

Steps in Process	Telehealth Medication Abortion Care Protocol	Equity Qualities and Values
<b>Step 1: Connecting to care</b> 	<i>Patient seeks abortion appointment</i>	<ul style="list-style-type: none"> <li>• <b>Accessibility:</b> Providers are easy to find via online search tools or phone in multiple languages, digital and health literacy rates are equitable.</li> <li>• <b>Emotionally Supported:</b> Patient referred to doula and talkline services for emotional support and written resources made available</li> <li>• Consider impact of identification requirements on those who are undocumented</li> </ul>
<b>Step 2: Payment</b> 	<i>Insurance/Medicaid coverage, abortion fund, self-payment</i>	<ul style="list-style-type: none"> <li>• <b>Covered:</b> Insurance or Medicaid coverage accepted</li> <li>• For those without insurance or Medicaid: Patient referred to abortion fund to fully pay for procedure. (Note: The equity value is that the service is fully covered for all)</li> <li>• Consider cost sharing: Copayment, deductibles, coinsurance, etc.</li> <li>• Brick and mortar clinics exist alongside telehealth to ensure needed follow-up, clinically indicated, or patient preferred in-person care</li> </ul>
<b>Step 3: Consultation and consent</b> 	<i>Pre-abortion counseling and consent</i>	<ul style="list-style-type: none"> <li>• <b>Technology:</b> Audio-only available, smartphone/internet capable device and secure internet connection with adequate minutes available</li> <li>• <b>Patient-directed:</b> Options counseling is on patients' terms, with provider support when needed/desired; patient establishes relationship with provider and can lean on them throughout the process</li> </ul>
<b>Step 4: Clinical evaluation</b> 	<i>Patient and provider confirm the gestational age of pregnancy through screening questions and at-home pregnancy test</i>	<ul style="list-style-type: none"> <li>• <b>Trust:</b> Staff or health care provider and patient confirm gestational age through screening based on patient experience</li> <li>• Connections to testing facilities that are convenient for or desired by the patient, if required</li> <li>• Broadband/digital divide/health literacy addressed</li> <li>• Care is provided in a culturally sensitive and aware manner by clinicians, interpreters, and anyone else in the care spectrum</li> </ul>
<b>Step 5: Prescribe and dispense medication</b> 	<i>Patient receives medication by mail or picks up at most convenient location for them</i>	<ul style="list-style-type: none"> <li>• <b>Care Delivered:</b> Patient receives medication in a timely manner at location of their choice in safe, secure package</li> <li>• <b>Discreet Pickup:</b> Preserves privacy by allowing medication pick up from pharmacy or clinic</li> <li>• <b>Contraception:</b> All methods available and accessible to patient post-abortion</li> </ul>
<b>Step 6: Take medication</b> 	<i>Patient takes mifepristone at home</i>  <i>Patient takes misoprostol at home</i>  <i>Patient repeats misoprostol dose if needed</i>	<ul style="list-style-type: none"> <li>• <b>Self-Start:</b> Patient manages process on their schedule/timeline</li> <li>• <b>Home/Comfort:</b> Patient can complete process without leaving home or can be in their preferred location</li> <li>• <b>Connected:</b> Patient can communicate questions via support line, chatbot, or provider</li> </ul>
<b>Step 7: Follow up care</b> 	<i>Phone /video/chatbot consultation throughout process</i>  <i>Patient confirms completion with symptom check at one week and pregnancy test and screening questions 4-5 weeks later</i>	<ul style="list-style-type: none"> <li>• <b>Self-Assessed:</b> Patient confirms completion via home testing and self-evaluation</li> <li>• <b>Other Follow-up Options Available:</b> Patient referred to nearby clinic for in-person follow-up if needed</li> <li>• <b>Coverage:</b> Follow-up care is available free of charge</li> </ul>