Dear Colleagues,

As you may be aware, we have recently entered a partnership with [Partners in Contraceptive Choice and Knowledge (PICCK)](http://www.picck.org). They have provided us with a Sample Telephone Triage Protocol for Emergency Contraception (EC), an evidence-based guideline for nurses to use when a patient calls needing emergency contraception. The protocol assists with determining for which forms of emergency contraception the patient is eligible. We will be adopting this protocol at our practice.

I have attached the protocol for your review. The first two pages explain the breakdown for the new approach, including step by step question prompts to ask the patient calling for EC, instructions for patient counseling based on what EC method the patient is eligible for, patient instructions for oral EC, and procedures for documentation. To further assist the process, the third page of the document includes a flow chart that can be utilized while conducting this telephone triage.

PICCK will be conducting trainings with the phone staff and nurses on this new protocol. PICCK will present on emergency contraception to the department and residents. PICCK has provided more in-depth materials on emergency contraception for those who are interested. Please find attached a Toolkit on emergency contraception which includes the evidence base for the four forms of EC and best practices for provision. Additionally, attached is a one-pager cheat sheet on the four forms of emergency contraception.

Please reach out if you have any questions about our new protocol for providing emergency contraception to our patients who want it. Our hope is that this new protocol will assist our nurses in being better able to screen for emergency contraception eligibility rapidly provide counseling on all emergency contraception options.

Attached:

1. Telephone Triage Protocol for Emergency Contraception including flow chart of

considerations   
2. Emergency Contraception Toolkit

3. EC One-Pager   
4. Phone Room Guidance on EC

Sincerely,

[insert name here]