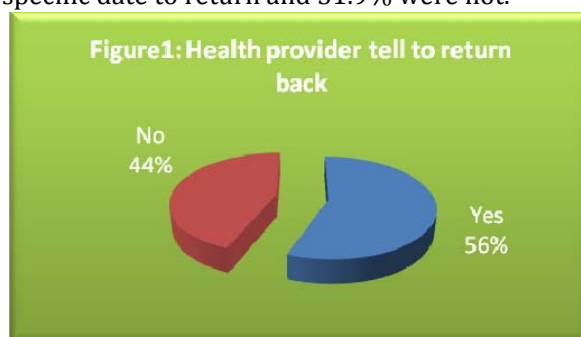
This data shows us from the information of mystery clients that around 50% were satisfied through GATHER methods used by health service providers and beside this some were very satisfied, some were somewhat satisfied and some were not satisfied.

Table4: Counseling skill of health service providers

No.	Descriptions	Percentage				Total
		Not satisfied	Some-what satisfied	Satisfied	Very satisfied	
1.	Greeting	6.0	23.8	60.7	9.5	100
2.	Asking	0	10.7	75.0	14.3	100
3.	Telling	0	16.7	57.1	26.2	100
4.	Helping	2.4	15.5	63.1	19.0	100
5.	Explaining	2.4	16.7	57.1	23.8	100
6.	Returning	10.7	16.7	56.0	16.7	100

2. Returning

According to this information, 56% of mystery clients were told to return while they have any issues and 44% were not. And of the 56%, 68.1% were told the specific date to return and 31.9% were not.



3. Waiting time

On average there were 2 youth waiting at the same time with the mystery client doing their data collection in each Health Centre. According to this survey 53.6% waited around 15 minute before their turn for counseling with a health service provider, 27.4% waited until 30 minute, 9.5% waited one hour and only 9.5% waited more than one hour. Referring to the waiting time 85.7% said it was acceptable and only 14.3% said that they had to wait too long.



4. Feeling of mystery client through counseling in each health facilities

50% of mystery clients reported satisfaction with the counseling conducted by the health service provider in each facility, 23.8% were very satisfied, 22.6 were somewhat satisfied and only 3.6% were not satisfied. Furthermore 83.3% were acceptable regarding the quality of services in those health facilities and only 16.7% were not.

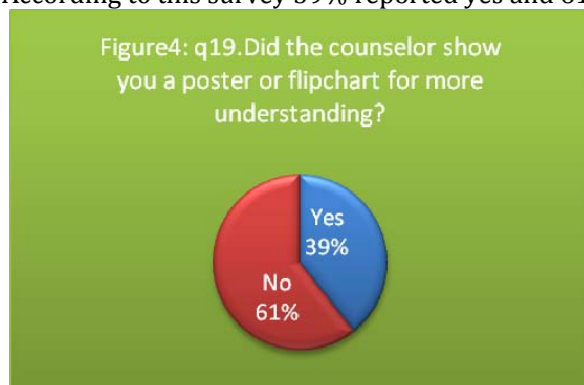


And also, 86.9% of the mystery clients will recommend their friends to seek health services in those health facilities while they have reproductive health problems and only 13.1% will not because:

- Some of health facilities do not have a separate room for counseling which means there is no confidentiality.
- Some of counselors do not have enough skill in doing counseling which makes some of the information given unclear.
- Some counselors do not respect the GATHER method.
- Some health providers are late to come to work causing patient to wait too long.
- Some health facilities do not have enough medicine regarding some specific illnesses.

5. Using poster or flip chart during counseling

The Project also asked the question of: "Did the counselor show you a poster or flip chart for more understanding?" for measuring the effectiveness of counseling skills. According to this survey 39% reported yes and 61% reported no.



6. Sex of counselor with sex of mystery client

The results of the mystery client interviews show that health provider do not switch their staff for doing counseling to youth by gender. This means that a male health provider can do counseling for either male or female. 45.2% of counselors were male and 54.8% were female. And also, 63.2% of counseling was conducted by male counselor with male youth and remaining 36.8% with female youth. 60.9% of counseling by female counselors was with female youth and only 39.1% with male youth.

Table5: Sex of counselor with sex of mystery client

No.	Sex of counselor	Sex of mystery client		Total
		Male	Female	
1.	Male	63.2	36.8	100
2.	Female	39.1	60.9	100

V. Conclusion

In general the health providers conducted their assigned suitable tasks regarding counseling to mystery clients especially "GATHER" methodology. But some health facilities do not divide between sex of health provider with sex of patient during they do counseling. This may cause youth to be afraid to tell all their issues when they counsel with health providers of opposite sex. Beside this, it seems that most of the Health Centers and Referral hospitals do not use leaflets effectively because they have either a low percentage in giving leaflets to patients when finished counseling or a low percentage in leaving it in a waiting place that patients or youth can bring home easy if they wanted. On the other hand more than half of the mystery clients said that health providers did not use a flip chart for better understanding during counseling. The Project and partners should take action as soon as possible regarding these issues aiming to improve both quality of care and counseling skills of health providers.

Annex1:

No.	Description activities	Feb 2009								Mar 2009											
		12 th	13 th	14 th	23 rd	24 th	25 th	26 th	27 th	28 th	1 st	2 nd	3 rd	4 th	5 th	6 th	7 th	8 th	9 th	10 th	11 th
1.	Set up tool	■	■	■					■							■					
2.	Interviewer recruitment		■	■					■							■					
3.	Set up questionnaires		■	■	■				■							■					
4.	Admin and financial support			■	■	■			■							■					
5.	Train interviewer in KPT			■			■		■							■					
6.	Field data collection in KPT			■				■	■	■						■					
7.	Train interviewer in PVH			■					■			■				■					
8.	Field data collection in PVH			■					■				■	■		■					
9.	Data entry			■					■						■	■					
10.	Data analysis			■					■							■	■				
11.	Reporting			■					■							■	■				
12.	Dissemination the result			■					■							■				■	■

Annex2:



**ការអង្កេតពិសេសប្រើប្រាស់សុខភាពបង្កក និង
សេវាមណ្ឌលសុខភាព និងមន្ទីរពេទ្យបង្អែក**

លេខកូដ :.....

ល.រ	សំណួរ	ចម្លើយ	កំណត់សំគាល់
១.	បញ្ហាដែលត្រូវប្រើប្រាស់	១. សង្សារបបូលរួមភេទ ២. ព័ត៌មានពីការពន្យារកំណើត ៣. ព័ត៌មានពីជម្ងឺកាមរោគ	
ក. ជីវិតផ្តល់ និងបរិស្ថានខ្ញុំវិញ			
២.	ឈ្មោះទីកន្លែងផ្តល់សេវា	
៣.	ស្រុកប្រតិបត្តិ	១. បារាយណ៍-សន្ទុក ២. ស្មោង ៣. ព្រះវិហារ	
៤.	ថ្ងៃទីខែឆ្នាំ/...../.....	
៥.	អាយុអតិថិជនក្លែងក្លាយឆ្នាំ	
៦.	ភេទអតិថិជនក្លែងក្លាយ	១. ប្រុស ២. ស្រី	
៧.	ឈ្មោះអ្នកតបសំភាសន៍	
៨.	ម៉ោងដែលអតិថិជនក្លែងក្លាយទៅដល់	
៩.	តើអ្នកអាចងាយរកមណ្ឌលសុខភាពងាយស្រួលដែរឬទេ?	១. បាទ/ចាសំ ២. ទេ	
១០.	តើមានផ្នែកសញ្ញាបង្ហាញពីមណ្ឌលសុខភាពនៅខាងក្រៅមណ្ឌលសុខភាពដែរឬទេ?	១. បាទ/ចាសំ ២. ទេ	
១១.	តើនៅខាងក្រៅកន្លែងផ្តល់សេវាមានលក្ខណៈយ៉ាងណា?	១. ស្អាត ២. មិនស្អាត	
១២.	តើនៅខាងក្នុងកន្លែងផ្តល់សេវាមានលក្ខណៈយ៉ាងណា?	១. ស្អាត ២. មិនស្អាត	
១៣.	តើកន្លែងផ្តល់សេវានោះមានបន្ទប់ដាច់ដោយឡែកសំរាប់យុវវ័យអង្គុយរង់ចាំដែរឬទេ?	១. មាន ២. គ្មាន	

១៤.	តើកន្លែងដែលអ្នកទទួលការពិនិត្យឬពិគ្រោះនោះមានលក្ខណៈបែបណា?	១. នៅបន្ទប់មានជញ្ជាំងបិទបាំង ២. នៅកណ្តាលវាលគ្មានអ្វីបិទបាំង	
១៥.	តើមានផ្ទាំងរូបភាពអប់រំពីសុខភាពបន្តពូជបិទនៅកន្លែងផ្តល់សេវានេះទេ? មានដូចជា : ព័ត៌មានដែលទាក់ទងនឹងកាមរោគពន្យារកំនើត អេដស៍ ...	១. មាន ២. គ្មាន	
១៦.	តើមានខិតបណ្តុំអប់រំផ្សព្វផ្សាយដែលដាក់តាំងដើម្បីអោយអ្នកយកទៅផ្ទះដែរឬទេ?	១. មាន ២. គ្មាន (លោតទៅសំណួរ១៨)	
១៧.	បើមាន តើនៅកន្លែងណា?	១. នៅក្នុងបន្ទប់ប្រឹក្សា ២. នៅក្នុងកន្លែងរង់ចាំ ៣. នៅបន្ទប់ធនធានយុវវ័យ ៤. ផ្សេងៗ.....	
១៨.	តើពេទ្យមានបានផ្តល់សម្ភារៈអប់រំផ្សេងៗអោយអ្នកយកទៅអានដែរឬទេ?	១. មាន ២. គ្មាន	
១៩.	តើអ្នកផ្តល់ប្រឹក្សាមានបង្ហាញផ្ទាំងរូបភាពដល់អ្នកដើម្បីអោយងាយយល់ដែរឬទេ?	១. មាន ២. គ្មាន	
២០.	តើមណ្ឌលសុខភាព/មន្ទីរពេទ្យបង្អែកមានបិទផ្ទាំងព័ត៌មានស្តីពីសិទ្ធិអតិថិជន និងសិទ្ធិ កាតព្វកិច្ចអ្នកផ្តល់សេវាដែរឬទេ?	១. មាន ២. គ្មាន	
២១.	តើមណ្ឌលសុខភាព/មន្ទីរពេទ្យបង្អែកមានបិទផ្ទាំងព័ត៌មានស្តីពីសិទ្ធិសុខភាពបន្តពូជដែរឬទេ?	១. មាន ២. គ្មាន	
២២.	តើមានយុវវ័យប៉ុន្មាននាក់ដែលរង់ចាំទទួលសេវាជាមួយអ្នក?	
២៣.	តើអ្នករង់ចាំរយៈពេលប៉ុន្មានដើម្បីទទួលការព្យាបាល?	១. ១៥នាទី ២. កន្លះម៉ោង ៣. ១ម៉ោង ៤. លើសពី១ម៉ោង	
២៤.	តើអ្នកមានអារម្មណ៍យ៉ាងណាចំពោះការរង់ចាំនេះ?	១. ទទួលយកបាន ២. យូរពេក	

ខ.ការប្រឹក្សា និងការអប់រំ			
២៥.	សូមអ្នករៀបរាប់ពីវិធានការរបស់អ្នកផ្តល់សេវាដែលអ្នក បានជួបដូចខាងក្រោម : មាណវិធី	១. មិនពេញចិត្ត ២. មិនសូវពេញចិត្ត ៣. ពេញចិត្ត ៤. ពេញចិត្តខ្លាំង	
២៦.	សូមអ្នករៀបរាប់ពីវិធានការរបស់អ្នកផ្តល់សេវាដែលអ្នក បានជួបដូចខាងក្រោម : សិទ្ធិស្មារតី	១. មិនពេញចិត្ត ២. មិនសូវពេញចិត្ត ៣. ពេញចិត្ត ៤. ពេញចិត្តខ្លាំង	
២៧.	សូមអ្នករៀបរាប់ពីវិធានការរបស់អ្នកផ្តល់សេវាដែលអ្នក បានជួបដូចខាងក្រោម : គុណភាពល្អ	១. មិនពេញចិត្ត ២. មិនសូវពេញចិត្ត ៣. ពេញចិត្ត ៤. ពេញចិត្តខ្លាំង	
២៨.	សូមអ្នករៀបរាប់ពីវិធានការរបស់អ្នកផ្តល់សេវាដែលអ្នក បានជួបដូចខាងក្រោម : មាណវិធី	១. មិនពេញចិត្ត ២. មិនសូវពេញចិត្ត ៣. ពេញចិត្ត ៤. ពេញចិត្តខ្លាំង	
២៩.	សូមអ្នករៀបរាប់ពីវិធានការរបស់អ្នកផ្តល់សេវាដែលអ្នក បានជួបដូចខាងក្រោម : មាណវិធី	១. មិនពេញចិត្ត ២. មិនសូវពេញចិត្ត ៣. ពេញចិត្ត ៤. ពេញចិត្តខ្លាំង	
៣០.	សូមអ្នករៀបរាប់ពីវិធានការរបស់អ្នកផ្តល់សេវាដែលអ្នក បានជួបដូចខាងក្រោម : ចេះគ្រូសម	១. មិនពេញចិត្ត ២. មិនសូវពេញចិត្ត ៣. ពេញចិត្ត ៤. ពេញចិត្តខ្លាំង	
៣១.	សូមអ្នករៀបរាប់ពីវិធានការរបស់អ្នកផ្តល់សេវាដែលអ្នក បានជួបដូចខាងក្រោម : ចេះយល់ដឹងពីការសម្រាកផ្លូវចិត្តរបស់អ្នក និងក្រុមការសម្រាក	១. មិនពេញចិត្ត ២. មិនសូវពេញចិត្ត ៣. ពេញចិត្ត ៤. ពេញចិត្តខ្លាំង	

៣២.	តើពេទ្យមានបានពិនិត្យនិងព្យាបាលអ្នកដែរឬទេ?	១. មាន ២. គ្មាន	
៣៣.	តើអ្នកយល់យ៉ាងណាចំពោះការប្រើប្រាស់ភាសាក្នុងការប្រឹក្សា?	១. ភាសាសាមញ្ញ ២. ភាសាពិបាកយល់	
៣៤.	តើអ្នកមានពេលគ្រប់គ្រាន់ដើម្បីរៀបរាប់ពីជំងឺរបស់អ្នកប្រាប់គ្រូពេទ្យដែររឺទេ?	១. មាន ២. គ្មាន	
៣៥.	តើពេទ្យបានណែនាំវិធានការព្យាបាលជំងឺរបស់អ្នកដែរឬទេ?	១. មាន ២. គ្មាន	
៣៦.	តើអ្នកយល់ពីអ្វីដែលគ្រូពេទ្យបានពន្យល់/ប្រាប់អ្នកដែររឺទេ?	១. មាន ២. គ្មាន	
៣៧.	តើពេទ្យមានទុកឱកាសអោយអ្នកបានសួរដែរឬទេ?	១. មាន ២. គ្មាន	
៣៨.	តើអ្នកមានបង់ថ្លៃសេវាដែររឺទេ?	១. មាន ២. គ្មាន	
៣៩.	តើអ្នកផ្តល់ប្រឹក្សាមានបានអនុវត្តតាមជំហានប្រឹក្សាដែរឬយ៉ាងណា? ការស្វាគមន៍	១. មិនពេញចិត្ត ២. មិនសូវពេញចិត្ត ៣. ពេញចិត្ត ៤. ពេញចិត្តខ្លាំង	
៤០.	តើអ្នកផ្តល់ប្រឹក្សាមានបានអនុវត្តតាមជំហានប្រឹក្សាដែរឬយ៉ាងណា? ការសាកសួរ	១. មិនពេញចិត្ត ២. មិនសូវពេញចិត្ត ៣. ពេញចិត្ត ៤. ពេញចិត្តខ្លាំង	
៤១.	តើអ្នកផ្តល់ប្រឹក្សាមានបានអនុវត្តតាមជំហានប្រឹក្សាដែរឬយ៉ាងណា? ការនិយាយប្រាប់	១. មិនពេញចិត្ត ២. មិនសូវពេញចិត្ត ៣. ពេញចិត្ត ៤. ពេញចិត្តខ្លាំង	
៤២.	តើអ្នកផ្តល់ប្រឹក្សាមានបានអនុវត្តតាមជំហានប្រឹក្សាដែរឬយ៉ាងណា? ការជួយ	១. មិនពេញចិត្ត ២. មិនសូវពេញចិត្ត ៣. ពេញចិត្ត ៤. ពេញចិត្តខ្លាំង	

៤៣.	តើអ្នកផ្តល់ប្រឹក្សាមានបានអនុវត្តន៍តាមជំហានប្រឹក្សា ដែរឬយ៉ាងណា? ការពន្យល់	១. មិនពេញចិត្ត ២. មិនសូវពេញចិត្ត ៣. ពេញចិត្ត ៤. ពេញចិត្តខ្លាំង	
៤៤.	តើអ្នកផ្តល់ប្រឹក្សាមានបានអនុវត្តន៍តាមជំហានប្រឹក្សា ដែរឬយ៉ាងណា? ការណាត់ខ្លួន/បញ្ជូន	១. មិនពេញចិត្ត ២. មិនសូវពេញចិត្ត ៣. ពេញចិត្ត ៤. ពេញចិត្តខ្លាំង	
៤៥.	តើអ្នកយល់យ៉ាងណាចំពោះការផ្តល់ប្រឹក្សា ឬពិគ្រោះ ជម្ងឺរបស់គ្រូពេទ្យ?	១. មិនពេញចិត្ត ២. មិនសូវពេញចិត្ត ៣. ពេញចិត្ត ៤. ពេញចិត្តខ្លាំង	
៤៦.	តើអ្នកគិតថាគុណភាពសេវានៅកន្លែងនេះមានលក្ខណៈ យ៉ាងណា?	១. ប្រសើរ ២. មិនប្រសើរ	
៤៧.	តើពេទ្យមានប្រាប់អ្នកអោយត្រលប់មកវិញដែរឬទេ?	១. មាន ២. គ្មាន (លោតទៅសំនួរ៤៩)	
៤៨.	បើមាន តើពេទ្យមានប្រាប់ពីថ្ងៃខែពិតប្រាកដ អោយអ្នកត្រលប់មកវិញដែរឬទេ?	១. មាន ២. គ្មាន	
៤៩.	តើអ្នកនឹងណែនាំមិត្តភក្តិរបស់អ្នកអោយមកទទួល សេវានៅកន្លែងនេះដែរឬទេ?	១. បាទ/ចាស ២. ទេ (សួរសំនួរ៥០)	
៥០.	បើទេ តើហេតុអ្វី? ។	

