

## Module 2: Client Services Overview

Use this printable outline as you work through the provided material. It will assist you on the Module Quiz.

### I. Glossary of Terms

Match the following terms to their definition by drawing a connecting line.

Initial Consultation	Individual is at risk for choosing abortion due to age or life circumstances. Abortion may not be a choice they state, however, it may become an option if they do not have support
UND	Another appointment for an initial consultation patient.
Repeat	Appointment for someone who is pregnant and may be abortion vulnerable.
AV	This individual is uncertain of what choice to make; undecided.

### II. Rationale of How and Why We Serve

Love, on the other hand, has no \_\_\_\_\_ other than the \_\_\_\_\_ and \_\_\_\_\_ of it's recipient.

By taking the time to listen, by working to understand their circumstances and situation, by keeping our motives \_\_\_\_\_, we honor their \_\_\_\_\_ and \_\_\_\_\_.

We \_\_\_\_\_ each patient's autonomy.

### III. RWC New Client Journey Flowchart

In the appointment journey, what occurs after the client meets with the advocate?

One role of the Front Desk volunteer is to \_\_\_\_\_ client through the check-in process.

True or False: It is the role of the nurse to discuss health history.

