



Chat with a 17-Year-Old Male Latinx Visitor

Educator: Hi, welcome. My name is [Educator]. What's yours?

Visitor: Hey, GoodMorning my name is [Visitor].

Educator: Thank you for reaching out to Planned Parenthood [Visitor]. I'm going to do my best to help you out today.

Visitor: Thank you [Educator]. So I'm here trying to know if someone does not have insurance to cover a procedure or medicine what is done?

Educator: Rest assured, you can still receive care from Planned Parenthood if you don't have health insurance. Cost is a common concern for a lot of people who visit our health centers. When you call the health center, ask about payment options and if you qualify for a reduced fee. They're able to help a lot of people with covering the cost.

Educator: You may be able to get insurance right when you go to the health center. Remember to bring an ID and any proof of income. It's always best to call the health center before you go and they can provide more detail on what you need to bring to get insurance on-site.

Educator: Please give me a minute to look up your local health center's contact information, [Visitor].

Educator: Your local Planned Parenthood, the Newark DE Center, is located at 140 E Delaware Ave, Newark, DE 19711. You can call them at 302.731.7801 or make an online appointment here.

Visitor: I have health insurance, but the situation is that my significant other does not, but we're both minors. I'm 17 and she's 16, she's missed her menstrual cycle and she worries she might be pregnant. Something of an abortion or around that is costly to do, so that is why I'm here speaking to you.

Visitor: But thank you for finding the nearest planned parenthood for me.

Educator: Thank you for clarifying that for me [Visitor]. If she is late on her period, the next best step would be to take a pregnancy test.

Educator: You can buy a pregnancy test at your local drugstore. Your partner can also go to her doctor or her nearest Planned Parenthood health center for a test. Do you think you'll be able to get a pregnancy test?

Visitor: Yes, I'm pretty sure I'll be able to get a pregnancy test.

Educator: That's great to hear. Your girlfriend may also be eligible for free pregnancy tests at your local Planned Parenthood. The best way to find out is to call and ask.

Visitor: Oh okay, that's good thing, but I'll give them a call, Thank You so much [Educator], I really appreciate this... she's having me very worried.

Educator: You're very welcome [Visitor]. I understand that the thought of your partner being pregnant can be overwhelming. Your next best steps are to take a pregnancy test and focus on preventing pregnancy in the future.

Educator: You can lower your risk of pregnancy and/or STDs by using condoms every time you have sex. Many people use them because they're safe, simple, and convenient. You can find them in drugstores, Planned Parenthood health centers, other community health centers, some supermarkets. Do you have any questions about using condoms?

Visitor: Is it very overwhelming in fact... and yes I always use a condom every time we have sexual intercourse, and know how it all works.

Educator: That's great to hear. If you used a condom correctly the chance of your girlfriend being pregnant is low. However, the only way to know for sure is to take a test.

Visitor: Her menstrual cycle is all over the place, she goes off her pms or when she has sore breasts signaling her menstrual cycle is coming which have not yet arrived, but we'll take a test for sure to have a definitive answer.

Visitor: But For example, if someone ejaculated in the vagina but has a condom on is there any risks to that?

Educator: I understand. Having a period that comes later than usual or missing a period is pretty common in teens. Sometimes it can take a few years your periods to become regular. There are also other reasons besides pregnancy that you might miss a period, including stress, illness, not eating enough, very strenuous exercise, or using a birth control method that has hormones.

Educator: Each year 18 out of 100 people whose partners use condoms will become pregnant. But if you use them perfectly, they can be even more effective. Condoms also help prevent STDs. It's better to use condoms along with another form of highly effective birth control. If your partner's test is negative, she can go to her local Planned Parenthood to look into which birth control options may be a good fit for her.

Visitor: Forgot there are other factors that can delay someone's menstrual cycle or not bring it. So when would it be a good time to take a pregnancy test?

Educator: She can take a pregnancy test any time after a late or missed period. So she can take one now.

Visitor: Well thank you very much [Educator]. I have no more questions which is good.

Educator: You're very welcome [Visitor]. We like to remind everyone we speak to that Planned Parenthood health centers offer STD testing, and that if you've had sexual activity without using a condom, female condom, or dental dam, you should consider coming in for testing. It's the only way to know. I encourage you to call them to find out when you can come in. Do you have any questions about that?

Visitor: No, no I don't have any questions about it.

Educator: Alright. Just to make sure I've been as helpful to you as possible, can you tell me what you plan to do about your situation after this chat?

Visitor: Call my local planned parenthood, ask about the eligibility for free pregnancy tests and insurance plans, make an appointment if needed, if my girlfriend is not pregnancy to focus on

preventing a pregnancy in the future, always use a condom and maybe speak about STD testing to my local planned parenthood.

Educator: That sounds like a fantastic plan [Visitor]! Can you think of anything that may get in the way of you doing that?

Visitor: My parents and hers, and money.

Educator: I want to reassure you that you do not need a parent's permission to go to Planned Parenthood.

Visitor: That good, well what if I don't have the money and I am unable to qualify for reduced fees.

Educator: As I mentioned, you and your partner may be able to sign up for health insurance at the clinic. For the most accurate payment information, you would have to speak with your local Planned Parenthood center. They will do their best to make sure you can afford the services you need.

Visitor: Well in that case there is nothing that be an obstacle.

Educator: I'm glad you feel more confident in your next steps. Before we finish up, can you tell me if you found this chat helpful today?

Visitor: I found this chat more than helpful, it made a path that I can follow and decided what to do after that, gave me a sense of comfort, I found it extremely helpful [Educator].

Educator: That's really great to hear [Visitor]. Thank you so much for your feedback, it means a lot.

Educator: If you have more questions do you think you'll come back and chat again?

Visitor: Yeah no problem, but If I do have more questions, I'm more than willing to come back.

Educator: Awesome! How confident are you that you will take the next steps you discussed during this chat? Would you say very confident, somewhat confident, a little confident, or not at all confident?

Visitor: Very confident.

Educator: Wonderful. Thank you for chatting with Planned Parenthood. Save this link to our chat page in case you have more questions in the future and want to chat with us again. After you click 'Close' you'll have the opportunity to tell us how you think we're doing. If you're worried about privacy, remember to close your browser and/or clear your history when you're done. Thanks for visiting. Bye.

Visitor: Alright, bye [Educator].

Chat with a 19-Year-Old Black Female Visitor

Educator: Hi, welcome. My name is [Educator]. What's yours?

Visitor: Hello I'm [Visitor]

Educator: Hi [Visitor]. How may I help you today?

Visitor: Well I recently got the Mirena IUD for birth control I had sex for the first time since December I don't know if it was weird or not I bleed a little and I kinda freaked out alot ? I didn't know if it was from it being months or something was wrong with me

Educator: Thank you so much for sharing that information with me. You've come to the right place. We help people every day who have questions about birth control.

Visitor: Yeah I was freaking out

Educator: First, I'd like to share with you that like other forms of birth control, there may be side effects to the IUD. You may have mild to moderate pain when the IUD is put in, cramping or backache for a few days, spotting between periods in the first 3-6 months, irregular periods in the first 3-6 months with a hormonal IUD, and heavier periods and worse menstrual cramps with ParaGard. Pain relievers can help with cramping.

Visitor: I know about that I got it in February so it's only like 2 months old. I didn't know if I should go to my doctor's office and talk to her about it .

Educator: However, bleeding after sex can be a sign of a health problem like chlamydia or gonorrhea. It could also be caused by irritation, especially if you have vaginal dryness, or if it's your first time in a while having vaginal sex. I really encourage you to talk with your doctor, nurse to get help figuring out what exactly may be causing the bleeding and what you can do to prevent it in the future. Your local Planned Parenthood Center is Louisville Health Center, 842 South 7th Street Louisville, KY 40203 p: 502.584.2473. [Click Here](#) for more information.

Educator: Do you think you'll be able to give them a call?

Visitor: I'll call them in the morning

Visitor: I got tested before I got my IUD and I was cleared from every STD

Visitor: Yes Ma'am. I'll call them because that's the planned Parenthood I go to anyway I was just really worried. I believe it was irritated and dry because I havent had sex since December I was sexual assaulted :(

Visitor: I haven't had any type of sex since December.

Educator: It's great that you'll be able to call the center. I'm very sorry to hear about you being sexually assaulted. You did not deserve to be hurt.

Visitor: Yes ma'am I'll call in the morning ask them if I should come in. It's okay

Visitor: I don't know do you guys do like therapy

Visitor: Because I wanna find a doctor or someone I can talk to about everything.

Educator: Usually there's a counselor at the center for you to speak with but, for ongoing counseling or therapy, they would need to refer you to someone. It may also help you to know that the staff at the National Sexual Assault Hotline are experts in helping with situations like yours. They might be better able to meet your needs and get you the help you deserve.

Educator: Do you have any other questions that I can help you with today?

Visitor: I'll call see if they can guide me

Educator: That's a great plan!

Visitor: So should I call both places

Educator: I would encourage you to call both the center and the hotline; they may provide you with some key information that the other doesn't have so, it couldn't hurt.

Visitor: I will do that thank you so much (: because I never know who to turn to anymore. I have no one so my only help is a doctor

Educator: I'm sorry that you don't have anyone you feel you can turn to but, that will change in time. Until then, you can trust that the staff at Planned Parenthood is here and ready to help you as best we can!

Educator: Before we finish up, if you have more questions do you think you'll come back and chat again?

Visitor: I'll call them first thing in the morning and talk to them about everything & get a check up & Yes totally I'll come back you guys have saved my life with my birth control and health

Educator: Great! We're glad to help! How confident are you that you will take the next steps you discussed during this chat? Would you say very confident, somewhat confident, a little confident, or not at all confident?

Visitor: Very confident. I'll make sure I take care of myself soon as I can get an appointment hopefully today they can

Educator: Awesome! Thank you for chatting with Planned Parenthood tonight [Visitor]. Save this link to our chat page in case you have more questions in the future and want to chat with us again. After you click 'Close' you'll have the opportunity to tell us how you think we're doing. If you're worried about privacy, remember to close your browser and/or clear your history when you're done. Thanks for visiting. Bye.

Need Help? Chat online or text "PPNOW" to 774636 (PPINFO) to get answers about pregnancy, birth control, emergency contraception, STDs, and abortion.