

# Choice News

## PPMH: Care in Action

“Planned Parenthood Mohawk Hudson is making exciting changes in 2014 to improve the patient experience,” announces Kim Atkins, PPMH CEO. “We’re committed to giving our patients the quality health care they need and the undivided attention they deserve.”

**PPMH is improving operational systems that enable us to provide patient-focused contact and enhanced care.**

“We’re installing a sophisticated phone system that connects our 10 health centers,” states Ross Muth, PPMH COO. “Calls to all of our health centers will ring directly into a newly-established Contact Center where trained administrative staff schedule appointments, answer questions and link patients to support for enrollment in new health insurance options.”

There will also be nursing staff at the Contact Center to triage patients’ calls regarding medical issues, giving patients increased access to care.

These changes streamline patient visits at PPMH health centers. Eliminating constant telephone interruptions and other distractions at the health centers lets staff focus on the patient they are assisting. This means less waiting, less paperwork, and more one-on-one time with patients for an improved patient experience.

**That’s PPMH: Care in Action.**

*Help PPMH continue to serve patients with your generous donation today. A return envelope is included with this newsletter or donate online at [plannedparenthood.org/ppmh](http://plannedparenthood.org/ppmh). Please be sure to select “Planned Parenthood Mohawk Hudson” in the drop down list.*



## Affirming LGBTQ Patients

From staff training on inclusivity to gender-neutral bathrooms, and LGBTQ magazines in waiting rooms, PPMH is taking action in 2014 to ensure our health centers are more welcoming for all patients.

*“Simple changes help gay, lesbian, bisexual, transgender and gender non-conforming patients feel safe and welcome.”*

— Audrie MacDuff  
PPMH Community Educator

## What’s New

### CEO Connection

**Get the latest information on topics important to you, and your community, directly from PPMH CEO Kim Atkins. Don’t miss these brief updates and special invitations to meet with Kim personally.**

*“I would love to share more timely news with you and hear your thoughts. Please send your name, address, and email address to [CEOconnection@ppmhchoices.org](mailto:CEOconnection@ppmhchoices.org).”*

— Kim Atkins  
PPMH CEO

### Ending Sexual Violence

**It doesn’t matter if she was drinking, wearing a short skirt, or visiting his apartment. If she didn’t consent to sex, then it was a crime.**

**It’s never okay to blame the victim. Blame belongs to the perpetrator.**

*“Everyone in our community has a role to play in ending sexual violence. Visit [NoMore.org](http://NoMore.org) to learn how you can help.”*

— Karen Draper  
PPMH Sexual Assault  
Support Services



Planned Parenthood Mohawk Hudson

Our mission is to provide quality health care, to educate individuals to make informed sexual and reproductive decisions, and to advocate for reproductive rights.

[plannedparenthood.org/ppmh](http://plannedparenthood.org/ppmh)



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## Administrative Office

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## Planned Parenthood Mohawk Hudson

is a nonprofit health care provider accredited by the Planned Parenthood Federation of America and licensed by the New York State Department of Health.

## Newsletter questions or comments?

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## Grant Supports Teen Services

The Wright Family Foundation, Inc. awarded Planned Parenthood Mohawk Hudson \$100,000 to enhance teen pregnancy prevention efforts in Schenectady.

### Expanding Sex Ed

This funding allows PPMH to accept an invitation from Schenectady High School Principal Diane Wilkinson to host a PPMH educator on campus.

“A Planned Parenthood presence in the high school means students will have immediate access to information about maintaining abstinence, healthy dating, and preventing sexually transmitted infections and pregnancy,” states Wilkinson.

### Improving Access to Services

This grant also supports a new “teen only” clinic, which welcomes young people ages 15-24 to drop in, without an appointment, for health services at PPMH’s Schenectady center.

*Private foundations, businesses and community organizations contribute \$250,000 annually to PPMH. Grant funds help launch new initiatives, purchase equipment and expand medical and educational services. If you know of foundations that may be interested in supporting our services, contact Fund Development at [donate@ppmhchoices.org](mailto:donate@ppmhchoices.org) or 518.374.5353, ext. 251.*



*PPMH peer educators Mecca Hemphill and Joshua Sayles pictured with Diane Wilkinson (right) and Sandra Fluke.*

## Legislative Focus

Planned Parenthood Mohawk Hudson and women’s rights supporters are urging state legislators to pass the Women’s Equality Agenda (WEA) in 2014. This 10-point plan includes:

- Stop sexual harassment in all workplaces.
- Stop housing discrimination for victims of domestic violence.
- Stop pregnancy discrimination.
- Protect victims of domestic violence by strengthening order-of-protection laws.
- Protect reproductive health decisions.

“This legislation addresses the inequality that women face in their every day lives,” states MaryAnne Mangano, PPMH board member. “The WEA will protect the health, safety and economic well being of women in New York.”

*Learn more about the WEA and how you can make a difference. Visit [www.plannedparenthood.org/ppmh](http://www.plannedparenthood.org/ppmh) or contact [b.legere@ppmhchoices.org](mailto:b.legere@ppmhchoices.org).*