



Together, building a stronger system of care.

Pregnancy Referrals Toolkit

Revised July 2023

Contents

Introduction	3
Overview	4
Policies & Protocols that Support Referrals	5
Steps for Developing and Implementing a Policy on Referrals.....	6
Sample Policy and Protocol for Pregnancy-Related Counseling and/or Referrals	7
Policy Receipt Acknowledgement for Pregnancy-Related Counseling and Referrals.....	8
Pregnancy Options Counseling Scripts and Guides	9
Practice Guide for All-Options Pregnancy Counseling.....	10
Best Practices for Making Pregnancy Referrals Over the Phone.....	14
Sample Script for Providing Pregnancy Referrals Over the Phone	15
Templates and Tools that Support Referrals	16
Sample Intake Form for Clients Requesting Information, Services, and/or a Referral Related to Pregnancy	17
Sample Sexual and Reproductive Health Inventory and referral vetting form.....	19
Sample Patient Bill of Rights for Agencies that Provide Healthcare Services	21
Sample Patient Bill of Rights for Agencies that Provide Substance Use Treatment Services	22
Hiring and Training Employees to Make Referrals	23
Sample Interview Questions.....	24
Suggestions for Training Employees.....	26
Visual Aids that Support Pregnancy Referrals	27
Closing	30

Introduction

Welcome to Provide's Pregnancy Referrals Toolkit! We have compiled these templates and tools with healthcare and social service professionals in mind. We partner with providers to integrate abortion referrals practices through five of the most critical systems of care for people of reproductive age:



[Domestic & Sexual Violence](#)



[Addiction Treatment](#)



[HIV Care](#)



[Primary Care](#)



[Family Planning](#)

This toolkit is for nurses working in primary care clinics or medically assisted treatment centers. It is for advocates and case managers at domestic violence and sexual assault services organizations. These resources are for the counselors, therapists, clinicians, and social workers providing services and referrals on the frontlines in our communities. We created this toolkit with you in mind.

[Provide](#) is a nonprofit that works in partnership with health and social service providers to build a healthcare system that, in a climate of diminishing access, is equipped to respond to needs related to unintended pregnancy and abortion. We envision a healthcare system that cares for the whole person with dignity and respect, and where workers have the tools and support to offer the best care to their clients. Since 1992 Provide has been Engaging healthcare and social service providers empowering them with information and skills around abortion.

We provide [free training](#) and [technical assistance](#). If your organization would like to discuss strategies for implementing the resources provided in this toolkit, please reach out to us at info@providecare.org.

Our Values



Together,
*building a stronger
system of care.*

Overview



The templates and tools within this toolkit are designed to equip your organization to make client-centered, nonjudgmental referrals for unintended pregnancy, including referrals for abortion care. Examples of what you'll find inside:

- Ideas for how to review and track your current referral practices to ensure that pregnant clients/patients are getting appropriate referrals
- Sample policies and protocol for referral making to provide clarity and guidance to staff
- Sample scripts and checklists to support staff who are having direct conversations with clients/patients where pregnancy options might come up
- Sample questions that can be added to client/patient feedback surveys that will help you determine if people are getting the pregnancy referrals they need/want
- Sample questions that can be added to intake forms that can proactively open the door for conversations about pregnancy options and abortion care.



Photo Credit: Zackary Drucker for [The Gender Spectrum Collection](#)

Policies & Protocols that Support Referrals

“Clarity is kindness.” Clear and consistent Policies and Protocols set expectations and standards and streamline critical work. **Well-developed policies and protocols that support pregnancy referrals can provide the following benefits to your workplace:**

- ✓ Transparent expectations for employees
- ✓ Straightforward guidance about what constitutes a quality referral for abortion, adoption, or prenatal care
- ✓ Expectations about when to seek supervision
- ✓ Guidance for building and maintaining an up-to-date referral list
- ✓ Concrete suggestions for combatting stigma in the workplace
- ✓ Standards for employee training
- ✓ Expectations that all clients/patients are receiving the same standard of care

This section includes:

- A sample policy and protocol for pregnancy-related counseling and referrals
- A 5-step guide for ensuring that your agency provides quality referrals for unintended pregnancy
- A guide on how to develop and implement policies for making pregnancy referrals
- Templates for conducting reviews of your agency’s referrals by number and employee

Steps for Developing and Implementing a Policy on Referrals

Policy creation and development can be a difficult task, but one we all know ensures a safe, organized, and empowering workplace. A two-fold benefit protecting your staff and protecting the folks you serve. We believe policies are where organizations create lasting systemic change. We've created a roadmap for developing and implementing a policy on referrals, removing the guesswork and setting you up for success.

Identifying Need for a Policy on Making Referrals for Unintended Pregnancy and Abortion

- To create consistent standards and rules around making referrals for unintended pregnancy, particularly abortion referrals.
- To reduce confusion among employees regarding how to handle abortion referrals.

Determining Policy Content

- Highlight why the organization is issuing the policy and the desired effects/outcomes.
- Include details about the behavioral standards that the policy is creating.
- Indicate which parties are responsible for carrying out policy statements (clinicians, case managers, social workers, etc.).
- Include a date for when the policy is considered in force.

Obtaining Support from Managers/Supervisors

- Once the policy has been drafted, it will be important to communicate with managers/supervisors who will be expected to apply the policy.
 - This communication should include why the policy is needed, address the impact the policy will have on the manager/supervisor's area, and address any potential thoughts or concerns they may have.

Communicating with Employees About the Policy

- Provide as much background information as possible as to why the policy is being implemented.
- Determine the best way to distribute the policy (email, staff meetings, individually)
- If distributing via email, use language in the subject line that will minimize the potential for the policy to be overlooked. Consider attaching a read receipt.
- Give employees an opportunity to ask questions.
- Provide a space for the employee to sign and date the policy.
- Notify employees where they can access the policy later (handbook, shared digital drive, etc.).
- Include the policy in orientation programs for new employees and review the policy with staff once per year to make sure it isn't forgotten.

Updating and Revising the Policy

- Policies should be reviewed on a regular basis (we recommend annually).

Sample Policy and Protocol for Pregnancy-Related Counseling and/or Referrals

Having a good policy is in some ways like having insurance, which you don't want to lapse. When policies are not used or followed, services can lack consistency – and let's be honest – the effects of inconsistencies can be detrimental to the folks we serve. This section can be used as your starting point for pregnancy-related policies and protocol, and we encourage you to make it your own.

1. **PURPOSE:** This protocol explains responsibilities in responding to clients who are (in-person or by phone) seeking information, counseling, and/or referrals related to pregnancy. The purpose is to maintain consistent standards and rules around making referrals for unintended pregnancy, and to reduce confusion among employees regarding how to handle abortion referrals.
2. **SCOPE:** This policy applies to all staff who interact directly with clients, including but not limited to: social workers, case managers, counselors, nurses and front desk staff.
3. **FORMS:** Staff shall use established forms to support compliance with this protocol:
 - **Phone Requests** for a pregnancy-related referral
 - **Use Phone Script/ Phone Referral Guidelines located [INSERT LOCATION]**
 - **In-clinic Consultations** (social workers, educators, nurses)
 - **Use Checklist for Making Pregnancy-Related Referrals located [INSERT LOCATION]**
 - **Use Pregnancy Options Counseling Script located [INSERT LOCATION]**
 - **Referral List** (where to refer)
 - **Use the Organizationally Approved List of providers located [INSERT LOCATION]**
 - When making referrals for abortion, use the website www.providereferrals.org.
 - **Note:** Be sure the form you are using is filled out entirely, including your own name.
 - **Supply** in-clinic clients with additional information as necessary, such as the [Prenatal Information Sheet](#) and/or [Abortion Information Sheet](#).
4. **MAINTAINING RESPECT AND NEUTRALITY:** All staff shall demonstrate a neutral, nondirective, and respectful manner when serving clients who request a pregnancy-related referral, without judgment of a client's intent regarding their pregnancy. Clients should not be discriminated against based on their religion, race, color, national origin, disability, age, sexual orientation or gender identity, number of pregnancies, marital status, and other accompanying conditions such as HIV or substance use issues.
5. **CLIENT-CENTERED REFERRALS:** Staff shall provide referrals that respond to the client's request (see table and additional notes on back of page). Staff shall not provide information or referrals for services that the client does not want.
6. **MANAGEMENT OF COMPLEX AND CHALLENGING CASES:** Acknowledge the client's requests and needs. Confer with supervisor, immediately if needed. Document and implement needed follow-up.
7. **DOCUMENTATION/RECORDS:** On completing referral, staff shall routinely file, (manually or electronically), as indicated by their supervisor and in accordance with clinic/agency policies related to client confidentiality.

Policy Receipt Acknowledgement for Pregnancy-Related Counseling and Referrals

A crucial part of policy implementation and updates is communicating changes to staff and giving the opportunity to ask questions. Below is a sample form that you could add to their personnel file as a record that they have received and reviewed your referral policy and protocol.

In effect: XX/XX/XXXX until further notice

I have read and been informed about the content, requirements, and expectations of the pregnancy-counseling and referrals policy for employees at _____. I have received a copy of the policy and agree to abide by the policy guidelines as a condition of my employment and my continuing employment at _____.

I understand that if I have questions, at any time, regarding the pregnancy-counseling and referrals policy, I will consult with my immediate supervisor or my Human Resources staff members.

Please read the pregnancy-counseling and referrals policy carefully to ensure that you understand the policy before signing this document.

Employee Signature: _____

Employee Printed Name: _____

Date: _____



Photo: Licensed Adobe Stock.

Pregnancy Options Counseling Scripts and Guides

Why are these tools important?

Scripts and guides are tools we use to connect folks to the action of making a referral. Creating a space for staff to own the way they will show up during an interaction in practice. We offer guidance on language, and examples of what to say to avoid harming clients with stigmatized or biased language.

Equipping your staff with scripts and guides for pregnancy options counseling and referral-making practices can provide the following benefits to your workplace:

- ✓ More confident staff
- ✓ Clear expectations regarding how staff should interact with clients/patients
- ✓ Support for staff who feel ambivalent about abortion

This section includes:

- An evidence-informed Practice Guide for All-Options Pregnancy Counseling
- A pregnancy options counseling script for over-the-phone interactions with clients/patients

Practice Guide for All-Options Pregnancy Counseling

Note: For simplicity, this guide refers to people who are pregnant as “patients”, although we recognize that depending on field and specialty, providers may refer to them as “clients,” “customers,” “consumers,” or other terminology.

Provide recommends that all pregnant patients be offered information on all pregnancy options, including continuing the pregnancy to parenthood or adoption, or ending the pregnancy with medication or procedural abortion. Using the recommended methods to counsel patients on all pregnancy options meets patient needs and leads to higher satisfaction regardless of their decision.

The following Practice Recommendations were developed by a team of experts, and outline the key steps for all-options pregnancy counseling. See a simplified version of the guide below, an expanded version is on the following pages, or available electronically (click image below)

+ 1. Prepare patient for pregnancy test.

+ 2. Disclose pregnancy test result.

+ 3. Discuss pregnancy options.

If the patient is:

+ Interested in ending the pregnancy

+ Unsure about continuing or ending the pregnancy

+ Interested in continuing their pregnancy

+ Interested in parenting

+ Interested in adoption

1. Prepare patient for pregnancy test

- Ensure that the patient agrees to the test and understands how the result will be used.
- Let the patient know you are there to support them whatever the result and whatever decisions they make.

2. Disclose pregnancy test result

Be clear and use a neutral tone.

- Avoid any judgment or assumption about the patient's feelings or preferences.
- "Your pregnancy test came back positive, which means you are pregnant."

Pause for patient response.

- Allow some time for the patient to absorb the information.
 - Pause in silence (try counting to 10).
 - If the patient has not responded after you pause, offer some time alone.
- "Would you like a few minutes alone or would you like me to stay here with you?"

Seek understanding, and pay attention to patient's verbal and nonverbal responses.

- Ask open-ended questions.
 - If they have not already indicated their feelings, ask an open-ended question.
- "What thoughts or feelings are coming up for you right now?"
- Reflect back.
 - If you are not sure if you have understood the patient, reflect back your understanding to check if it is correct.
- "What I'm hearing is that you have a lot of different feelings about finding out that you are pregnant. Am I right about that?"
- Keep in mind that not all patients will feel comfortable disclosing their true feelings.

Validate and normalize.

- Validate and normalize the patient's response by expressing understanding.
 - Communicate that it is okay for them to feel the way they do.
- "It's okay not to be happy about a pregnancy/have multiple feelings about a pregnancy. It's normal to experience and go through several emotions as you are processing this information."

Offer to share pregnancy options.

- Offer the patient an opportunity to hear about options in a way that communicates your willingness to discuss all options without judgment.
- "Let me know how I can be most helpful to you. We can discuss any options you are interested in hearing about, including options for ending or continuing your pregnancy, or you can take time to think things over on your own. Either way, you don't have to make a decision today."
- If they do not want to discuss options at this time, offer written information on all options for patients to read on their own (e.g. Provide Pregnancy Options Brochure).

3. Discuss pregnancy options

- Name all pregnancy options (except those the patient expressed they do not want to discuss) in a neutral, professional manner: [Continue to Parenthood](#) | [Continue to Adoption](#) | [Medication Abortion](#) | [Procedural Abortion](#)
- "If you do not want to continue the pregnancy, I can provide you with referrals for abortion services. If you want to continue the pregnancy, I can provide you with referrals for prenatal care or adoption resources. If you are not sure, we can discuss all of the options available as well as the timeline for abortion options."
- Naming each service without bias or judgment respects patient autonomy, builds trust, makes space to ask honest questions and self advocate, and is more likely to meet patient needs.

IF THE PATIENT IS:

+ Interested in ending the pregnancy

Visit AbortionFinder.org to find accurate information on limits around gestational age and laws in your area

Do not refer to crisis pregnancy centers

Begin by:

- Mirroring patient language (ex.: “end the pregnancy” vs. “abortion” or “baby” vs. fetus/pregnancy)

Screen patient for needs around referral or resources:

- Medication vs. procedural abortion cost and financial aid options (National Network of Abortion Funds)
- Access to services (e.g., language, transportation)
- Parental consent or notification requirements and judicial bypass options (for patients <18 years)
- Substance use disorder treatment, HIV/STI screening and/or treatment, intimate partner violence or survivor support


Offer referral to abortion provider that meets patient’s needs:

- If possible, provide referrals in a written form with the name, address, and phone number of the provider.
- Use AbortionFinder.org to help identify clinics and other supports most accessible to the patient.
- If patient has questions about the procedure, offer to call an abortion clinic with them.

Offer follow up:

- If patient agrees, follow up to review referrals, and offer for them to reach out with questions.

+ Unsure about continuing or ending the pregnancy

 Gestational age will affect the time they have to make a decision. Visit AbortionFinder.org to find more accurate information on limits around gestational age and laws in your area.

Do not refer to crisis pregnancy centers

Begin by:

- Offering to answer any questions the patient may have related to pregnancy or abortion

Discuss all options with patient:

- If patient is willing to discuss their feelings, ask open-ended questions in a non-directive manner.
 - Allow patient to lead conversation as much as possible.
- If patient wishes, consider the pros and cons of each choice, both in the short and long term.
 - Discuss pros and cons in a neutral way, directed by patient concerns.
- Provide information for what medications, drugs/alcohol, and other environmental exposures may be harmful to a developing pregnancy.
- Recommend prenatal care screenings if needed.
- If additional decision support is needed, refer only to providers who approach patients with full respect for any decision they make ([All Options Talkline](https://AllOptionsTalkline.org), 1-888-493-0092).
- If patient comes to a decision, reassure and encourage them to trust themselves and their choice. Feelings of shame, disappointment, guilt or regret are normal regardless of the decision.

+ Interested in continuing the pregnancy

Begin by:

- Affirming the patient's decision or interest
- Offering appropriate prenatal care referrals and healthcare provider type preference
- Not referring to services the patient is uninterested in

Screen patient for needs around referral or resources:

- Nutrition, food, and housing security
- Financial resources for prenatal care and/or parenting (presumptive eligibility for Medicaid, WIC, SNAP)
- Overcoming barriers to prenatal care, including transportation, childcare, or translation
- Substance Use Disorder treatment, HIV/STI screening and/or treatment, intimate partner violence or survivor support
- Early screening for fetal genetic anomalies
- Support for parenting decisions including infant care, adoption, or foster care
- Doula services
- Childbirth education classes or resources

Offer follow up:

- If patient agrees, follow up to review referrals and support resources.

++ Interested in parenting

Begin by:

- Affirming the patient's decision or interest
- Screen patient for needs around resources:
- Community support (new parent groups, lactation support, trauma and healing support groups)
- Childcare resources
- Financial support available to parents
- Child development education classes or resources
- Prenatal care

++ Interested in adoption

Begin by:

- Affirming the patient's decision or interest
- Using affirming language: "planning an adoption" instead of "giving up your baby for adoption;" "birth parent/first parent" or "adoptive mother/parent" instead of "real mother/parent"

Provide education and resources to patient:

- Discuss types of adoption (open, closed, familial)
- Decision support: they can take as much time as needed to decide, and can change their decision up until the time of adoption

Refer and schedule appointments:

- Schedule a visit if your agency provides adoption services. If not, use your agency-approved list of adoption services (i.e., All-Options Adoption Agency or National Pro-Choice Adoption Collaborative).
- If patient is ready, connect them with legal help for reviewing documents and contracts (legal aid, bar association pro bono list).
- Invite patient to follow up as needed.
- Refer to or schedule prenatal care.



Photo: Courtesy of Nina Robinson/Getty Images/[Images of Empowerment](#). Some rights reserved.

Best Practices for Making Pregnancy Referrals Over the Phone

What should I be aware of when talking to a client/patient about pregnancy options?

- Because clients/patients might worry that they could be judged they may not bring up topics such as abortion on their own. Create space for the client/patient to discuss what they need by naming the services first.
- There are no body language cues to give you an indication of how the conversation is going, so check in with the client/patient to make sure they're getting the information they need/want.

What can help?

- Tell the client/patient you're glad they called.
- Let them know that you support whatever decision they make and that you're happy to connect them to whatever resources they need.
- Let them know that the conversation is confidential.
- Use affirming language.

How can I use this script?

- The script is meant to guide staff in making an accurate referral based on what the client/patient wants.

Sample Script for Providing Pregnancy Referrals Over the Phone

Below is a sample script that can be used when talking with clients/patients over the phone. Don't forget that your front office staff may not be in a role to provide direct services but are still providing information to people over the phone. If you provide training on how to use a script, include them.

GREETING

SAY: Hello, thanks for calling. I'm more than happy to provide you information about pregnancy options.

DESCRIBE OPTIONS

SAY: If it's all right, let me describe the options that are available, and then we can talk more about the option(s) that are of interest to you.

SAY: If you are **pregnant and want to continue the pregnancy**, I can provide you with referrals for prenatal care, parenting resources and/or adoption resources.

SAY: If you are **pregnant and do not want to continue the pregnancy**, I can provide you with referrals for abortion services.

SAY: If you are **not pregnant and do not plan on becoming pregnant**, I can provide you with referral information about contraception, including emergency contraception (Plan B/Ella/etc.).

AFFIRM THEIR DECISIONS

SAY: I am here to support your decision, no matter what you decide to do.

ASK: Which type of referral/information would you like?

___Prenatal Care ___Abortion ___Adoption ___Contraception

PROVIDE REFERRAL

ONLY MAKE REFERRALS for the services that the client/patient has asked for, and only to places that provide those services. If they want an abortion referral do not also give them an adoption referral. If they want a referral for prenatal care, do not give them an abortion referral. If the client/patient wants an abortion, only refer them to a healthcare facility that provides abortions, not a local crisis pregnancy/pregnancy resource center.

PRENATAL CARE – If your agency provides prenatal care, then schedule a visit. If not use your agency approved list of prenatal care providers (i.e. the health department, OBGYN offices, etc.).

ABORTION – Go to the website www.providerefferrals.org and use the client/patient's zip code to locate the closest abortion providers to them.

ADOPTION - If your agency provides adoption services, then schedule a visit. If not use your agency approved list of adoption services (i.e. the state department of health and human services, the [national pro-choice adoption collaborative](http://nationalpro-choiceadoptioncollaborative.org), etc.)

CONTRACEPTION - If your agency provides contraception, then schedule a visit. If not use your agency approved list of contraception providers (i.e. the health department, OBGYN offices, local pharmacies (for emergency contraception), or [use Bedsider's birth control finder](#)).

CONFIRM

ASK: Would you like me to repeat any of this information?

ASK: Do you have any other questions I can help you with?

SAY: If you need more referrals, information, or help later on, please feel free to call back.

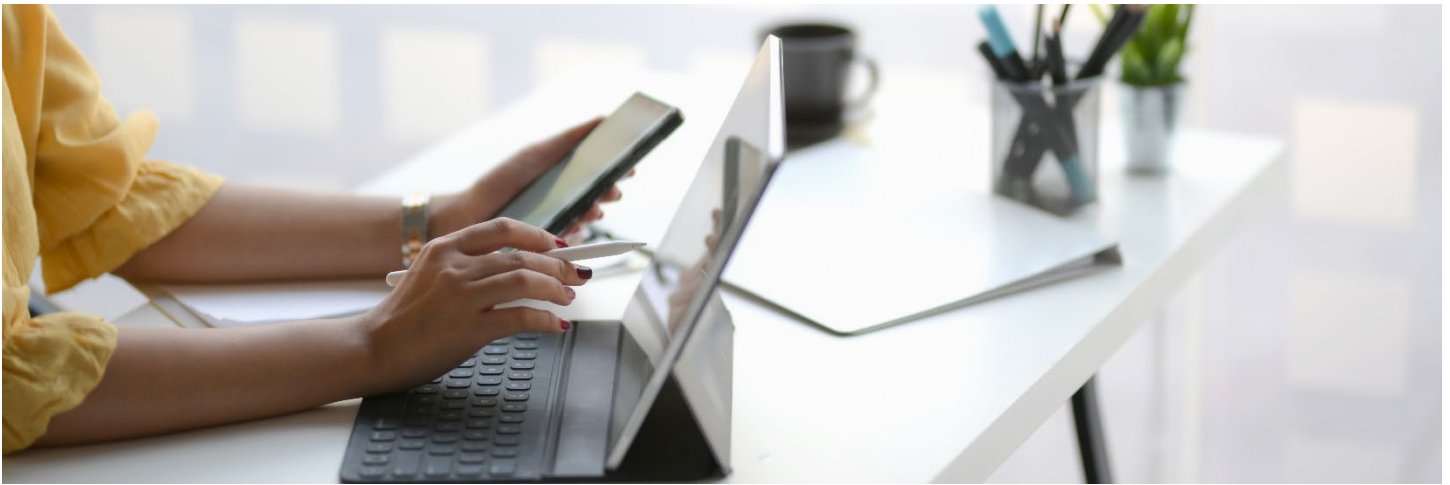


Photo: Licensed Adobe Stock.

Templates and Tools that Support Referrals

Templates and tools are resources that facilitate a starting point or guide for specific work. Staff time is sometimes monopolized with service provision. This is our way of aiding in filling that gap.

Collecting feedback from clients/patients and integrating pregnancy options and referrals into agency forms can provide the following benefits to your workplace:

- ✓ Clearer identification of potential gaps in service delivery
- ✓ More satisfied clients/patients
- ✓ Less stigma around reproductive health services, including abortion

This section includes:

- Sample intake form related to pregnancy options
- Sample Sexual and Reproductive Health inventory and referral vetting form
- Sample client/patient Bill of Rights
- Example of how to integrate pregnancy referrals into intake assessments

Sample Intake Form for Clients Requesting Information, Services, and/or a Referral Related to Pregnancy

The sample form below would be most appropriate for organizations providing pregnancy testing services. By naming abortion as a valid option you can immediately communicate to clients that their decisions will be respected by staff, that it is alright to talk about all their options, and that they'll get the information they need to make the best decisions for themselves.

Welcome! We are here to serve you. You have the right to be treated with respect, to make your own decisions about pregnancy and reproductive health, and to have your privacy protected. ***Please fill in the information below so that we can best address your needs. The list of services we provide is on the back of this sheet.***

I NEED A PREGNANCY TEST.

I HAD A POSITIVE PREGNANCY TEST.

I would like a referral to an abortion provider.

I'd also like information and/or referrals about birth control options/family planning.

I would like referrals for a prenatal care provider.

I'd also like information and/or referrals about:

__infant care __foster care __adoption

I'm not yet certain of my choice.

I would like to talk to someone/receive counseling about my options.

__I prefer to answer these questions when I speak with a staff member.

MY PREGNANCY TEST IS NEGATIVE, I WOULD LIKE INFORMATION and/or REFERRAL FOR:

Birth control/family planning

Help trying to become pregnant (learning how to predict ovulation; infertility services)

__I prefer to answer this question when I speak with a staff member.

I ALSO HAVE A QUESTION OR CONCERN ABOUT:

__ I prefer to answer this question when I speak with a staff member.

__ Nothing else today.

PLEASE TURN PAGE OVER

To assist you, we provide the following types of information, optional counseling, and referrals:

IF YOU NEED A PREGNANCY TEST, please tell a staff person. We can refer you to an agency or a clinic we work with that can do such a test.

IF YOU ARE PREGNANT (YOU HAVE HAD A POSITIVE PREGNANCY TEST)		
<p>If you do want to continue the pregnancy, we <i>Provide</i> referrals for:</p> <ul style="list-style-type: none"> • Prenatal services (including confirmation of your pregnancy test result). • Parenting services: infant care, foster care. • Adoption services (if needed). 	<p>If you do not wish to continue this pregnancy, we can <i>Provide</i>:</p> <ul style="list-style-type: none"> • Abortion referrals, including helping you navigate barriers to accessing care. • Referrals to birth control and family planning counseling and services (if needed). 	<p>If you are undecided about which choice is best for you, we provide or can refer you for:</p> <ul style="list-style-type: none"> • Unbiased counseling to support you in your decision-making process.

We have handouts with more information on each of the above services. If you don't see them, ask a staff person!

IF YOU ARE NOT PREGNANT (YOUR PREGNANCY TEST WAS NEGATIVE), we can provide you with information about the need for a repeat test (depending on the date of your last menstrual period), as well as referrals:	
<p>If you do not want to become pregnant, we can provide you with a referral to:</p> <p>Birth control and family planning counseling and services.</p>	<p>If you do want to become pregnant, we can provide you with referrals for:</p> <p>Fertility awareness education (to help you identify when in your cycle you're likely to become pregnant).</p> <p>Infertility counseling and services (if you have been trying for some time to become pregnant, if you are 35 or older, or if this is a serious concern for you).</p>

WE CAN ALSO PROVIDE REFERRALS RELATED TO OTHER CONCERNS YOU MAY HAVE:
<ul style="list-style-type: none"> • Violence – such as intimate partner violence or family violence • Rape or pressure to have unwanted sex • Sexually transmitted infections, including HIV • Substance use – for example, of drugs, alcohol, or tobacco • Depression, anger, or other concerns related to mental health • Sexual or gender identity questions • Food stamps, Medicaid, or other state benefits • Many other concerns – please let us know if you have a question or problem we can help with.

Sample Sexual and Reproductive Health Inventory



Look in the community/region your agency serves and note where your clients would be able to access the services below. Make sure to include your agency when appropriate.

For each agency you list below, use the back page as a guide for determining all relevant info to ensure you'll be able to make a quality referral for your client.

Sexual Assault & IPV Services

Condoms/Lube

HIV/STI Testing

Pregnancy Testing

HIV Prevention (PrEP/PEP)

HIV Treatment & Care

Birth Control

Emergency Contraception

Prenatal Care

Abortion Provider(s)

Abortion Funds/Practical Support

Parenting Resources

Adoption Resources

Other

Other

Other

Sample Sexual and Reproductive Health Inventory

AGENCY: _____

Services Provided

Eligibility Criteria

Entry Documentation Requirements

Specific Points of Contact

Intake Process (in person, online application, etc.)

Accessibility (near a bus/metro stop, access for clients with physical disabilities, parking fees, language(s) spoken)

Wait Times

Fees/Insurance/Payment Options

Other

Sample Patient Bill of Rights for Agencies that Provide Healthcare Services

PATIENT BILL OF RIGHTS (can be adapted to fit the setting)

Below we have included two sample patient bill of rights that can be adapted for you organization. We recommend displaying these rights in heavily trafficked areas and in multiple languages and including it with any intake and/or educational materials you provide. As you'll notice, we've intentionally included rights related to receiving referrals (including abortion). Naming these things on the front end is an opportunity to show you are working to cultivate a stigma-free environment where clients can talk openly about their situations and/or needs.

PATIENT BILL OF RIGHTS – Example #1

- You have the right to be treated with dignity, worthiness and respect.
- You have the right to not be discriminated against on the basis of race, color, religion, national origin, ability, gender or gender identity, or sexual orientation.
- You have the right to confidentiality of medical/service records as well as information about their health, social, and financial circumstances.
- You have the right to be fully informed of all your rights and responsibilities by the agency.
- You have the right to choose care providers.
- You have the right to participate in the planning of your care and in planning changes to your care, and to be advised that you have the right to do so.
- You have the right to receive information necessary to give informed consent prior to the start of any treatment, procedure or intervention.
- You have the right to be advised of any change in your care plan before the change is made.
- You have the right to receive the referrals that you request;
- You have the right to receive a timely response from the agency to your request for service.
- You have the right to be provided all options related to family planning, including but not limited to: prenatal care, abortion, adoption, contraception, and fertility treatment.
- You have the right to voice grievances and suggest changes in service or staff without fear of discrimination or reprisal.

Sample Patient Bill of Rights for Agencies that Provide Addiction Treatment Services

PATIENT BILL OF RIGHTS – Example #2

- You have the right to be treated for the life-threatening, chronic disease of addiction with honesty, respect, and dignity.
- You have the right to know what to expect from treatment, and the likelihood of success.
- You have the right to be treated by licensed and certified professionals.
- You have the right to evidence-based treatment.
- You have the right to be treated for co-occurring behavioral health conditions simultaneously.
- You have the right to a treatment setting that provides integrated care, which includes sexual and reproductive health information (contraception, prenatal care, abortion, HIV/STI testing) and referrals.
- You have the right to receive referrals for other services that you request.
- You have the right to an individualized, outcomes-driven treatment plan.
- You have the right to remain in treatment as long as necessary.
- You have the right to support, education, and treatment for your family and loved ones.
- You have the right to a treatment setting that is safe and ethical.
- You have the right to a treatment setting that does not discriminate based on age, race, color, religion, national origin, gender or gender identity, sexual orientation, or ability.



Photo: Courtesy of Michael Dantzler for Provide.

Hiring and Training Employees to Make Referrals

Screening staff on their openness to provide referrals for unintended pregnancy (including abortion) and training them to do so can provide the following benefits to your workplace:

- ✓ Staff who are more supportive of client/patient autonomy
- ✓ A workplace culture free of stigma around reproductive healthcare
- ✓ High caliber staff with the skills they need to provide client/patient centered care
- ✓ More robust in-house professional development

This section includes:

- Sample interview questions for prospective employees
- Training opportunities for staff

Sample Interview Questions

The questions that follow are intended as sample questions, and do not constitute a required list. These are examples that hiring departments can use to help them assess candidates' commitment to and experience with supporting clients/patients in making reproductive health decisions that are best for them.

These samples include a range of questions that might be asked of people applying for all kinds of positions, with various levels and types of responsibility. Not every question is appropriate for every position. In addition, there are many different ways to ask questions seeking particular information, so some of the questions may be similar but with slightly different emphases. Review the questions to see how they are designed and see whether you find any that are particularly appropriate for the position you are filling. You may adapt questions to make them more relevant to the functions of the job. We have provided some options for wording [in brackets] that may help in adapting questions for different roles and responsibilities.

COMMITMENT TO CLIENT/PATIENT AUTONOMY QUESTIONS (i.e. mindset, attitudes, philosophy)

1. Describe your understanding of client/patient autonomy and why it is important to this position?
2. What is your definition of client/patient self-determination and how or why do you think it is important?
3. How would you describe your current thinking about sexual and reproductive health, and how has your thinking changed over time?
4. What are some concerns you have about working with clients/patients who have diverse sexual and reproductive health needs?

HYPOTHETICAL SITUATION QUESTIONS

1. Pose a situation/scenario involving a client/patient who just finds out that they're pregnant. Ask the applicant how they would respond in that situation.
2. Pose a situation/scenario involving a client/patient who discloses that they had an abortion in the past. Ask the applicant how they would respond in that situation.
3. Explain what you believe to be an effective strategy for counseling a client/patient with an unintended pregnancy
4. What challenges do you think you will face in working with clients/patients who want information about abortion? Contraceptives? HIV/STI testing?
5. In what ways do you feel it is appropriate to incorporate your personal beliefs about sexual and reproductive health into the work you do with clients/patients? How would you do this?

PERFORMANCE OR EXPERIENCE RELATED QUESTIONS (i.e. past experience or training that can be demonstrated)

1. How has your previous work experience prepared you for working with clients/patients with diverse sexual and reproductive health needs?
2. Please tell us about an instance when you advocated for a client/patient even when what they needed made you feel uncomfortable.
3. In what ways have you demonstrated commitment and understanding to the importance of providing referrals for unintended pregnancy (including abortion) in your previous experiences?
4. Describe your experiences in assessing the quality of referrals for sexual and reproductive health services and their outcomes.
5. What have you done to further your knowledge or understanding about sexual and reproductive health? How have you applied your learning?
6. Describe your experience responding to the sexual and reproductive health needs of clients/patients coming from diverse socio-economic, and/or racial, and/or ethnic backgrounds.
7. Describe your experience with responding to the sexual and reproductive health needs of clients/patients that have diverse gender identities and sexual orientations.

Suggestions for Training Employees

We suggest that any staff that interacts directly with clients and anyone who develops policies that will have an impact on clients/patients receive training on how to provide pregnancy options counseling, how to make abortion referrals, and how to combat stigma in the workplace. Provide offers training on all of these topics and more.

Provide trainings are:

- Led by Provide's experienced national training team
- Interactive, offering opportunities to connect with, and learn from peers
- Offered on different days and times to accommodate diverse work schedules
- Customizable to meet YOUR workplace needs
- Based on best practices and a proven curriculum from 10 years of training over 10,500 providers across 30 states
- Eligible for a variety of continuing education credits



We offer online training nationwide, and on-site training in several southern states. [For virtual training opportunities please visit our website.](#) If you're interested in on-site training, please contact us at info@providecare.org.



You are pregnant. Now what?

Knowing your options can help you decide.



Image: Provide's Pregnancy Options Poster in English.

Visual Aids that Support Pregnancy Referrals

Displaying visual materials that are supportive of pregnancy options (including abortion) can provide the following benefits to your workplace:

- ✓ A more supportive environment for clients/patients
- ✓ A more open agency culture with respect to client/patient choice
- ✓ A streamlined way for staff to share referral information for clients

Provide Visual Aids

- Pregnancy options posters in [English](#) and [Spanish](#)
- Pregnancy options tri-fold brochures in [English](#) and [Spanish](#)
- Business size cards about abortion access for clients/patients: On the following 2 pages you'll find printable cards with QR codes that link to reputable sites that clients can use to find quality abortion providers and funds ([abortionfinder.org](#) and [ineedana.com](#)). Print 1-sided or 2-sided.

We highly recommend the visual resources developed by the [Reproductive Health Access Project](#) which you can get in PDF versions for free, or order directly from them. They provide posters and brochures about abortion, contraception, and miscarriage.





Use your phone's camera to scan this QR code to visit

abortionfinder.org

or text "Hello" to 435-3-FINDER to find abortion providers close to you



Use your phone's camera to scan this QR code to visit

abortionfinder.org

or text "Hello" to 435-3-FINDER to find abortion providers close to you



Use your phone's camera to scan this QR code to visit

abortionfinder.org

or text "Hello" to 435-3-FINDER to find abortion providers close to you



Use your phone's camera to scan this QR code to visit

abortionfinder.org

or text "Hello" to 435-3-FINDER to find abortion providers close to you



Use your phone's camera to scan this QR code to visit

abortionfinder.org

or text "Hello" to 435-3-FINDER to find abortion providers close to you



Use your phone's camera to scan this QR code to visit

abortionfinder.org

or text "Hello" to 435-3-FINDER to find abortion providers close to you



Use your phone's camera to scan this QR code to visit

abortionfinder.org

or text "Hello" to 435-3-FINDER to find abortion providers close to you



Use your phone's camera to scan this QR code to visit

abortionfinder.org

or text "Hello" to 435-3-FINDER to find abortion providers close to you



Use your phone's camera to scan this QR code to visit

abortionfinder.org

or text "Hello" to 435-3-FINDER to find abortion providers close to you



Use your phone's camera to scan this QR code to visit

abortionfinder.org

or text "Hello" to 435-3-FINDER to find abortion providers close to you



Use your phone's camera to scan this QR code to visit

abortionfinder.org

or text "Hello" to 435-3-FINDER to find abortion providers close to you



Use your phone's camera to scan this QR code to visit

abortionfinder.org

or text "Hello" to 435-3-FINDER to find abortion providers close to you



Use your phone's camera to scan this QR code to visit

ineedana.com

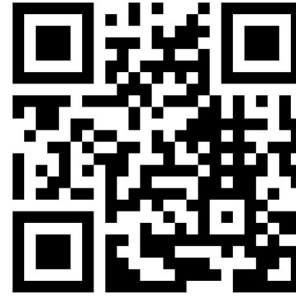
or text "Hello" to 202-883-4620 to find abortion providers close to you



Use your phone's camera to scan this QR code to visit

ineedana.com

or text "Hello" to 202-883-4620 to find abortion providers close to you



Use your phone's camera to scan this QR code to visit

ineedana.com

or text "Hello" to 202-883-4620 to find abortion providers close to you



Use your phone's camera to scan this QR code to visit

ineedana.com

or text "Hello" to 202-883-4620 to find abortion providers close to you



Use your phone's camera to scan this QR code to visit

ineedana.com

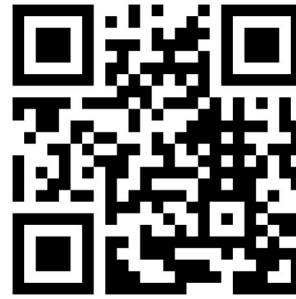
or text "Hello" to 202-883-4620 to find abortion providers close to you



Use your phone's camera to scan this QR code to visit

ineedana.com

or text "Hello" to 202-883-4620 to find abortion providers close to you



Use your phone's camera to scan this QR code to visit

ineedana.com

or text "Hello" to 202-883-4620 to find abortion providers close to you



Use your phone's camera to scan this QR code to visit

ineedana.com

or text "Hello" to 202-883-4620 to find abortion providers close to you



Use your phone's camera to scan this QR code to visit

ineedana.com

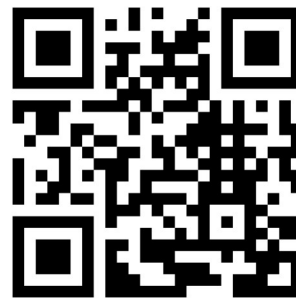
or text "Hello" to 202-883-4620 to find abortion providers close to you



Use your phone's camera to scan this QR code to visit

ineedana.com

or text "Hello" to 202-883-4620 to find abortion providers close to you



Use your phone's camera to scan this QR code to visit

ineedana.com

or text "Hello" to 202-883-4620 to find abortion providers close to you



Use your phone's camera to scan this QR code to visit

ineedana.com

or text "Hello" to 202-883-4620 to find abortion providers close to you

In Closing

Our work is rooted in providing resources for healthcare and social service providers and the clients and patients they serve. This Pregnancy Referrals Toolkit is our way of supporting and honoring the work you do for your communities. Translating our Abortion Referrals Training and putting it into a collection of adaptable resources supports systemic change. Toolkits for frontline staff enable learning and identifying an approach to addressing gaps in service provision. Our hope is that you use our toolkit for the advancement of good policies and even better work. Your communities and clients need your constant support and action. Having policies and protocols in place will serve them safely. Take these tools and make them your own.



Together, building a stronger system of care.

Not a part of our social community? Join now to stay informed:

[Facebook](#) @ProvideAccess

[Twitter](#) @provide_access

[Instagram](#) @provide_access

[LinkedIn](#) @provide-inc

[Join our email list](#)