



Becoming a Birth Control Pharmacy

Training workbook for pharmacy staff to provide contraception service

Notes 1

NOTES

Use this space to take notes

Notes 2

NOTES

Use this space to take notes

Notes 3

NOTES

Use this space to take notes

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

Purpose and program overview

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

The patient journey

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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

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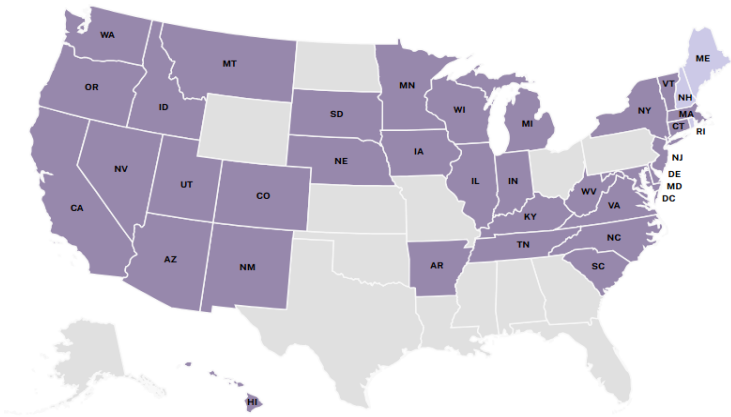
Eligibility and criteria

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

Type of authority

Approved methods

Age restriction



■ Available ■ In Progress ■ Not Available

birthcontrolpharmacist.com/policies



NOTES

Pharmacy logistics



**Hours of
operation**



**Walk in
allowed?**



**Visit
duration**



**Consultation
fee**



**Insurance
billing**

NOTES

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

Insurance billing



Payor models



Billing codes



Pharmacy vs medical billing



Medicare billing

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



Access general form here:
birthcontrolpharmacist.com/resource/screening-form

NOTES

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

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?

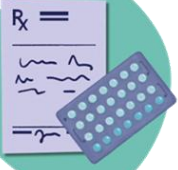
Pharmacy staff

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

NOTES

Pharmacy staff dispenses medication

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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

Patient receives medication



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

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

Pharmacy resources



birthcontrolpharmacist.com/policies



birthcontrolpharmacist.com/state-resources



birthcontrolpharmacist.com/resource-library

NOTES

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.

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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.

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.

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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.

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

Community engagement



Ideas for the pharmacy
physical environment



Ways for me to engage with
patients and customers



Ideas for team challenge



Others