

## 3.3C CLINIC PARTICIPATION IN Z-CAN-A NOTE TO ALL STAFF

### CLINIC PARTICIPATION IN THE ZIKA CONTRACEPTION ACCESS NETWORK (Z-CAN): A NOTE TO ALL STAFF

This brief should serve as a general guide to inform all staff at this clinic about Z-CAN and how Z-CAN policies and procedures may differ from normal clinic flow.

#### What is Z-CAN?

The Zika Contraception Access Network (Z-CAN) provides the full range of contraceptive methods to a network of physicians at private medical offices, clinics and community health centers across Puerto Rico to provide to women the contraceptive method of their choice at no cost if they want to delay or avoid pregnancy during the Zika outbreak.

#### What services are provided to Z-CAN patients?

Z-CAN services provided for free to the patient include:

- Client-centered contraceptive counseling
- Provision of contraceptive method
- Insertion/removal of LARC method provided through Z-CAN

#### How should women calling for Z-CAN services be addressed over the phone?

Women calling about Z-CAN should be assured that contraceptive services are available free of charge through the Z-CAN program without regard to their insurance status. Women calling about contraception generally should be informed about the availability of free contraceptive counseling and method provision through Z-CAN. If a woman asks about any of the free services provided through Z-CAN (above), she should be informed that she can schedule an appointment at your clinic for contraceptive services through Z-CAN, at no cost.

#### How should patients who received contraceptive services through Z-CAN be billed?

Women who receive Z-CAN services and no additional services should NOT be charged any fees or co-pays, including, in general, for a visit. Their insurance, if they have any, should only be billed for contraceptive counseling or IUD or implant insertion, except in rare circumstances.

#### What if a patient who received free Z-CAN services also received other services?

Patients who receive Z-CAN services can and should be offered other routine or necessary services as prescribed by their provider. These other services, apart from Z-CAN-covered services, can be charged and billed as normally done under clinic guidance. However, it is the responsibility of the clinic to inform patients of these charges and educate the patient on the difference between the free services provided through Z-CAN and the services provided beyond those covered through Z-CAN.