

Transcript 4
Joan Vera
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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:
Maddie

How can we help you?
I'm pregnant and need an abortion

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)
Bennington, 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

You have been transferred to: Josie.



Josie: Hi, I'm glad you've contacted us. Just want to let you know that it may take a few minutes for me to respond to your questions, and if you feel that you need an immediate response, you are welcome to call our helpline at 1-800-712-4357. How can I help you?

Maddie: Hi, I'm 22 and just took a pregnancy test which confirmed I am pregnant. I know I am not ready to have kids yet. I need an abortion and I'm trying to schedule one ASAP but finding it hard because of stay at home orders. Can you help?

Josie: Hello

Josie: Thank you for your patience.

Josie: 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.

Josie: We also offer free confirmation of pregnancy and ultrasounds. An ultrasound will show if you have a viable pregnancy and how far along you are.

Commented [VJ1]: Again, similar to other chats, Option Line operators strongly push for ultrasounds which are unnecessary, especially if a woman is seeking an abortion.

Josie: True North Pregnancy Resource Center (21490) (0.1 mi)
128 North Street, Bennington, VT 5201

Adoption Support, After Abortion Support, Childbirth Preparation Classes, Community Referrals/Networking, Incentive Programs, Material Aid, Men's Program, Parenting Classes, Peer Counseling, Pregnancy Tests
Phone: 802-442-2002

Hours: TW 11am-3pm; TH 3-7p*Appointments scheduled after hours through Option Line.*

Josie: Have you only had a home test? I can make you an appointment for tomorrow at 11 AM for a confirmation of pregnancy and with a positive confirmation you can also have them offer you an ultrasound for free also. I also have later times. 1 PM?

Maddie: Yes, I've only had a home test

Maddie: This week is crazy for me so maybe I'll try and schedule one for next week

Josie: No problem. Next week? 21st at 1pm

Josie: We can do that

Maddie: but I want an abortion if I'm confirmed pregnant. Why don't you provide this service if you're a pregnancy center?

Josie: The decision is up to you, but you do need a confirmation of pregnancy, and an ultrasound. You can get that for free.

Josie: Let me know if I can help you with that. 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.

Josie: There are other times also. First you need to have a confirmation of pregnancy and then they will provide you with an appointment for an ultrasound. If you want me to make you the appointment, I will make clear notes you are considering abortion.

Commented [VJ2]: This is the third time she has mentioned scheduling an ultrasound for me even though I had already confirmed my pregnancy.

Maddie: I need an ultrasound to confirm that I'm pregnant?

Josie: You need it to see if you have a viable pregnancy and how far along you are.

Maddie: I missed my first period and my home pregnancy test was positive

Maddie: I want an abortion because I just can't afford a baby right now

Maddie: but I've heard mixed information about abortions on whether or not they are safe

Josie: Since you have only had a home test I encourage you to reach out to the center and confirm if you are pregnant, as early suggested. Also get a free ultrasound and discuss all your options, including abortion, parenting and adoption with the centers. Inform yourself on all your questions. Are there emotional risks or medical ones? What if you had support and help? Would you still want to consider abortion. Your situation at this time will change and you do have options. There is help.

Commented [VJ3]: Here the operator is outlining all other options besides abortion insisting that "there is help"

Josie: Depending on your health and history, depends on the possible complications. There is a risk in everything.

Maddie: who would support me? I'm poor and the father of the baby is in no position to help

Josie: If you want to parent, our centers can help you. They have a lot of resources.

Maddie: What kind of resources?

Maddie: Resources that I can count on for the next 18+ years??

Josie: Talk to the center. Yes help..... long term help.

Commented [VJ4]: Intentionally does not specify the help but assures me that it is long term. This is unreliable and deceptive information to tell women.

Josie: Your needs would change over 18 years

Josie: I would talk it out with them and ask them all questions. You have nothing to loose

Commented [VJ5]: Improper spelling and grammar throughout make me question the educational background and credentials (if any) of this and all Option Line operators.

Maddie 12:29: It's just a really stressful situation.

Josie: I know.

Maddie: How do I know the information you provide is factual?

Maddie: and how can I trust you/

Maddie: This is a big deal and is my future

Josie: I want you to reach out to the pregnancy center.

Maddie: Are they still open with COVID-19?

Josie: Please call the center directly before going in to make sure that they are still seeing clients, have not modified their hours or are closed due to the Corona Virus.

Josie: A lot are. A lot are on a case by case basis.

Josie: And precisely since this is a big deal and your future you want to talk to a center and discuss all your options.

Josie: If you choose abortion you can know you were fair with yourself and throughout all options.

Commented [VJ6]: Interesting language to outline my decision as one that is "fair" with myself. Also unsure if she meant to say thorough instead of throughout?

Maddie: Is there anyway you could provide me with information via this chat or email? I'm taking stay at home orders very seriously because I live with elders who are at risk.

Josie: I can't e-mail you from this chat.

Maddie: Do you have any online resources or pamphlets that I can reference?

Josie: Sure

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

Josie: What kind abortion are you considering?

Josie: Also you want to inform yourself on fetal development

Josie: Did you know you can detect a heartbeat 18-22 days from the time you are pregnant, if you are?

<https://americanpregnancy.org/while-pregnant/fetal-development/>

Here is information on possible medical complications

<https://americanpregnancy.org/unplanned-pregnancy/abortion-side-effects/>

Commented [VJ7]: It is broadly accepted in the medical community that the first fetal heartbeat, which is rather a flutter, is first detected as early as 5 ½ weeks, not 18 days.

Maddie: Wow, I didn't know you could detect a heartbeat that early

Josie: and information on emotional complications

<https://americanpregnancy.org/unplanned-pregnancy/abortion-side-effects/>

Josie: Please read through all that I gave you it can take some time, and reach out to our centers. I wish you well Maddie. Can I help you with anything else?

Maddie: Thank you for this information. I'll take the time to read it.

Maddie: I guess that I had never considered adoption before

Maddie: What are the pros and cons of that?

Josie: I don't see any cons. Modern adoption offers you the opportunity to even choose your family and keep in contact with your baby through the years. You can meet them and have an

open adoption or one where you can exchange photos and letters through the agency or a closed adoption.

Commented [VJ8]: The Option Line Operator describes adoption as easy and breezy when in fact it is multi-layered and can be a complicated process.

Josie: Let me give you two adoption agencies in addition to the center to reach out to.
1-800-Bethany
1-800-Gladney

Maddie: Alright I guess this is another option to consider

Maddie: One last thing, when I call the pregnancy center will I be speaking to a doctor or a licensed medical professional that I can rely on?

Josie: I do not know if the centers will have a doctor there to talk to. I answer world-wide and honestly can not confirm that for you. Please reach out to the center.
You can rely on our centers. They are great!

Commented [VJ9]: Was unable to confirm or directly answer my question but ensured that I could rely on the information.

Maddie: Thank you for your help.

Josie: My pleasure. I wish you the best. Take care.