

# RWC New Client Journey

## Initial call



### HELPLINER

- Client calls Helpline Number
- Goal of Helpliner: schedule client for initial appointment at the Center

## Client arrives for appointment



### FRONT DESK

- Greets client
- Assists client through check-in process (i.e. paperwork, forms)

## Client meets with Advocate



### CLIENT ADVOCATE

- Initial intake of client information
- Assess abortion vulnerability
- Listen to client
- Ensure they feel safe, seen, supported
- Conduct PV test

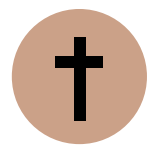
## Client meets with Nurse + Sonographer



### NURSE + SONOGRAPHER

- Discussion of health history
- Conduct ultrasound to determine gestational age

## Close out appointment



### CLIENT ADVOCATE

- Discuss client thoughts after ultrasound
- Opportunity for Gospel conversation
- Pray with client
- Schedule follow-up appointment