

Roleplay Scenarios for Copper Intrauterine Devices

Role Play Scenario 1—Client is interested in and is eligible for an IUD

IUD Scenario 1—Client information Sheet	IUD Scenario 1—Observer Information Sheet
<p>Client Description: You are a 23-year-old woman who gave birth to your first child six weeks ago, and you have abstained from sexual intercourse since the birth. You and your husband are mutually monogamous. You are interested in IUDs.</p> <p>Offer this information <u>only</u> when the provider asks relevant questions:</p> <ul style="list-style-type: none"> • You have been married for one year. • You and your spouse are both HIV positive. • You do not want to become pregnant. • You used condoms before, but worry about condom slippage and breakage. • You feel healthy and have no other health problems. • You are not breastfeeding because you don't want to pass HIV to the baby. 	<p>Make note of whether the provider performs these case-specific tasks:</p> <ul style="list-style-type: none"> • Assesses the client's reproductive health goals, fertility intentions, and life plans • Ensures that the client understands her contraceptive options, including emergency contraception • Screens client for medical eligibility using the checklist • Outlines insertion and follow-up procedures • Emphasizes the benefits of using condoms even though both partners are HIV-positive • Offers couples counseling <p>Methods for which the client is eligible:</p> <ul style="list-style-type: none"> • Implants • IUD • DMPA or NET-EN • COCs

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Role Play Scenario 2—Client is interested in and is not yet eligible for an IUD

IUD Scenario 2—Client Information Sheet	IUD Scenario 2—Observer Information Sheet
<p>Client Description You are a 32-year-old married woman. You do not want to have children. You have been married and monogamous for over eight years. You have recently seen a promotion for IUDs and have come to the family planning site to learn more about them.</p> <p>Offer this information <u>only</u> when the provider asks relevant questions:</p> <ul style="list-style-type: none"> • You are interested in an IUD, but your husband is concerned that they will make you infertile. • You do not want to have children but your husband has recently said that he does. • You have recently had unexplained bleeding after intercourse. • Your last menstrual cycle started four days ago. • You feel healthy and have no other health problems. 	<p>Make note of whether the provider performs these case-specific tasks:</p> <ul style="list-style-type: none"> • Assesses the client’s reproductive health goals, fertility intentions, and life plans • Ensures the client understands possible side effects, especially the likelihood of cramping and prolonged bleeding • Addresses the husband’s concern about infertility and corrects misunderstandings about IUDs • Screens client for medical eligibility using the checklist • Explains the needs for an evaluation or exam to determine cause of unexplained bleeding (before initiation of an IUD) • Offers couples’ counseling, particularly if husband needs further reassurance about the safety of IUDs <p>Methods for which the client is eligible:</p> <ul style="list-style-type: none"> • COCs • Male or female condoms

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Role Play Scenario 3—Client is interested in but is not eligible for an IUD

IUD Scenario 3—Client Information Sheet	IUD Scenario 3—Observer Information Sheet
<p>Client Description You are a 20-year-old woman who gave birth to your first child three weeks ago. You are unmarried and are not in a serious relationship. You read about IUDs in a family planning brochure, and you have come to the family planning site to learn more.</p> <p>Offer this information only when the provider asks relevant questions:</p> <ul style="list-style-type: none"> • You adore your child, but your pregnancy was unintentional. • You use condoms consistently. • You are in school and want to finish. You do not think you can afford to have another child. • You have not had a menstrual period since your baby was born. • You are fully breastfeeding, but you intend to stop because of the demands of school. • You have not had sex since the baby was born, but you do have a casual boyfriend. • You feel healthy and have no health problems. 	<p>Make note of whether the provider performs these case-specific tasks:</p> <ul style="list-style-type: none"> • Assesses the client’s reproductive health goals, fertility intentions, and life plans • Ensures the client understands her contraceptive options described in the FP brochure. • Ensures the client understands possible side effects, especially those related to cramping and prolonged bleeding • Screens clients for medical eligibility using the checklist • Discusses the need to postpone IUD insertion until client is four or more weeks postpartum • Briefly explains insertion and follow-up procedures <p>Methods for which the client is eligible:*</p> <ul style="list-style-type: none"> • Male or female condoms <p><i>* She is not currently eligible for an IUD because she is less than four weeks postpartum.</i></p>

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Role Play Scenario 4—Managing side effects of IUDs

IUD Scenario 4—Client Information Sheet	IUD Scenario 4—Observer Information Sheet
<p>Client Description You are a 39-year-old woman with three adolescent children. You are relatively sure you do not want any more children, but your husband feels otherwise. A month ago, you had an IUD inserted. Since then you have had a number of side effects. You are very concerned. You are returning to the family planning site because you think you would like to try another method.</p> <p>Offer this information <u>only</u> when the provider asks relevant questions:</p> <ul style="list-style-type: none"> • You last had sex five days ago. • You have had only one period since the IUD insertion, but experienced unusually heavy and prolonged bleeding. • The bleeding concerns you and you will not be comfortable if it continues. • You heard from a friend that using an IUD could result in infertility. • You feel like you made the decision to use an IUD too quickly and you are now having second thoughts. • You have no other health problems. 	<p>Make note of whether the provider performs these case-specific tasks:</p> <ul style="list-style-type: none"> • Reassesses the client’s reproductive health goals, fertility intentions, and life plans • Corrects misconceptions about IUDs and infertility • Assesses if heavy, prolonged bleeding may be due to underlying condition, such as infection • Discusses common side effects and offers reassurance • Suggests that she use ibuprofen or tranexamic acid; ensures that she knows not to use aspirin • Reviews the expected side effects as well as the benefits of the IUD • After providing reassurance and counseling, asks if she still wishes to have the IUD removed. If she does, the provider should offer to remove it as soon as possible and help her choose another method. <p>Methods for which the client is eligible:</p> <ul style="list-style-type: none"> • COCs • DMPA or NET-EN • Implants • IUD • Male or female condoms

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Role Play Scenario 5—Managing side effects of IUDs

IUD Scenario 5—Client Information Sheet	IUD Scenario 5—Observer Information Sheet
<p>Client Description You are a 28-year-old woman who is HIV-positive. You started using an IUD three months ago. You have been experiencing mild side effects which have recently escalated. You have returned to the clinic to express your concern.</p> <p>Offer this information only when the provider asks relevant questions:</p> <ul style="list-style-type: none"> • You have been experiencing some bleeding between menstrual periods. • You also noticed more cramps and pain during menses. • About a month ago, you started a new antiretroviral (ARV) drug regimen. • You feel healthy and have no other health problems. 	<p>Make note of whether the provider performs these case-specific tasks:</p> <ul style="list-style-type: none"> • Reassesses the client’s reproductive health goals, fertility intentions, and life plans • Assesses if irregular bleeding may be due to an underlying condition, such as infection or pregnancy (which is very rare with IUD in place) • Discusses IUD side effects, including how they diminish with time • Probes to see if the client used ibuprofen or other NSAIDs to ease cramps, and bleeding • If she has not, suggests that she could try to use ibuprofen, and ensures that she knows not to use aspirin • Discusses AIDS, ARV therapies and IUDs and reassures client that there is no need to remove an IUD if she wants to continue using it • If client wants IUD removed, discusses removal and helps her choose another method <p>Methods for which the client is eligible:</p> <ul style="list-style-type: none"> • COCs* • DMPA or NET-EN • Implants • IUD

- Male or female condoms

** She is eligible for COCs unless her ARV therapy includes ritonavir*

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Role Play Scenario 6—Managing side effects of IUDs; possible expulsion

IUD Scenario 6—Client Information Sheet	IUD Scenario 6—Observer Information Sheet
<p>Client Description You are a 35-year-old married woman. You are breastfeeding your fifth child, who is three-and-a-half months old. You had an IUD inserted immediately following the birth of your baby. Yesterday you checked for the IUD strings and could not feel them. You have returned to the clinic because you are concerned the IUD may have migrated out of your uterus to somewhere else in your body, or has been expelled.</p> <p>Offer this information only when the provider asks relevant questions:</p> <ul style="list-style-type: none"> • You do not want any more children. • You and your husband are monogamous. • You give the baby formula daily, as well as breastfeeding him. • You had your first menses two weeks ago. You also noticed cramps and pain during this menses. • You had sex four days ago, and it was the first time since giving birth. • You would like another IUD inserted if the other one has come out, but you want to know if this might happen again. • You have no other health problems 	<p>Make note of whether the provider performs these case-specific tasks:</p> <ul style="list-style-type: none"> • Reassesses the client’s reproductive health goals, fertility intentions, and life plans • Reassures client that an IUD cannot migrate to other parts of the body and explains possibility of IUD expulsion • Examines client to locate IUD strings but cannot find them (<i>Observer: Tell the “provider” to assume that an x-ray was done and expulsion was confirmed.</i>) • Screens client for eligibility for IUD reinsertion, including ruling out pregnancy; determines that pregnancy cannot be ruled out • Asks client if she would like to have another IUD inserted • Explains that an IUD can serve as emergency contraception so there is no need to worry about pregnancy • Reviews possible side effects of IUDs and reassures that some cramps and pain are normal and usually diminish over time • Explains that expulsion is rare but could happen again, so client should be aware that is a possibility • Makes arrangements for insertion of a new IUD

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Roleplay Observation Checklist

Case: _____ Provider: _____ Client: _____ Observer: _____ Date: _____							
Overall: Communicate Effectively and Maintain Rapport Shows respect and avoids judging client Maintains relaxed, friendly and attentive body postures and eye contact Uses simple, clear language Uses open-ended and probing questions correctly Listens carefully to client (paraphrases and reflects) Asks client about feelings (and shows empathy) Encourages client participation Explains what will occur during visit and procedures Ensures client understanding and corrects misunderstandings Uses job aids appropriately Offers to involve client's partner Records data according to protocols Establish Rapport and Assess Client's Needs and Concerns Greets client appropriately Ensures confidentiality and privacy and that client is comfortable Asks about reason for visit Asks about client's partner(s), children, family, sexual behavior, health Asks about plans to have children, desire for FP (e.g., spacing, limiting)... Explores STI risk and what client does to avoid STIs Identifies areas to evaluate during physical exam (if indicated) Provide Information and Options Related to Client's Concerns	Yes	No	N/A	Help Client Make an Informed Decision or Address a Problem Asks client if he or she has any questions about methods of interest Asks client to choose a method Uses screening checklist to determine if client can use the method Agrees on decision or plan in partnership with client Provide Assistance to Support Client's Decision Gives contraceptive method and condoms for dual-method use, if needed Explains and/or demonstrates correct use Asks client to explain or demonstrate correct use, and reinforces client's understanding and/or corrects client's demonstration Reminds client about side effects and reasons for returning Gives treatment, supplies, medications (as indicated) Role plays or rehearses negotiation skills and helps client plan approach Arranges follow-up, resupply, and referral to other services, as needed ... Case-Specific Observations or Questions:	Yes	No	N/A

Advises on preventing STIs (i.e., abstain, fewer partners, use condoms)						
Advises on achieving desired pregnancy as safely as possible			
Explains benefits of FP and healthy spacing			
Helps client identify FP methods suited to her or his needs.....						
Gives information on FP methods of interest			
Responds to other client questions or concerns			