UCSF University of California San Francisco | Person-Centered Reproductive Health Program | National Family Planning & Reproductive Health Association

PCCC Survey
CASE SCENARIOS

PURPOSE

To illustrate those patients who are eligible to complete the Patient-Centered Contraceptive Counseling (PCCC) survey. For the purposes of this document, a "counselor" is any individual who works at the health center site and provides contraceptive counseling to patients. This includes and is not limited to: physicians, nurse practitioners, nurses, midwives, health educators, and medical assistants and technicians.

CASE 1

A patient comes to the health center after learning about the levonorgestrel IUD from a friend. She later did some research on the internet and decided it was the best method for her. The counselor discusses the IUD's mechanisms of action, the insertion process, and common side effects and how to manage them. The patient decides to move forward with the IUD and has an insertion the same day.

Is this patient eligible to complete the PCCC survey?
Yes. Even though the patient already decided on the IUD when presenting for care and the IUD was the only contraceptive method discussed, the counselor provided patient-centered counseling on that method, discussing how it works, common side effects, and side effects management.

Patient-centered contraceptive counseling focuses on eliciting and responding to a patient's preferences. Accordingly, it is not always necessary or appropriate for a counselor to discuss all contraceptive options with a patient. **Of note:** The PCCC survey does not assess the extensiveness of contraceptive counseling provided to a patient. Rather, it assesses patient experience with contraceptive care.

But what if... The patient is not able to get her IUD that same day?
The patient still is eligible to complete the PCCC survey, as contraceptive counseling was provided as part of that visit. However, the patient should not receive a survey when returning for the IUD insertion, as counseling was not provided during that visit.

CASE 2

A patient comes to the health center for her regular Depo-Provera shot. After being asked about her satisfaction with the method, the patient reveals that the shot makes her feel “gross.” The counselor offers to discuss other contraceptive options, but the patient declines. She does not have time and needs to get her shot and be on her way.

Is this patient eligible to complete the PCCC survey?
No. Though the counselor offered to provide contraceptive counseling, the patient declined.

But what if... The patient said yes to learning about other options?
If the patient received counseling on other contraceptive options, she is eligible to complete the PCCC survey regardless of whether she ultimately decides to switch to another method or continue with Depo-Provera as her contraceptive method.

CASE 3

A patient comes to the health center complaining of painful menstrual cramps and irregular periods. She is not sexually active. The counselor discussed options for addressing the patient’s symptoms, including hormonal contraceptives. After receiving this information, the patient decides to start oral contraception. The counselor instructs the patient about the importance of correct and consistent pill use should she decide to use the pills to prevent pregnancy as well.

Is this patient eligible to complete the PCCC survey?
Yes. The patient received counseling about different contraceptive options and the importance of correct and consistent use should she wish to prevent pregnancy.

But... The patient isn’t sexually active. Should she really get a survey?
Yes. Many patients who are not sexually active present for care and select a contraceptive method for use when they decide to become sexually active. They are eligible to complete the PCCC survey.

CASE 4

A patient who identifies as lesbian would like to initiate a contraceptive method “just in case.” Counselor provides patient-centered contraceptive counseling based on the characteristics that matter most to the patient. The patient wants something low-maintenance and ultimately selects the contraceptive implant as her method.

Is this patient eligible to complete the PCCC survey?
Yes. Even though the patient identifies as lesbian, she revealed that she still is at risk for unintended pregnancy and sought out contraception to minimize that risk. She is eligible to receive the PCCC survey.