

Contraceptive Counseling Process Guide

Process

Beginning (and throughout)

Establish and maintain rapport with the client

- ▶ Warmly greet the client by name and introduce yourself
- ▶ Be genuine, showing respect and empathy
- ▶ Ask about the client's reason(s) for today's visit, plan and prioritize visit
- ▶ Explain private and confidential services
- ▶ Ask open-ended questions
- ▶ Respectfully affirm what you see and hear (showing interest, support and cultural awareness)
- ▶ Show that you care by listening (verbally and non-verbally)
- ▶ Reflect on what you observe and hear, to gain a deeper understanding
- ▶ Summarize key points throughout with a focus on the client's goals
- ▶ If using EMR, position the monitor to keep eye contact

Middle

Assess the client's needs and personalize discussions accordingly

- ▶ Review and update the medical, sexual and social history
- ▶ Explore client preferences regarding method characteristics: frequency of use, effectiveness, how to use, menstrual changes, side effects, and benefits
- ▶ Ask about client knowledge and experience with birth control methods
- ▶ Address pregnancy and parenting intention/ambivalence along with STD/HIV protection
- ▶ Respectfully explore client beliefs and feelings, including ethnic, cultural, and/or individual factors that may be relevant to their birth control method decisions and method use

Work with the client interactively to establish a birth control method plan

- ▶ Ask open-ended questions about concerns or possible barriers relevant to method choice
- ▶ Explore the client's method preferences, and if appropriate, offer additional information about the most effective methods
- ▶ Help the client to optimize method choice by assisting the client in aligning their preferences with their method selection
- ▶ Reflect back important thoughts or feelings you hear from the client and/or feelings you sense from the discussion
- ▶ Clarify partner involvement and the role of others who may be important to the client's decision making and method use
- ▶ Affirm and support the decision making process with a respectful, nonjudgmental approach in helping the client make a plan

Provide information that can be understood and retained by the client

- ▶ Provide balanced, unbiased, tailored information about method characteristics in an interactive conversation
- ▶ Provide accurate information (correct use, effectiveness, benefits, side effects, potential risks, STD/HIV protection)
- ▶ Use clear, understandable words, images, materials, models and/or sample methods
- ▶ Use numbers and comparisons that are easy to understand
- ▶ Assess and address myths and misinformation in a respectful and affirming way
- ▶ Include information about STD protection and emergency contraception

Closing

Confirm client understanding

- ▶ Ask the client to tell and show what was learned (teach-back) and provide additional information, as needed
- ▶ Address any possible barriers to a successful plan and method use
- ▶ Confirm the client's plan for correct method use and follow-up, including what to do if dissatisfied with the method, back-up method, and emergency contraception, as needed
- ▶ Provide contact information and future opportunities for follow up, other methods or services
- ▶ Summarize with key points and provide a friendly close



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