

Cross-Functional Roles and Responsibilities Matrix – FP client visit example

	Nurse's Assistant	Midwife/Nurse	Pharmacy/Check Out
Client Greeted	<ul style="list-style-type: none"> • Greets client in friendly manner 		
Client Checked In	<ul style="list-style-type: none"> • Checks medical card • If no card, prepares new one • Adds client to list for next available nurse 	<ul style="list-style-type: none"> • Checks log for waiting clients • Reviews patient information • Calls client into room 	
Client Diagnosed		<ul style="list-style-type: none"> • Asks client about last menstrual cycle • Takes vitals • Performs detailed physical assessment if needed • Treats client for conditions identified or refers to doctor 	
Client Counseled		<ul style="list-style-type: none"> • Counsels clients on available methods • Answers client's questions 	
Client Checks Out	<ul style="list-style-type: none"> • Collects any payment for contraceptive and services due 	<ul style="list-style-type: none"> • Gives client prescription for oral contraceptives 	<ul style="list-style-type: none"> • Receives prescription • Fills prescription • Logs outflow of drugs on inventory