

# Practicing Positive Interactions

## WELCOMING

*Hi, I was wondering if I can get a pregnancy test?*

## WELCOMING

*Uh, hello?  
Are you there?  
Is this the person I was talking to?*

## WELCOMING

*Um, do you guys have birth control?*

## WELCOMING

*Is this (name of the service site)?*

## WELCOMING

*Yes, um, do you do prenatal care?*

## WELCOMING

*Not sure if I'm calling the right place, but I've had an IUD for 20 years and I can't find the string.*

## WELCOMING

*Hi, I have to whisper... I'm at work. Can you hear me?*

## WELCOMING

*Hello, I have a question. I actually have insurance, but I wondered if I could still come there?*

## WELCOMING

*Hi there. I was supposed to call you back about a test result... this was like six months ago and I never did.*

## WELCOMING

*Hello there. I just moved from Michigan and I had a women's clinic I LOVED there.*

## WELCOMING

*Hi, I'm calling because it's time for my annual exam.*

## WELCOMING

*Hi, was I just talking to you? I was talking to someone before, but I think I got disconnected.*

## WELCOMING

*I'm not poor or anything. I lost my insurance and I wanted to see if I could get checked for an infection.*

## WELCOMING

*Oh, I thought you had closed down. Every time I call there's no answer.*

## WELCOMING

*Um, can thirteen year olds get birth control there?*

## WELCOMING

*Hi, I'm pregnant and due in eight weeks, but I've lost my insurance and so I need a new doctor.*

# Practicing Positive Interactions (continued)



## FRIENDLY

*So can my boyfriend come in the room with me when I have my exam?*

## FRIENDLY

*I lost my job, but I wasn't sure if I could go there... Aren't you guys just for poor people?*

## FRIENDLY

*Hello? You hung up on me before. Are you going to stay on the phone this time?*

## FRIENDLY

*Do I have to tell you a bunch of personal stuff all over again?*



## FRIENDLY

*Hi, I used to come to this clinic when I was a teenager.*

## FRIENDLY

*There's three kinds of IUDs? I don't know anything about that.*

## FRIENDLY

*So I'm not working... Is there some kind of funding for that?*

## FRIENDLY

*So I wanted to ask... No one will know that I came there, right?*



## FRIENDLY

*No, I cannot hold. You've already put me on hold for 10 minutes.*

## FRIENDLY

*Wait a minute, I was talking to somebody else before. Why do I have to talk to you?*

## FRIENDLY

*What's the date of my birth? You already asked me that.*

## FRIENDLY

*Are you foreign? Um, I can't understand you.*



## FRIENDLY

*(sounding tired & irritable) Okay, whatever, you're busy. So when CAN I finally get an appointment?*

## FRIENDLY

*Didn't you hear anything I was saying? I WORK on Wednesdays. I can't come in on Wednesdays.*

## FRIENDLY

*Look, I just want to get a pack of pills and I'm just tired of getting this run-around from you guys.*

## FRIENDLY

*Are you there? You just sound really tired.*



# Practicing Positive Interactions (continued)



## EMPATHY

*Hi, I need a full set of STD tests... I don't think I have anything, but uh, I'm about to get married and we've always used condoms.*

## EMPATHY

*I was just on hold for 20 minutes! I was just about to hang up!*

## EMPATHY

*Yes, I was there the other day and you said I could just walk in, but when I got there, they said that I had to have an appointment.*

## EMPATHY

*Yes, I've been driving around and I can't find the clinic! I was supposed to be there 10 minutes ago for my appointment.*



## EMPATHY

*Hello, um, do you have any appointments today? I think I have an infection. It's really, really burning when I go to the bathroom.*

## EMPATHY

*Uh, I just found out that I'm pregnant, which is great, but I'm not sure I can still get my care with you guys.*

## EMPATHY

*Hi, I was pregnant, but I had a miscarriage and I wasn't sure if it was okay to start having sex again.*

## EMPATHY

*Hi, I just found out that my boyfriend is cheating on me and I wanted to see if I could come in to the clinic and get tested?*



## EMPATHY

*I'm sorry, I can't stop crying. I need an appointment. I'm sorry...*

## EMPATHY

*My warts just keep coming back, and coming back, and coming back.*

## EMPATHY

*Yes, I lost my job and have no insurance, and I wanted to see if I could get my birth control there.*

## EMPATHY

*Hi, I just recently started a new relationship and thought I better come and see you guys for some birth control.*



## EMPATHY

*Hello, I need to change my appointment. I got into a car accident yesterday and won't be able to come in for my 4:00 today.*

## EMPATHY

*Hi, I suspect my 14 year old daughter is pregnant and may have been exposed to gonorrhea. I'd like to bring her in for some tests.*

## EMPATHY

*My husband and I have lost our home, and I don't know what to put down for my address.*

## EMPATHY

*I used to have an IUD and then I went through four miscarriages. I definitely don't want the IUD.*



# Practicing Positive Interactions (continued)



## POSITIVE

*You have to pay for birth control now that you work.*

## POSITIVE

*We are always closed on Sunday*

## POSITIVE

*You can't bring anyone into the room with you.*

## POSITIVE

*How much does that cost? I don't know anything about that.*



## POSITIVE

*If you don't get here by 3:30, we can't see you.*

## POSITIVE

*I can't answer that. You're going to have to ask the nurse practitioner.*

## POSITIVE

*No, we do not accept that insurance.*

## POSITIVE

*You never called us back about the Pap test.*



## POSITIVE

*That person's not here. You'll have to talk to me.*

## POSITIVE

*You're going to have to hold until I finish this other call.*

## POSITIVE

*You haven't had an exam in five years so you'll have to have an exam.*

## POSITIVE

*You will have to bring along a picture ID and some proof of income.*



## POSITIVE

*You can't just walk in like this. We only see patients by appointment.*

## POSITIVE

*We can't give you the Nuva Ring without an exam.*

## POSITIVE

*That's not true, ma'am. Our services are not free.*

## POSITIVE

*Everybody has to pay or we don't give services.*



# Practicing Positive Interactions (continued)



## OPTIONS

*I don't want to use birth control pills or any implants that use hormones.*

## OPTIONS

*Sixty dollars? I don't have sixty dollars. I used to go here for free.*

## OPTIONS

*Ten o'clock? I can't do that—I go to high school.*

## OPTIONS

*Is my boyfriend allowed in the room? He is making me bring him with me*



## OPTIONS

*Hello, um, do you have any appointments today? I think I have an infection. It's really, really burning when I go to the bathroom.*

## OPTIONS

*Uh, I just found out that I'm pregnant, which is great, but I'm not sure I can still get my care with you guys.*

## OPTIONS

*Hi, I was pregnant, but I had a miscarriage and I wasn't sure if it was okay to start having sex again.*

## OPTIONS

*Hi, I just found out that my boyfriend is cheating on me and I wanted to see if I could come in to the clinic and get tested?*



## OPTIONS

*I think I do want the HPV vaccine, but I'm scared of needles.*

## OPTIONS

*Okay, I think I can do that appointment, but I'll have to bring my four kids.*

## OPTIONS

*Look, I'll be able to tell if the antibiotics work or not, so why do I have to come back in?*

## OPTIONS

*Yes, the person who was there gave me emergency contraception and now I'm pregnant.*



## OPTIONS

*I already took a pregnancy test there. I just need a pregnancy verification. Why do I have to come in again?*

## OPTIONS

*I have no idea when I can get a ride. I don't know if I CAN get a ride.*

## OPTIONS

*My mom says IUDs can cause you to be sterile, so I want this taken out.*

## OPTIONS

*Hi, I need an appointment like, now. Like, ASAP. I'm freaking out about these weird bumps.*