

Client Advocate Checklist
Counseling with Pregnancy Test Client

Greet client with a warm welcome. See if client has been here before. If so, ask name. Check her in our database system, and make sure the spelling is correct. (Clients seen before 2008 are in archived files)

Have client complete Medical Services Consent and Release Form and Request for Services form (located in 2 drawer file cabinet next to middle front workstation). This must be done every time.

Find file or get a new file prepared (make sure to verify spelling).

Client Advocate needs to review file if she is a return.

When client has completed form, welcome her back to the counseling room.

It is important that she comes back alone. If she has someone with her, let them know that you will come for them later.

The first task is to build rapport with her by completing the forms. Use the forms as a tool to generate conversation and share the love of Jesus with her and hear her heart.

When you are through with your discussion, take her to the bathroom, pull out wax paper and plastic cup from under the sink and ask her to go ahead and pee in the cup. Instruct her to leave the cup on the counter.

Put the "In Use" sign on the door knob and close the door. Wait for her outside the door.

Escort her back to the room and let her watch the Choices of a Lifetime video (or other appropriate videos as available). Ask her to open the door when the video is over. Share the Gospel before completing the pregnancy test. Once the client has the test result, she will not be as receptive because she has what she came for and her emotions (positive or negative) will be intense.

While the video is playing, leave the client in the room by herself with the door closed for privacy. Complete the pregnancy test (located on the shelf in the diaper closet). Make sure when you leave the restroom it is prepared for the next person.

After the video is complete, reenter the room for more discussion. Make sure to have the client determine the result of her test by instructing that one stripe is negative and two is positive. (Pregnancy wheel, Bibles, baby

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models and 1st Nine Months and Before You Decide brochures are in the 2 drawer file cabinet in the counseling room.)

After you speak with her, ask her if she wants to invite her boyfriend, mother, or friend back to let them know the result. Invite them back at that time.

If her test is positive, give her a positive pregnancy packet (which also contains four weeks of prenatal vitamins) and a Choices: Pregnancy Resource Guide. Also, schedule her for an ultrasound and ask her if she needs a proof of positive pregnancy (for Medicaid application). You may or may not want to present Earn While You Learn (EWYL) at this time. Many times the clients is so overwhelmed with the news, she needs some time to digest it and figure things out. But you may want to use it as a tool if one of her challenges to having the baby is lack of education or how she could provide for the baby. An EWYL brochure is located in the positive pregnancy packet.

If the test is negative, you may want to talk with her about her sexual choices and give her a sexual revolution packet. Whether the test is negative or positive, you will want to give her a Bible, devotional or some type of scripture booklets. Also, if she has other children, you may want to present EWYL to her at this time. The client should always stay in the counseling room. She should never be in the hall by herself.

Either a positive or negative result may cause intense emotions with accompanying tears. Make sure the box of tissues is close to the client and within sight. At this point you may choose to move in a little closer to the client. Don't immediately throw your arms around her and proclaim it will all be okay. Give her time and space to process these emotions, but stay close enough that she feels your comfort. Again, some ladies may need a hug as they exit (always ask the Holy Spirit and then ask the client's permission to give her a hug).

Before the client leaves ask her to complete an exit survey and leave it in the box on the way out. While she is filling out her survey, you can wait for her in the nook just outside the counseling room. This is where the box is located for the exit surveys. Escort her to the waiting area

After she has left, make sure the counseling room is in order and DVDs and other tools put back in place.

Now you are ready to enter your client's file into the computer.