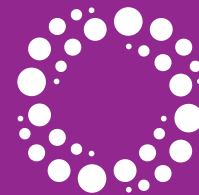


Sample Responses to Frequently Asked Questions about Obtaining Contraception for Front Desk Staff



Clients often ask front desk staff questions about obtaining contraception during an appointment. Providing front desk staff with sample scripts can help them to respond to clients' concerns or questions in alignment with your agency's policies. As always, make sure the responses are approved by your medical director and aligned with Title X guidelines and nationally recognized standards of care.

Q: I want to come in to talk about birth control, but I have no idea what kind I want.

Response: We're so glad you've decided to come in to see us! That's what we're here for. Your doctor or nurse will talk to you about all your options. Most clients leave with whatever method they chose—even if it's an IUD or implant—unless the doctor or nurse can't reasonably rule out pregnancy. It is recommended that you use a reliable method of birth control, or not have sex between your last period and your visit, to increase the chance you can leave with the method you want.

Q: I'm interested in getting a new method of birth control while I'm here for my visit today. Is that something I'll be able to do?

Response: We make it a priority to provide clients the method of birth control that they want without delay. In many cases, we are able to provide methods immediately—but not always. During your visit, your doctor or nurse will ask you some questions to make sure it is safe for you to receive the method today.

Q: I'm really interested in getting an IUD today. I recently had unprotected sex. Can I still get an IUD?

Response: It may be possible for you to obtain an IUD today. Your doctor or nurse will ask you some questions during your visit to find out if you can safely receive an IUD. If not, she/he will talk to you about options like the copper IUD as emergency contraception, the emergency contraceptive pill, or schedule you for a follow-up visit. She/he will be able to answer your questions about next steps.

Q: I think I want to get an implant or IUD today, but what if I change my mind later?

Response: You can have your IUD or implant removed at any time. You should share all your concerns with your doctor or nurse today. If you decide you don't want to receive the method today, we can schedule you for a follow-up appointment for the insertion. If you do get the method today and decide you don't like it, you can always call us, and we will schedule you for an appointment to remove it.

Q: I want to get my IUD/implant removed.

Response: Okay. We can take care of that for you. Your doctor or nurse may want to talk to you about your options, but it is always your choice to continue a method or to have it removed.



For related tools and tips, see [Same-Visit Contraception: An Implementation Guide for Family Planning Providers](#)

Sample Responses to Frequently Asked Questions about Obtaining Contraception for Front Desk Staff



Q: I have an upcoming visit scheduled. I'm interested in starting a new birth control method at that visit. Is there anything I should do to prepare in advance?

Response: Yes. In order for your doctor or nurse to provide you with the method that you want, she/he needs to be reasonably sure that you're not pregnant. If you have not had sex since your last period, or used a reliable method of birth control, or if your visit occurs within seven days of your last period, it's likely we will be able to provide you with your selected method. However, you'll have to talk to your doctor or nurse to make sure that it's okay.

Q: Do I need to have my period to get an IUD or implant?

Response: No. You do not need to have your period to get an IUD or implant. If you do have your period, you do not have to cancel your appointment, and you can still get your method. However, if you do not have your period, your doctor or nurse will just want to make sure you are not pregnant. So, we recommend that you try not to have sex between your last period and your appointment, or use a reliable method of birth control, or try to come in within seven days of your last period.

Q: Do I need to have sexually transmitted disease (STD) test results before I get an IUD (or implant)?

Response: No. If you need STD screening, it can be performed at the time of IUD (or implant) insertion. However, if your doctor or nurse sees signs of an infection, she/he may need to wait until the infection is treated before inserting an IUD. You should come back and get STD screening regularly (annually for women 25 and younger) even after you get your device.

Q: Do I need to have a pap smear before I start a method of birth control?

Response: No. You should get pap smears (for cervical cancer screening) at regular intervals, as recommended by your doctor or nurse, to protect your own health. But a pap smear isn't required for you to get your birth control method of choice.

Q: I have an IUD (or implant) already, and I am due for an annual exam. Can I get my exam, and my IUD (or implant) removed, and a new one put in during the same visit?

Response: Yes. We should be able to do all that for you during one visit.

Reference: Curtis KM, Jatlaoui TC, Tepper NK, et al. U.S. Selected Practice Recommendations for Contraceptive Use, 2016. MMWR Recomm Rep 2016;65(No. RR-4):1-66. DOI: <http://dx.doi.org/10.15585/mmwr.rr6504a1>



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