



Reproductive Health Program Conversation Starters



Let's talk! Want to know how to talk about reproductive health (RH) services available in Oregon? These conversation starters provide you with accessible language about the services as you engage and inform potential RH program clients.

▶▶▶ Step 1: FIND OUT WHAT THEY NEED

Consider these for your introductions. Start the conversation with your client and learn more about their needs today. Use the prompts and tips below to help guide the conversation. Adapt for the community you are working with.

	No to little knowledge of services	Some knowledge of services	Youth
I wanted to let you know that...	... Oregon has RH services to make sure you and your family get the care you need. You can get them no matter your insurance, immigration status, or gender identity. Are you interested? or Would you like to learn more?	... RH services are available free for folks no matter your immigration status, insurance, or gender identity. Would you like to learn more for you and your loved ones?	... there are some awesome programs for free birth control, condoms, and other reproductive health services in Oregon. Would you like to learn more? All services are confidential.
	...you may be eligible for more health services in Oregon, especially if you don't qualify for OHP. Would you like to see if you qualify?	...if you have insurance and it does not cover all RH services, you can still get care free or low-cost.	...you can access free and confidential STD and pregnancy testing services in Oregon. Would you like to see if you qualify?
	...Oregon has free services to make sure you have the support you need to make the decision about when to start or grow your family.	...there are voluntary and confidential free RH services you can access now in Oregon. Would you like to see if you qualify?	...if you are covered by your parents' insurance and it does not cover the whole cost of RH services or you don't want to use it, you can still get care free or low-cost.
We've been telling everyoneif you are interested in free and confidential RH services you can apply and get care the same day. This includes birth control.		
	...about 211. You can find a clinic for RH services. It also has help with housing, food assistance, childcare, and other programs you may be able to get. Have you heard about it?		



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	...if you are waiting for your OHP application to go through, you can go to an RH provider and apply and get free RH services the same day. Clinics that provide RH services also take OHP, so you can get your follow up care there too.	...there are free or low-cost RH services available to you if your insurance does not cover them or ends unexpectedly. Would you like to learn more?	...you and your friends can access RH services for free or low-cost no matter your insurance, immigration status, or gender identity. Would you like to learn more?
Other	Is there a place you trust to get information about health services? (help bridge to culturally-specific services)	Are there a reproductive health service you've been looking to access but can't? If yes, how can I help?	Do you have health insurance? You may be eligible for free RH and other medical services with OHP Now Covers Me. (for young people under 19 who don't qualify for OHP because of immigration status)
		Are you enrolled in CAWEM Plus or CAWEM emergency ? Did you know that if you have CAWEM Plus you will now get 60 days of full OHP coverage after giving birth? Did you know that you have coverage for tubal ligation services through CAWEM?	

Tips for Step 1

- Keep it simple and use as little technical and medical language as possible. Ask them if they know what "reproductive health" services are. If they do not, give some examples of services (listed in step 2). Note: some people think reproductive health means fertility treatments, that field is actually known more generally as "reproductive medicine" and is not something provided through the RH program.
- "We've been telling everyone" helps the client to know that you are not calling them out as needing sexual health services.
- Actively listen to your potential client to learn more about what they need. Personalize your message after learning more about what your client needs.
- If they mention they personally don't need this information, make sure to ask if they'd like to know for the future or for a loved one.
- Emphasize cost, confidentiality, and focus populations (people without insurance, immigrants, or trans and nonbinary folks). Most services are free for uninsured folks. If there is a charge, the clinic should let them know. People can also get low cost services if they have private insurance.
- Use empathy, validation, and agreement. "Yes...And..." rather than "No...But..."



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▶▶▶ Step 2: TEACH

Once your client has expressed interest in learning more, affirm that they've come to the right place and give them more information about the services available. Use the prompts to give them what they need to make an informed decision.

Services available	<p>What services are important to you and/or your loved ones? The following reproductive health services are available:</p> <ul style="list-style-type: none"> • Birth control & condoms • Women's check-ups, including breast exams • Emergency contraception • Vasectomy and tubal ligation • Pregnancy tests • Abortion • Care for after giving birth (postpartum care) • Screening for sexually transmitted infections <p>All services are voluntary and confidential. These services help ensure that you have the support to make decisions about when and if you want to start or expand your family. If you or someone else needs services, there are resources for you to get the care you need for free.</p> <p>Would you like to see if you are eligible? I can give you information to a clinic that provides RH services.</p>
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▶▶▶ Step 3: GIVE

At this point your clients may have expressed that they want to sign up. Use the prompts below to navigate next steps or address lingering concerns and questions.

Yes I'd like to sign up	Great! We can find the closest clinic today. <i>OR</i>
	You can call 211 or text HEALTH to 898211 to find a clinic. At the clinic, you can fill out an enrollment form and get some services the same day.
I'm not interested at this time	No worries. 211 will always be resource should you become interested in the future.