

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

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OPTIONS

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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.