

Transcript 3
Joan Vera
April 12th, 2020

Hi, this is the helpline, We're here for you 24/7! Please take a moment to provide us with a few details so we can serve you better. Your answers, and our conversation, are kept strictly confidential and used solely for the purpose of better assisting you. If you'd feel more comfortable talking over the phone, please call us any time as 1-800-712-4357.

Name:

Kelsey

How can we help you?

I think I might be pregnant

If you were to consider a pregnancy option, which might you be most inclined toward?

[drop down menu]

- Parent my baby.
- Place for adoption.
- **Abortion might be on my mind.**
- My situation is not pregnancy related.

What is your zip/postal code OR city & state/province? (so we can locate additional help in your area)

Middlebury, VT

Choose the option that most applies to you:

[drop down menu]

- **I think I might be pregnant, but I have not taken a test.**
- I know I am pregnant.
- I know I am not pregnant, I am looking for other help.
- I have started the abortion procedure but I want to reverse it

Which age range do you fall into (solely for demographics)?

- **12-17 years**
- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55+ years

Gender:

- **Female**
- Male
- Prefer not to answer

By submitting personal information, you consent that Option Line may use such information in accordance with the terms of our Privacy Policy.

- I Agree.
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Hi! This is Clarissa, your virtual consultant. I'm here to get you to the person who can best help you in your situation. You are important to us, and we realize your situation is unique. We're going to go through a series of questions to help get you to the right person. If at any point you'd like to speak with a live consultant, you can just say "transfer" and I'll connect you right away. You can also call us on the helpline at 1-800-712-4357.

Let's start with why you've reached out. What brings you here today?

- **I think I'm pregnant**
- I know I'm pregnant
- I'm not pregnant
- Reverse my abortion
- STD Question

Clarissa: I can help! What makes you think you might be pregnant?

- Positive test result
- I noticed symptoms
- **Just worried**

Clarissa: What makes you worry that you could be pregnant

- **I just had sex**
- I noticed symptoms
- Not sure

Clarissa: If you recently had sex (less than two weeks ago), it would be a bit early to notice anything. What you'll want to do is keep an eye out for symptoms of pregnancy.

Symptoms of pregnancy can include frequent urination, full or tender breasts, nausea or vomiting, and a missed period. If you start to notice those, please contact us again and we can help you further!

Kelsey: Hi, I'm 17 and I'm worried that I'm pregnant. My period is late and I had unprotected sex. I live on a farm and with stay at home orders I can't leave my house to get a pregnancy test from the pharmacy. I'm too scared to ask my family to buy me one. I can't afford a baby right now and want to go to college maybe before I have kids. I need to know if I'm pregnant so I can make plans. Do you provide pregnancy tests?

Clarissa: Let me connect you with someone who can help with this. It may take a sec, but help is on the way!

You have been transferred to: Ruth.



Ruth: hi how can i help you

Kelsey: Hi, I'm 17 and I'm worried that I'm pregnant. My period is late and I had unprotected sex. I live on a farm and with stay at home orders I can't leave my house to get a pregnancy test from the pharmacy. I'm too scared to ask my family to buy me one. I can't afford a baby right now and want to go to college maybe before I have kids. I need to know if I'm pregnant so I can make plans. Do you provide pregnancy tests?

Ruth: our center may be able to send one, I am not sure

Ruth: You can call tomorrow

Ruth: 102 Court Street Suite B, Middlebury, VT 5753 Adoption Support, After Abortion Support, Community Referrals/Networking, Incentive Programs, Material Aid, Parenting Classes, Peer Counseling, Pregnancy Tests, Sexual Integrity Program, Phone: 802-388-7272, Hours: Tues 10-4 Thurs 12-5 Friday 10-4

Kelsey: Is this place still open? Could I go and get an in-person pregnancy test?

Ruth: You should try calling tomorrow

Kelsey: Ok I'm just really worried and need to know if I'm pregnant as soon as possible so I can schedule an abortion.

Ruth: Some of the common symptoms of pregnancy are frequent urination, full or tender breasts, nausea or vomiting, and the most common symptom of pregnancy is a missed period; these symptoms generally show up around 2-3 weeks after intercourse.

Kelsey: I have been experiencing those symptoms

Kelsey: I'm scared

Kelsey: does the place in Middlebury provide abortions too if my pregnancy test is positive?

Commented [VJI]: I was surprised that this information was not known or clear to this specific option line operator. It seems that most CPCs are still providing services while many abortion clinics are struggling in court to stay open across the U.S.

Ruth: We do not perform or refer for abortion, but our resource centers offer lots of information about it like what the different procedures are, what the cost might be in your state, and what the laws are about it in your area.

Kelsey: oh ok

Kelsey: Could I get this information sent to me over email?

Kelsey: My parents are really strict about all the social distancing orders

Ruth: we are not able to reach out but you can screen shot the info

Kelsey: that would be very helpful!

Kelsey: are you gonna send me the info through this chat?

Ruth: I did above

Ruth: 102 Court Street Suite B, Middlebury, VT 5753
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Kelsey: Do I need to call them or can I receive information about abortion in my state via email? Or is there a pamphlet you guys have that would be easier?

Ruth: <https://optionline.org/options/abortion-overview>

Kelsey: So I need an ultrasound to confirm I'm pregnant?

Ruth: yes

Ruth: and the center can do that

Kelsey: Even with covid-19 they still can provide that service?

Ruth: i would call ahead tomorrow to make sure

Kelsey: ok thank you

Kelsey: I was talking with my friend and she said abortion can have side effects. I don't see any side effects listed on the website you gave me. Is this true?

Ruth: yes, are you wanting to know peoples experiences?

Commented [VJ2]: An ultrasound is not needed to confirm a pregnancy. A blood test or at-home pregnancy test that can be acquired at a pharmacy are perfectly adequate at identifying pregnancy. As outlined in Bryant et al., ultrasounds are one of the main coercive tactics CPCs use in an attempt to establish emotional connection from the mother to the zygote or fetus.

Ruth: you can see some here

Kelsey: that would be very helpful

Ruth: <https://www.rachelsvineyard.org/>

Ruth: post abortion experiences

Kelsey: Just taking a quick glance I'm noticing that there are a lot of emotional symptoms after abortion which is truly horrible. Are there any medical side effects though?

Kelsey: That is really what I'm most worried about

Kelsey: And my ability to have kids in the future when the time is right

Ruth: there can be

Ruth: I can find a center in your area

Ruth: that can give you more information

Kelsey: ok thank you

Kelsey: but you already gave me the one in Middlebury

Ruth: yes

Ruth: that center can help

Kelsey: ok thank you for this information

Ruth: no problem