



# Becoming a Birth Control Pharmacy

Training workbook for pharmacy staff to provide contraception service

*Facilitator version*

# Facilitator prep – summary

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## Summary

This guide helps you train your staff of the birth control services at your pharmacy. A workbook version without facilitator notes is available for distribution to staff.

Facilitator notes are called out in **purple** throughout the workbook to provide guidance on training.

## Pre-training work

Depending on the size of the pharmacy staff and the services currently offered, introducing contraception services may feel different for each team member. As a facilitator, it is important to recognize these varying levels of emotional readiness and approach the transition with empathy and awareness, as well as provide reassurance and clarity.

Begin communicating early, well before implementation. Research consistently shows that effective change management is essential for staff engagement and long-term success. Clear, proactive communication helps build trust, reduces uncertainty, and encourages staff buy-in.

Choose the communication methods that fit your pharmacy's workflow: email updates, brief team huddles, scheduled meetings, or posted announcements. Consistency matters more than format. The next page provides an example communication script. Adapt the tone, language, and delivery method to match the culture and needs of your pharmacy team.

# Facilitator prep - communicate

## Communication example

Dear team,

As pharmacies continue to evolve, we are increasingly at the frontline of providing essential health services to our patients. To expand access for our community, our pharmacy will begin offering contraception prescribing clinical services in the coming weeks **<insert date as needed>**.

This new service will give patients convenient, private access to birth control options and further reinforce our commitment to community health. Below is a brief overview of the workflow and the responsibilities for each team member.

**<Adapt the details below to fit your pharmacy's operations.>**

| Staff      | Duties                                                                                                                                                                                                                   |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Clerk      | Answer basic questions about the service<br>Schedule appointments<br>Check in patients with scheduled appointments<br>Collect visit fees as appropriate                                                                  |
| Technician | Take on clerk's role as needed<br>Provide patient self-screening intake forms<br>Measure blood pressure (as allowed by state)<br>Submit medical billing claims<br>Fill the medication once prescription has been written |
| Pharmacist | Evaluate patient responses from self-screening form<br>Conduct consultation<br>Prescribe the medication                                                                                                                  |

You will receive training in the coming weeks, prior to the service launch. Our workflow will be updated to accommodate contraception prescribing, and we will review all changes together during training to ensure everyone feels confident and prepared. Thank you for your enthusiasm, professionalism, and dedication as we expand our services to better support our community.

# Facilitator prep – training

## Workbook setup

The workbook is set up in the framework of the patient journey, and how the pharmacy staff will help at each point of the patient encounter.

1. Patient arrives
2. Patient fills out health history form
3. Pharmacy staff measures blood pressure
4. Patient and pharmacist discuss birth control options
5. Pharmacy staff dispenses medication
6. Patient pays and receives medication

Each section has associated pages that discuss the interactions for that step. For example, when patient arrives (step 1), the pharmacy staff may need to answer questions about the service, check their eligibility, and set up billing. In step 2, the patient fills out the health history form. The pages in that section discuss elements involving filling out the form, such as what the form looks like, what questions are on the form, etc. The pharmacy staff will need to know to anticipate the types of questions the patient may have at this point of the patient journey.

After the 6 steps, the last 2 sections deal with patient sensitivity and community engagement. Patient sensitivity helps provide context on the population who may seek birth control and emphasizes that the pharmacy should be a non-judgmental and safe environment for all. Community engagement teaches techniques to promote the service.

As a facilitator, you may want to prepare by filling out the workbook first yourself. Here are some helpful links:



[birthcontrolpharmacist.com/policies](https://birthcontrolpharmacist.com/policies)



[birthcontrolpharmacist.com/state-resources](https://birthcontrolpharmacist.com/state-resources)



[birthcontrolpharmacist.com/resource-library](https://birthcontrolpharmacist.com/resource-library)

# Topics

Program overview

Patient journey

Patient arrives

Patient fills out health history form

Pharmacy staff measures blood pressure

Pharmacist discusses options

Pharmacy staff dispenses medication

Patient pays and receives medication

Patient sensitivity

Community engagement

## Facilitator note

Briefly explain these four training sections:

- **Program overview:** Provides a synopsis of this service.
- **Patient journey:** Details how patients obtain birth control and our corresponding pharmacy workflow at each step.
- **Patient sensitivity:** Addresses the patient population and our approach to empathy.
- **Community engagement:** Discusses how to promote this service.

# Purpose and program overview

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Pharmacies are rapidly evolving into trusted access points for comprehensive reproductive health care, with pharmacists playing a central role in expanding these services. This guide provides a clear, step-by-step framework to prepare every member of the pharmacy team to deliver contraception counseling, prescribing, and follow-up care with confidence and compassion. Contraceptive services can be integrated seamlessly into the pharmacy daily workflow, ensuring readiness, consistency, and high-quality patient support.

## What does contraceptive access mean?

Universal, equitable contraceptive access means ensuring that every person who wants contraception can obtain the information, products, methods, and services that best meet their needs—when, how, and where they choose, free from barriers or bias. Equitable access also affirms that individuals who do not want contraception, or who wish to discontinue it, should be fully supported in making that decision for any reason, without pressure, judgment, or coercion. At its core, equitable contraceptive care protects autonomy, respects personal choice, and upholds the right to receive or decline care in a safe, dignified, and person-centered manner.

Reference:

[www.contraceptionaccess.org/why-contraceptive-access-matters-1](https://www.contraceptionaccess.org/why-contraceptive-access-matters-1)

# The patient journey

## NOTES

### Facilitator note

Summarize each step of the patient journey and add any details specific to your pharmacy as appropriate.

One way to engage with staff is to use motivational interviewing technique to get them to think about what may happen at each step.

Examples:

- What do you think the patient might be feeling?
- What questions do you think the patient might have at this stage?

Here is an example pharmacy workflow to share:

[birthcontrolpharmacist.com/resource/contraceptive-visit-workflow](https://birthcontrolpharmacist.com/resource/contraceptive-visit-workflow)



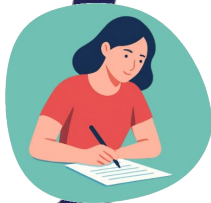
1

Patient arrives at pharmacy



2

Patient fills out health history form



3

Pharmacy staff measures patient's blood pressure



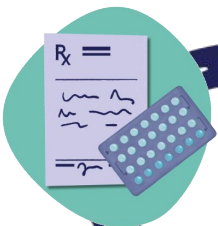
4

Pharmacist discusses birth control options with patient



5

Pharmacist writes Rx and technician fills medication



6

Patient pays consultation fee and prescription payment and receives the medication



# Patient arrives

1



## Patient

Patient arrives at pharmacy and may have questions.

- What are the criteria?
- How much are the fees?
- Do you accept out-of-state?
- Will my parents find out?
- How long will this take?
- Do you accept walk in?
- How do I make an appointment?
- Where can I go if I do not meet the criteria?

## Pharmacy staff

- Answer questions
- Verify eligibility
- Provide details about the service
- Check insurance billing
- Process insurance information
- Prepare forms

## NOTES

### Facilitator note

For each step of the patient journey, there is a patient perspective and pharmacy staff perspective. This helps to frame the staff to anticipate the types of questions and issues at each stage, and how the pharmacy staff can respond and support.

Prepare how to answer the questions as well as provide your pharmacy protocol for handling the pharmacy staff portion.



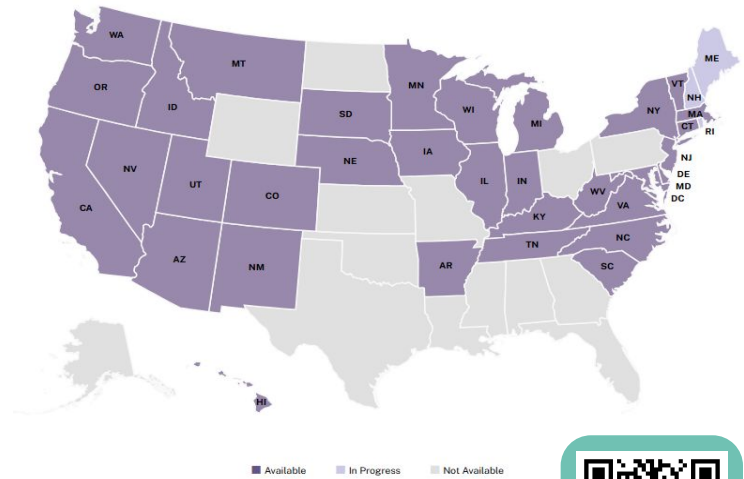
# Eligibility and criteria

Select the map to access the **State Resources** page and review the following for your state:

Type of authority

Approved methods

Age restriction



[birthcontrolpharmacist.com/policies](https://birthcontrolpharmacist.com/policies)



NOTES

## Facilitator note

Direct the staff to access and bookmark the resource. Demonstrate the site and where to look for information. Have them fill it out in their workbook.

# Pharmacy logistics



**Hours of  
operation**



**Walk in  
allowed?**



**Visit  
duration**



**Consultation  
fee**



**Insurance  
billing**

## NOTES

### Facilitator note

Review the logistics at your location. You may also want to review where to download the forms you use at your pharmacy.

### Other elements to review:

- Does your pharmacy take out-of-state patients?
- How does the pharmacy staff schedule an appointment?
- Where is the consultation area of the pharmacy?

# Instructions to patient



- You will fill out a brief health history form.
- I will take you to the waiting area for privacy.
- One of our pharmacy staff will measure your blood pressure.
- The pharmacist will be with you shortly to consult and discuss your options. The approximate wait time right now is \_\_\_\_\_.
- The approximate duration of the visit is \_\_\_\_\_.
- The consultation fee is \_\_\_\_\_.
- If you cannot stay or wait for the pharmacist, I'd be happy to schedule an appointment that is convenient for you.
- If you like, I'd be happy to attempt billing your insurance for this service.

## NOTES

### Facilitator note

Train all staff to use consistent scripting. Suggested scripting is provided as shown.

If your pharmacy has staff with different responsibilities, call them out here. Adapt the scripting to fit your pharmacy needs. This part is crucial to align the team to provide seamless service.

Option: You can talk about patient sensitivity here if you like. There is a section on patient sensitivity at the end.

# Insurance billing



## Payor models

### Facilitator note

Explain the types of payors available at your state and pharmacy – for example, out-of-pocket, Medicaid, commercial, collaboration with medical provider, etc.



## Billing codes

### Facilitator note

Provide the billing codes for each plan and payor model that your pharmacy accepts. State-specific billing resources can be found here:



[birthcontrolpharmacist.com/state-resources/](https://birthcontrolpharmacist.com/state-resources/)



## Pharmacy vs medical billing

### Facilitator note

Explain the difference between pharmacy and medical billing and when to use each.



## Medicare billing

### Facilitator note

Explain if Medicare billing is available at your pharmacy.

# Patient fills out form

2



## Patient

Patient is ready to fill out the self-screening health form.

- What is the purpose of this form?
- What types of questions are on the form?
- Why do you need to know my health conditions?

## Pharmacy staff

- Answer questions on why the form is necessary
- Help patient to clarify the questions on the form

## NOTES

# Health screening form



## State specific form required?



Check your state here:  
[birthcontrolpharmacist.com/policies](https://birthcontrolpharmacist.com/policies)



Access general form here:  
[birthcontrolpharmacist.com/resource/screening-form](https://birthcontrolpharmacist.com/resource/screening-form)

## NOTES

### Facilitator note

Review the form to be used at your pharmacy.

Point out the elements on the form that patients will most likely have questions. Provide suggested responses so the team is prepared to answer patient inquiries.

Example: What is the purpose of this form?

Suggested script: The health form is a way for us to collect your health history and birth control preferences, so the pharmacist can help you choose the best-matched option to suit your needs. In addition, if you have any questions, the pharmacist will gladly review them with you.

# Pharmacy staff measures blood pressure

3



## Patient

Patient is directed to a private space.

- What is the purpose of measuring my blood pressure?
- What if I don't meet the criteria based on the blood pressure reading?

## Pharmacy staff

- Escort patient to the consultation area
- Reiterate the next steps of consultation
- Ease patient anxiety

## NOTES

### Facilitator note

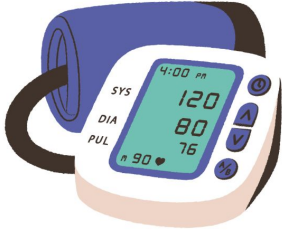
Provide suggested responses so the team is prepared to answer patient inquiries.

Example: What is the purpose of measuring the blood pressure?

Suggested script: That is a great question! We measure your blood pressure to make sure it is safe for you to take certain types of contraceptive medications.

(We are following the safe use recommendation by the U.S. Selected Practice Recommendations for Contraceptive Use, or SRC. This is also a requirement from the state.)

# Blood pressure monitoring



## Medical guidelines

This recommendation is based on evidence demonstrating higher risk of myocardial infarction and stroke among individuals without BP checks prior to hormonal contraception initiation. Once started, BP should be monitored at follow-up or routine visits with the frequency of recommended checks ranging from every 6 months to annually.

Resource: [pmc.ncbi.nlm.nih.gov/articles/PMC10852998/](https://pubmed.ncbi.nlm.nih.gov/articles/PMC10852998/)

NOTES



# Pharmacist discusses birth control options

4



## Patient

Patient may have questions about various options.

- Do any of the options also help me prevent acne?
- Is there an option to minimize heavy periods or skip periods?
- Which option is best for my health condition?

## Pharmacy staff

- Escort patient to the consultation area
- Reiterate the next steps of consultation
- Ease patient anxiety
- Direct clinical questions for the pharmacist

## NOTES

### Facilitator note

Provide scripting for the staff to direct clinical questions to the pharmacist.

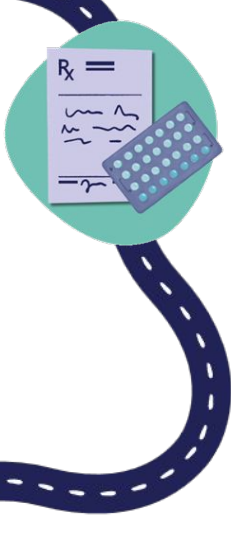
Resources for pharmacists:

[birthcontrolpharmacist.com/resource/cdc-contraception-guidelines/](https://birthcontrolpharmacist.com/resource/cdc-contraception-guidelines/)



# Pharmacy staff dispenses medication

5



Rx =

## Patient

Patient may wait in the pharmacy area. Patient can fill out the survey for the pharmacy while waiting.

- Can the medication be mailed to me instead?
- Can you send the information to my doctor?

## Pharmacy staff

- Rx written by pharmacist
- Fill and dispense medication
- Document encounter or referral information

## NOTES

### Facilitator note

Explain to staff that the pharmacist provider will write the prescription at this step, according to state guidelines, and pharmacy staff will enter the prescription and follow the normal prescription management workflow from here on.

If you have any surveys for the patient. This is a good time to have the patient fill it out while they are waiting for the medication.

Review any other process that you wish to implement, such as mailing medications, providing referrals for reproductive health, and so forth.

# Patient receives medication

6



## Patient

Patient pays and receives the medication.

- Is the medication payment part of the consultation fee?
- How much medication can I get at a time? Do I need to come back for a refill?

## Pharmacy staff

- Package medication
- Collect fees and copayment
- Provide visit summary
- Complete documentation and reporting requirements

## NOTES

### Facilitator note

Explain the payment would consist of 2 separate elements:

- Consultation fee
- Medication

Explain policies of medication supply to be dispensed at one time.

Set up and explain the protocol for referrals. You may want to have a list of agencies in your community that provide reproductive health services your pharmacy does not offer, such as for pregnancy, STI, PEP and PrEP, HIV testing, etc.

# Post encounter

## Visit documentation and record keeping

To patient:

- Birth control medication
- Visit summary

To provider (if needed):

- Patient encounter summary and notes
- Referral for services as appropriate

State requirements:

- Record keeping per state mandate
- Submission to state per state requirements



### NOTES

#### Facilitator note

Explain any post encounter requirements from your state and staff responsibilities. For example, if the state requires reporting the prescription number, what would be the protocol? Would the technician or the pharmacist be responsible for the reporting, and when should it be completed (end of day, end of week, etc.)

Explain the process for communicating with the provider at your pharmacy.

Set up and guide the staff to the location where the records should be filed.

# Pharmacy resources



[birthcontrolpharmacist.com/policies](https://birthcontrolpharmacist.com/policies)



[birthcontrolpharmacist.com/state-resources](https://birthcontrolpharmacist.com/state-resources)



[birthcontrolpharmacist.com/resource-library](https://birthcontrolpharmacist.com/resource-library)

## NOTES

### Facilitator note

Provide the resources to your staff. It may be different for pharmacist vs technicians. Some examples are listed here.



Available in the Resource Library at [birthcontrolpharmacist.com/resource-library](https://birthcontrolpharmacist.com/resource-library)

- Contraceptive visit workflow
- Birth Control Methods Guide
- Method Fact Sheets
- Birth Control Screening Form
- Documentation Form
- Provider Notification Form
- Visit Summary Form



State-specific resources available at [birthcontrolpharmacist.com/state-resources](https://birthcontrolpharmacist.com/state-resources)

- Billing guides
- Referral for services in your community (Planned Parenthood, county health agency, etc)

CDC medical eligibility criteria for contraceptive use (U.S. MEC)  
[birthcontrolpharmacist.com/2024/08/07/updated-cdc-contraception-guidelines/](https://birthcontrolpharmacist.com/2024/08/07/updated-cdc-contraception-guidelines/)

# Patient sensitivity

The patient population who seek birth control may vary widely in age, cultural background, sexual orientation, among others. You can make an impact to the community by being sensitive and empathetic, and staying open minded to their needs.

## Reproductive justice

You are helping people achieve their self-determining goals of sexual and reproductive health and well being.

## Culture and religion

You can promote empathetic exchange during conversations without judging one's culture or religion. Stay transparent and curious.

## Age and sexual orientation

You can offer support without assuming any bias based on an individual's age or appearance.

## Misinformation

Birth control is not abortion. Stay up to date with current information to provide accurate information. Direct the patient to the pharmacist.

## Cost barrier

You are helping people access healthcare on their own schedule and without extra office visit fees.

### NOTES

#### Facilitator note

This section allows you to start the conversation and stimulate empathy to the patients who may seek reproductive health care. It can also help staff members recognize any self bias.

Some resources you can use and provide to the staff:

**What to Say to Address Barriers Guide** - Available in the Resource Library



**ReproRx Podcast** on health access and reproductive justice  
[birthcontrolpharmacist.com/repro-rx-podcast](https://birthcontrolpharmacist.com/repro-rx-podcast)

# Environment

The physical environment of the pharmacy can make a significant impression on a patient who seeks reproductive health service. Here are some tips to optimize the pharmacy as an inviting space.

## Atmosphere

Maintain a warm and welcome atmosphere that is accessible and community-centric.

## Signage

Curate signs and posters that destigmatize reproductive health services.

## Voice

Use calm and low tone of voice without raised volume.

## Privacy

Be sensitive to the surroundings and ensure patient confidentiality. If you don't have a private counseling space, use room dividers and sound machines to create a sense of privacy.

## Access

Position barriers strategically to create a private space where the patient can see, hear and speak to the pharmacist.

### NOTES

#### Facilitator note

This section allows you to discuss some elements you can implement at the pharmacy to make the space inviting.

You may want to discuss how the pharmacy set up may change to create a private area where the patient can hear and see the pharmacist in close proximity.

(May have to move the music speakers so the music is in the pharmacy closer to the counter and far from the consultation area, for example.)

Marketing resources:  
[birthcontrolpharmacist.com/resource-library/?resource-topic=marketing](https://birthcontrolpharmacist.com/resource-library/?resource-topic=marketing)



# Scripting

Here are some scripting to get you started at the pharmacy.

## **I am here for the birth control pill.**

Welcome! I am happy to get you started. Do you have any questions before I explain the process?

## **Do you have the morning after pill?**

Yes! I would be happy to show you where it is located on the shelf. Did you know that you can also get a supply of birth control pills at our pharmacy?

## **I am concerned about taking the birth control pill with this other medicine.**

Let me get you the pharmacist who will gladly discuss your concern and help you choose the best option.

## **I don't have refills for my birth control pills. Can you contact my doctor?**

I would be happy to contact your doctor. However, did you know that the pharmacist here can also prescribe birth control? All you need to do is to fill out a quick form, and you can most likely get your medication in minutes. You do not have to wait for the doctor and don't have to come back another day to pick up the medication.

### NOTES

#### **Facilitator note**

Include your own versions as you see appropriate.

You can also ask the pharmacy staff to share their suggestions for more engagement and get them excited about the service.



# Community engagement



## Ideas for the pharmacy physical environment

### Facilitator note

Marketing materials like flyers, signs, window clings, rack cards, etc.



## Ways for me to engage with patients and customers

### Facilitator note

- Inform patients buying OTC contraceptives about the service
- Inform patients who are out of refills of their Rx contraceptives about the service



## Ideas for team challenge

### Facilitator note

Identify 1-2 goals for staff :

- Connect 1 patient per week to the service
- Talk to 10 patients per week about the service
- Find a patient who is out of refills to connect to the pharmacist
- Convert 1 OTC sale to a pharmacist visit



## Others