

# Tips for Providing Patient-Centered Contraceptive Care Using Telehealth

VIDEO DISCUSSION GUIDE



The video *Tips for Providing Patient-Centered Contraceptive Care Using Telehealth: Four Case Studies* is publicly available on the [NFPRHA website](#).

# Group Discussion Guide

**Purpose:** This video is intended to demonstrate strategies that family planning providers can adapt when delivering contraceptive care via telehealth.

**Description:** In four scripted telehealth visits, providers (played by real clinicians) deliver contraceptive counseling and care to patient actors through a phone or video visit. Before each vignette, the patient actor describes steps the provider takes to make the visit patient-centered and how the experience makes them feel. Throughout the visits, a banner across the bottom of the screen will highlight when various telehealth or counseling skills are being demonstrated. To focus on the tips that are most relevant to telehealth, some portions of the visits are not shown.

**Considerations:** The strategies presented in this video were contributed by family planning and sexual health care providers currently offering telehealth care. These tips address various aspects of telehealth care. While some will be appropriate for all telehealth visits, such as addressing privacy and confidentiality of both provider and patient's settings, other aspects may only be relevant for some patients or visits, such as addressing a patient's comfort with telehealth services.

**Audience:** Clinicians, counselors, and other staff or administrative personnel who would benefit from seeing examples of telehealth interactions.

## Learning Objectives

After watching this video, participants will be able to:

- List practical strategies for delivering patient-centered contraceptive care using telehealth as the modality.
- Describe how to promote a safe and confidential space for telehealth-based contraceptive care.

## Facilitation Ideas

This video could be used to facilitate group discussion or as a self-paced learning tool. Below are three options to consider.

### Group Discussions

1. View the entire video as a group in one sitting. Stop and Process Each Vignette after watching or watch all four and then complete the Skills & Strategies Recap.
2. View the entire video over time, watching the vignettes one at a time during a series of meetings or trainings. Discuss each on its own using the Process Each Vignette questions.

In facilitating a group discussion, it may be helpful have a flip chart on hand to list responses, if in-person, or a virtual whiteboard, if using an online platform.

### Self-Paced Learning

Have staff view the video individually. A Self-Paced Learning Guide is available to support providers.

### Video Length: 32 minutes

If you would like to jump to a specific vignette in the video, the timestamps within the video for each are provided below.

	Length	Start Time	End Time
<b>Introduction</b>	1 minute 40 seconds	00:00	1:40
<b>Zoe</b>	8 minutes 40 seconds	1:40	10:20
<b>Chase</b>	7 minutes	10:20	17:20
<b>Eva</b>	8 minutes 30 seconds	17:20	25:50
<b>Ben</b>	6 minutes 10 seconds	25:50	32:00

## Discussion Questions – Before Viewing

Set the stage for the viewing by having participants discuss their own beliefs, perceptions, and experiences regarding telehealth.

- What benefits to patients do you see in providing contraceptive care over telehealth?
  - What about benefits for providers?
- What challenges have you experienced in delivering care via telehealth?
- How do you think about telehealth in relation to patient-centered care?
  - What are important aspects of delivering telehealth care that could help make the visit more patient-centered?
- In what situations do you feel most comfortable providing contraceptive care over telehealth?
  - In what situations do you have concerns or feel less comfortable?

*SUGGESTED: Make a list on butcher paper/whiteboard. After watching the video, engage the group in a discussion about whether strategies were presented in the video to address – and/or what strategies the group can brainstorm.*



## Process Each Vignette

After each vignette, have participants share what they saw by describing the strategies demonstrated and their reactions to them – as a large group, in small breakouts, or in pairs. On the following pages, discussion questions for each vignette are provided. For questions regarding strategies and skills demonstrated in the video, you will also find sample answers.

Alternatively, consider using the [Skills & Strategies Recap](#) after watching all four vignettes.

## ZOE

*An adolescent female patient has a telephone visit to discuss having a contraceptive implant removed, while she waits for her father in a parked car.*

1. What did Patty, the provider, do to create a safe and confidential space for Zoe's visit?

- Confirmed that Zoe could still talk at that time
- Explained where she was and assured Zoe that the setting was private and confidential
- Assessed the confidentiality of Zoe's location
- Respected Zoe's choice of when and where to have her visit
- Offered accommodations (yes/no questions, concluding visit) for Zoe's situation

2. How did you feel about Zoe continuing her visit once her dad was present?

3. List any strategies you noticed that were helpful for providing a phone (audio-only) visit that might not be needed in a video (audiovisual) visit.

- Smile when greeting/talking to the patient to help make the tone of your voice warmer
- Use a more pronounced vocal tone
- Acknowledge the lack of visual cues, set an expectation that the provider will check with the patient for questions and that they can interrupt, if needed
- Provide a visual description of the provider's setting for the patient

4. Was there anything you might have done differently or additionally?

## CHASE

*A trans male patient has a video visit to discuss receiving emergency contraception with his provider, who is working from home.*

1. What sort of communication and counseling strategies did you notice Dr. Zapata, the provider, using to establish and maintain rapport during the visit?
  - Indicated that she remembered Chase's music studio from a previous interaction
  - Demonstrated active listening with visual cues, such as nodding and facial expressions to minimize audio interference
  - Demonstrated empathy for Chase's prior difficult health care experiences, supported his autonomy, and invited him to provide feedback on how to make the visit easier for him
  - Paused longer than usual for a reply
2. List aspects of Dr. Zapata's body posture and telehealth set up that you noticed as helpful.
  - Relaxed posture
  - Engaged, looking at the camera
  - Camera placed near eye level
3. Was there anything you might have done differently or additionally?

## EVA

*A female patient has a video visit from home to discuss contraceptive options.*

**1. What did Dr. Patil, the provider, do to support Eva in feeling comfortable with a telehealth visit?**

- Asked about Eva's prior experience with telehealth
- Invited Eva to share any concerns or questions she had about telehealth
- Described what to expect during the visit, including what would happen if there were technical problems
- Reassured Eva that she could discontinue telehealth and receive in-person care at any time

**2. List any workflow or scheduling considerations you noticed during the visit, such as staff involved or communication with the patient before or after the visit.**

- Samantha, a medical assistant, collected a medical history before Eva talked to Dr. Patil and this information was readily accessible
- Dr. Patil transfers Eva back to Samantha at the end of the visit to arrange follow-up
- Appointments for in-person visits are available the day after telehealth appointments

**3. What strategies did you see Dr. Patil use to provide education over video?**

- Held IUD model up to the camera
- Shared Screen
- Compared IUD to familiar sized objects (small packet of sugar or a set of stacked dice)

**4. Was there anything you might have done differently or additionally?**

**BEN**

*A male patient, in his office at work, has a video visit to receive sexually transmitted infection (STI) care.*

**1. How did Dr. Russo, the provider, address confidentiality and privacy throughout the visit?**

- Advised Ben that some of the questions she would be asking could be sensitive
- Assessed the confidentiality of Ben's location at the beginning of the visit
- Checked for confidentiality concerns for follow up communications at the phone number provided for lab results
- Confirmed that it was ok to show a diagram on screen later in the visit, knowing Ben was at work

**2. List any strategies that supported Ben's comfort with telehealth care.**

- Asked about Ben's prior experience with telehealth
- Acknowledged that looking at a second monitor could be perceived as distraction and narrated her actions when taking notes

**3. What strategies did you see Dr. Russo use to provide education over video?**

- Provided educational information via the patient portal
- Held a diagram up to the camera

**4. Was there anything you might have done differently or additionally?**

# Skills & Strategies Recap

Ask participants to list the skills and strategies demonstrated across the four vignettes. Use the categories below as prompts, if needed. A list of potential answers is provided for each based on the interactions in the vignettes. Encourage participants to describe other skills and strategies not demonstrated that may be helpful to their peers.

## What skills and strategies did you notice in the vignettes related to...

### Patient Experience & Comfort with Telehealth?

- Ask patients if they have used telehealth before and their comfort with it
- Explain telehealth, especially for patients new to it (process, that they can still come to clinic if want/need)
- Acknowledge for the patient when something is different or potentially awkward about a telehealth visit

### Confidentiality & Privacy?

- Confirm with the patient that it is a good time for them to talk – offer to reschedule if it is not
- Describe your setting to the patient make clear it is private/confidential
- Emphasize that the patient should think of this visit as the same as any other in clinic
- Ask about the patient's space, where they are, who is with them – if they are in a good / safe place to talk
- Offer yes/no questions so others can't hear
- Accept that patients may want to have a visit in a space that isn't confidential – proceed if they want to even if someone else is there

### Video Visits?

- Place camera at eye level
- Look at the camera
- Start with a warm enthusiastic wave and/or smile
- Avoid distracting backgrounds
- Pause longer than usual for reply

### Patient Education?

- Hold models up to the camera
- Hold diagrams or pictures up to the camera
- Share screen
- Use descriptive phrases and size comparisons to familiar objects
- Share links and documents via text, email, portal
- Use the platform's chat feature to share links

### Phone Visits?

- Smile when greeting the patient to help automatically make the tone of your voice warmer
- Demonstrate more pronounced emotion with voice
- Use brief verbal cues to indicate listening and empathy
- Encourage the patient to ask questions and/or interrupt
- Stop more frequently than usual to ask if the patient has questions
- Pause longer than usual for reply



## Discussion Questions – After Viewing

After viewing and discussing the patient vignettes, engage participants in a dialogue about their reactions to the video overall. Encourage discussion about specific changes to practice that could be made and/or further information, training, or support that may be needed.

- How do we currently address patient comfort and/or experience with telehealth? Are there any strategies from the video that we could incorporate?
- How do we approach confidentiality for telehealth visits? Are there any strategies from the video that we could incorporate?
- How does our current telehealth workflow involve various team members before, during, and after telehealth visits? Are there any opportunities to incorporate ideas mentioned in the videos?

### For Clinicians & Counselors

- What strategies did you see in this video that you already use in delivering telehealth care?
- What did you see that was new to you? Did anything surprise you?
- Were there strategies depicted that you have questions or concerns about or would be hesitant to use? If so, describe.
- Were there any strategies in the video that you think might be particularly effective?
- Are there any strategies from the video that you would like to practice integrating into your own delivery of telehealth services? If so, which ones?



# Tips for Providing Patient-Centered Contraceptive Care Using Telehealth

## SELF-PACED LEARNING GUIDE

**Purpose:** This 32-minute video is intended to demonstrate strategies for adapting contraceptive care to telehealth delivery that family planning and sexual health care providers can use.

**Considerations:** The strategies presented in this video were contributed from family planning and sexual health care providers currently offering telehealth care. These tips address various aspects of telehealth care. While some will be appropriate for all telehealth visits, such as addressing privacy and confidentiality of both provider and patient's settings, other aspects may only be relevant for some patients or visits, such as addressing a patient's comfort with telehealth services.

**Suggestions for Viewing:** Before viewing the video, use the reflection questions provided below to consider your own experiences, perceptions, or beliefs related to telehealth. Pause the video after each vignette to reflect using the questions provided. The start time within the video for each patient vignette is provided. Once you have watched the entire video, use the final reflection questions to consider what skills or strategies from the video might be helpful to integrate into your own delivery of telehealth services.

### Learning Objectives

After watching this video, you will be able to:

- List practical strategies for delivering patient-centered contraceptive care using telehealth as the modality.
- Describe how to promote a safe and confidential space for telehealth-based contraceptive care.

### Video Length: 32 minutes

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## Reflection Questions

### Before Viewing

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Before you watch any of the vignettes, ask yourself the following questions and note your answers in the box provided.

What challenges have you experienced in delivering care via telehealth?

How do you think about telehealth in relation to patient-centered care?

What are important aspects of delivering telehealth care to make a visit more patient-centered?

## After Each Vignette

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Pause after each vignette to note your reactions to the strategies demonstrated. Prompts are provided for each patient vignette on the following pages. You can use the box provided to record your response and then click 'View Sample Answers' to see suggested answers.

For **all of the vignettes**, ask yourself the following:

Was there anything I might have done differently or additionally?

What strategies were used to support patient understanding and decision-making during the telehealth visit?

## ZOE

*An adolescent female patient has a telephone visit to discuss having a contraceptive implant removed, while she waits for her father in a parked car.*

- What did Patty, the provider, do to create a safe and confidential space for Zoe's visit?

- List any strategies you noticed that were helpful for providing a phone (audio-only) visit that might not be needed in a video (audiovisual) visit.

[View Sample Answers](#)

## CHASE

*A trans male patient has a video visit to discuss receiving emergency contraception with his provider, who is working from home.*

- What sort of communication and counseling strategies did you notice Dr. Zapata, the provider, using to establish and maintain rapport during the visit?

- List aspects of Dr. Zapata's body posture and telehealth set up that you noticed as helpful.

[View Sample Answers](#)

## EVA

*A female patient has a video visit from home to discuss contraceptive options.*

- What did Dr. Patil, the provider, do to support Eva in feeling comfortable with a telehealth visit?

- List any workflow considerations you noticed during the visit, such as staff involved or communication with the patient before or after the visit.

[View Sample Answers](#)

## BEN

*A male patient, in his office at work, has a video visit to receive sexually transmitted infection (STI) care.*

- How did Dr. Russo, the provider, address confidentiality and privacy protections throughout the visit?

- List any strategies that supported Ben's comfort with telehealth care.

[View Sample Answers](#)

## After Viewing

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Now that you have watched the entire video, reflect on what you might take away from these vignettes and the strategies demonstrated. Use the box provided to note your responses.

What strategies did you see in this video that you already use in delivering telehealth care?

What did you see that was new to you? Did anything surprise you?

Are there any strategies from the video that you would like to practice integrating into your own delivery of telehealth services? If so, which ones?

## Sample Answers after Each Vignette

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### ZOE

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#### 1. What did Patty, the provider, do to create a safe and confidential space for Zoe's visit?

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#### 2. List any strategies you noticed that were helpful for providing a phone (audio-only) visit that might not be needed in a video (audiovisual) visit.

- Smile when greeting/talking to the patient to help make the tone of your voice warmer
- Use more pronounced vocal tone
- Acknowledge the lack of visual cues, set an expectation that the provider will check with the patient for questions and that they can interrupt, if needed
- Provide a visual description of the provider's setting for the patient

[Back to Reflection Questions for Next Vignette](#)



## Sample Answers after Each Vignette

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### CHASE

*A trans male patient has a video visit to discuss receiving emergency contraception with his provider, who is working from home.*

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- Relaxed posture
- Engaged, looking at the camera
- Camera placed near eye level

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## Sample Answers after Each Vignette

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**EVA**

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2. List any workflow or scheduling considerations you noticed during the visit, such as staff involved or communication with the patient before or after the visit.

- Samantha, a medical assistant, collected a medical history before Eva talked to Dr. Patil and this information was readily accessible
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- Appointments for in-person visits are available the day after telehealth appointments

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## Sample Answers after Each Vignette

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**BEN**

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- Confirmed that it was ok to show a diagram on screen later in the visit, knowing Ben was at work

### 2. List any strategies that supported Ben's comfort with telehealth care.

- Asked about Ben's prior experience with telehealth
- Acknowledged that looking at a second monitor could be perceived as distraction and narrated her actions when taking notes

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For more information, contact Callie Wise at [cwise@nfprha.org](mailto:cwise@nfprha.org).

National  
**Family Planning**  
& Reproductive Health Association

1025 Vermont Ave., Suite 800  
Washington, DC 20005

[www.nationalfamilyplanning.org](http://www.nationalfamilyplanning.org)

(202) 293-3114 • [info@nfprha.org](mailto:info@nfprha.org)