

Transcript (Annotated)
Grace Vedock
10 April 2020

I was first asked to fill out a series of demographic questions, all of which were required before I could proceed with the chat.

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:

Tracy

How can we help you?

I would like to talk about my options

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)

Kansas City, Kansas

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.

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

At this point, Clarissa joined the chat. Clarissa's chat icon is a multicolored picture of stars.

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

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

Clarissa: Symptoms of pregnancy usually begin around 2-3 weeks after the sexual encounter. Has it been that long?

- **Yes, it has**
- Not quite

Clarissa: Okay, great. That means it has been long enough that you might notice the most common symptoms. If you've noticed nausea or vomiting, frequent urination, full/sore breasts, or a missed period, it would be a good idea to take a pregnancy test.

Clarissa: Have you taken a pregnancy test yet?

- **I took a test**
- Not yet

Clarissa: It never hurts to have results verified. Our centers can offer you a free & confidential pregnancy test for that purpose and a lot of other services to help if the results are positive. Visit <http://optionline.org> and select "Get Help" to use our Center Locator!

Tracy: I'm afraid to come in because of the pandemic, I heard that we are supposed to stay at home. I have two kids and I don't want them to get sick.

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

Tracy: Thank you

At this point, Victoria replaces Clarissa. Victoria's chat icon is a stock photo of a white woman.

Victoria: I understand taht [sic]

Victoria: that

Victoria: what kind of services are you looking for?

Tracy: I want to talk about my options. I just lost my job and I already have two kids. I don't know if I can afford to have a third

Victoria: I understand that we are facing a difficult time with the pandemic

Victoria: But just know things will get better

Victoria: As a nation we will bounce back and you will work again

Victoria: I am so sorry for everything you are going through right now

Tracy: It's a really scary time. I just don't think right now is a good time to be pregnant

Victoria: Are you sure you would want to have an abortion?

Victoria: There is a lot of help available out there for you right now

Victoria: I know it all seems overwhelming for sure

Victoria: There are side effects

Victoria: depression anxiety are the most common but others are more severe like infertility although not as common

Victoria: Have you filed for unemployment?

Tracy: I didn't know infertility was a side effect

Victoria: it isn't common but it has happened. It happened to a friend of mine

Tracy: Oh wow. That's so scary

I was then prompted to enter my zip code. I entered a zip code in Kansas City, Kansas - 66106.

Victoria: Wyandotte Pregnancy Clinic (21423) (5.0 mi) 3021 N 54th St, Kansas City, KS 66104
Adoption Support, After Abortion Support, Childbirth Preparation Classes, Community Referrals/Networking, Incentive Programs, Material Aid, Men's Program, Mobile Unit (medical/counseling), Parenting Classes, Peer Counseling, Pregnancy Tests, Sexual Integrity Program, Ultrasound Service Phone: 913-287-8287 Hours: MTWF 9a-5p; Th 11a-7p

Victoria: This location can help you. I am not sure if they are open right now but know they will be soon if not now

Victoria: A lot of women suffer with regret and depression

Victoria: Which is the most common. It isn't an easy thing to endure

Victoria: If you at all want to keep your baby then you should. Things will get better

Tracy: I don't know anyone who has gotten one but I thought it was the only option

Victoria: File for unemployment and food stamps

Victoria: Right now they are offering a lot to families

Victoria: its [sic] pretty incredible how much help there is out there

Tracy: I've never been on welfare before

Tracy: Is there enough money to support three kids and my husband?

Victoria: I have never been on welfare before either and right now my husband is loosing [sic] a side job we applied for food stamps and are now getting a good amount

Victoria: it helps ALOT [sic]

Victoria: family of 4 like \$600

Victoria: a month for three months

Tracy: I never thought I would have to go on welfare before. I've worked hard my whole life

Tracy: Getting pregnant right now just makes everything scarier

Victoria: I hear ya. People are loosing [sic] their jobs left and right. My sister in law is a physical therapist assistant and is a single mom she just lost her job last week

Victoria: its [sic] hard

Victoria: You just have to remember this is all temporary

Victoria: We will rise from this

Tracy: The finance stuff will be helpful for talking to my husband

Tracy: Is there anything else I should tell him to convince him to let me keep the baby?
Otherwise he might think abortion is a good option

Victoria: Well for one you shouldn't do something you dont [sic] want to do

Victoria: I know things are hard but if you don't want to then he shouldn't make you do it. ALL
of this crisis is temporary

Victoria: You can get unemployment and food stamps for now

Victoria: Which everyone is having to do because of loosing [sic] jobs

Victoria: But again this is all temporary

Tracy: Thanks Victoria. I'm so glad you told me about the infertility side effect. I'm going to talk
to my husband later about welfare too so hopefully he will be happy about the pregnancy

Victoria: I'm glad I was here for you.

Victoria: I certainly wish you the best Tracy