



Defense Health Agency

ADMINISTRATIVE INSTRUCTION

NUMBER 6025.09

September 27, 2022

Incorporating Change 2, November 16, 2023

DAD-MA

SUBJECT: Walk-in Contraception Services at Military Medical Treatment Facilities

References: See Enclosure 1.

1. PURPOSE. This Defense Health Agency-Administrative Instruction (DHA-AI), based on the authority of References (a) and (b), and in accordance with the guidance of References (c) through (o):

a. Establishes the Defense Health Agency's (DHA) procedures for implementation of walk-in contraception services at all Military Medical Treatment Facilities (MTF), for Active Duty members of the Armed Forces and for eligible beneficiaries of the Military Health System (MHS) on a space available basis. Walk-in contraception services include the provision of same-day, no appointment/no consult/no referral required contraception related care. The goal of walk-in contraception services is to support the overall wellbeing of the force and optimize warrior readiness and pregnancy planning throughout reproductive years. Walk-in contraception services include the provision of full scope, contraception related care for all Active Duty members and for eligible beneficiaries on a space available basis.

b. Addresses how the DHA will standardize MTF-based walk-in contraception services, access, data collection, and outcome measurement for Active Duty members and eligible beneficiaries, on a space available basis. Standardization will assess variations in access to, utilization of, and satisfaction with, walk-in contraception services.

c. Recognizes the DHA Women's Health Clinical Management Team (WHCMT) as the lead for walk-in contraception services data collection until functionality can be integrated within the electronic health record (EHR) (e.g., MHS GENESIS or another system managed by DHA).

2. APPLICABILITY. This DHA-AI applies to the DHA, Enterprise (components and activities under the authority, direction, and control of the DHA) to include assigned, attached, allotted, or detailed personnel.

3. POLICY IMPLEMENTATION. It is DHA's instruction, pursuant to References (a) through (o) to standardize and make walk-in contraception services available for Active Duty members and for eligible beneficiaries, on a space available basis. This DHA-AI defines:

a. Resources required for implementation of walk-in contraception services in order to support the overall wellbeing of the force and optimize warrior readiness and pregnancy planning throughout reproductive years, regardless of gender identification, with the understanding that:

(1) Each location has the discretion to offer walk-in contraception services to meet the reproductive healthcare needs of their beneficiary population, at times, locations, and durations of their choosing, but which should be based on the algorithms described within Enclosure 3. In accordance with Reference (d), this service must be on a minimum of a weekly basis. Walk-in contraception services should be designed to ensure optimized access and availability for Active Duty members and for eligible beneficiaries on a space available basis, and reviewed periodically; and

(2) The intent of walk-in contraception services is to reallocate and/or reorganize existing staff in order to optimize the care provided within a single visit (care which is typically being delivered in two to four visits currently), with the goal to improve provider accessibility and productivity, and in turn, improve patient satisfaction.

b. Responsibilities and procedures for the management, data collection, and analysis of structure, process, and outcome measures, for walk-in contraception services as defined by DHA.

c. Expectations for outcome monitoring of walk-in contraception services and utilization by all parent MTFs only until functionality can be integrated within the EHR.

4. RESPONSIBILITIES. See Enclosure 2.

5. PROCEDURES. See Enclosure 3.

6. PROPONENT AND WAIVERS. The proponent of this publication is the Deputy Assistant Director (DAD), Medical Affairs (MA). When Activities are unable to comply with this publication the activity may request a waiver that must include a justification, including an analysis of the risk associated with not granting the waiver. The activity director or senior leader will submit the waiver request through their supervisory chain to the DAD-MA to determine if the waiver may be granted by the Director, DHA or their designee.

7. RELEASABILITY. **Cleared for public release.** This DHA-AI is available on the Internet from the Health.mil site at: <https://health.mil/Reference-Center/Policies> and is also available to authorized users from the DHA SharePoint site at: <https://info.health.mil/cos/admin/pubs/DHA%20Publications%20Signed/Forms/AllItems.aspx>

8. EFFECTIVE DATE. This DHA-AI:

a. Is effective upon signature.

b. Will expire 10 years from the date of signature if it has not been reissued or cancelled before this date in accordance with Reference (c).

9. SUMMARY OF CHANGES. Changes include specific guidelines and references to use inclusive language for all genders and to provide walk-in contraceptive care for all Active-Duty members and for eligible beneficiaries.

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Enclosures

1. References
2. Responsibilities
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Glossary

ENCLOSURE 1

REFERENCES

- (a) DoD Directive 5136.01, “Assistant Secretary of Defense for Health Affairs (ASD[HA]),” September 30, 2013, as amended
- (b) DoD Directive 5136.13, “Defense Health Agency (DHA),” September 30, 2013, as amended
- (c) DHA-Procedural Instruction 5025.01, “Publication System,” April 1, 2022
- (d) ASD(HA) memo, “Walk-in Contraception Services at Military Medical Treatment Facilities,” July 28, 2022
- (e) DoD Instruction 6000.19, “Military Medical Treatment Facility Support of Medical Readiness Skills of Health Care Providers,” February 7, 2020
- (f) DHA-Procedural Instruction 6200.02, “Comprehensive Contraceptive Counseling and Access to the Full Range of Methods of Contraception,” May 13, 2019
- (g) Centers for Disease Control and Prevention, United States Selected Practice Recommendations for Contraceptive Use, 2016¹
- (h) DHA-Procedures Manual 6010.13, Volumes 1 and 2, “Medical Expense and Performance Reporting System for Fixed Military and Dental Treatment Facilities (DTFs): Business Rules,” September 27, 2018
- (i) DoD Instruction 6310.09, “Health Care Management for Patients Associated with a Sexual Assault,” May 7, 2019
- (j) DoD Instruction 6495.02, Volume 1, “Sexual Assault Prevention and Response: Program Procedures,” March 28, 2013, as amended
- (k) DoD Instruction 6025.27, “Medical Ethics in the Military Health System,” November 8, 2017
- (l) DHA-Procedural Instruction 6025.31, “Military Medical Treatment Facility Pharmacy Operations,” December 20, 2019
- (m) *Carey v. Population Services International*, 431 U.S. 678 (1977)
- (n) DoD Manual 6440.02, “Clinical Laboratory Improvement Program (CLIP),” May 29, 2014, as amended
- (o) DHA-Procedural Instruction 6440.01, “Governance of the Military Health System Clinical Laboratories,” September 20, 2021, as amended

¹ This reference can be found at: <https://www.cdc.gov/reproductivehealth/contraception/mmwr/spr/summary.html>

ENCLOSURE 2

RESPONSIBILITIES

1. DIRECTOR, DHA. The Director, DHA will:

a. Provide leadership, guidance, and ensure implementation of walk-in contraception services at MTFs.

b. Support the Directors of Defense Health Networks (DHNs), by providing standard clinical, business, and administrative process changes or requirements, and assign resolution to the appropriate directorate within DHA.

2. DAD-MA. The DAD-MA will:

a. Exercise decision-making authority in support of this DHA-AI as it pertains to:

(1) Providing DHA staff with evidence-informed, patient-centered solutions related to walk-in contraception services (i.e., best practices, lessons learned, etc.).

(2) Championing the spread of the latest clinical guidance related to walk-in contraception services across the DHA (i.e., new contraception options, formulary changes, etc.).

(3) Advancing safety, leadership commitment, patient-centeredness, and continuous process improvement related to walk-in contraception services.

(4) Review all Network approved waivers to evaluate impact on target population needs, network availability and significant MTF resource gaps.

b. Advocate for alignment of sufficient resources and expertise to support implementation of this DHA-AI.

c. Oversee collaboration of the DHA WHCMT, DHA Women and Infant Clinical Community (WICC), DHA Clinical Support Division, and DHA Clinical Quality Management Division activities to identify, monitor, and track implementation of this DHA-AI.

d. Develop, coordinate, and facilitate recommendations to support Network-level utilization and outcomes monitoring, and evolve data collection functions and processes, to assess, monitor, and impact patient outcomes.

e. Report metrics for walk-in contraception services in accordance with Reference (d), to include, but not limited to, access, utilization, and outcomes data, as well as mission impact. Reports will be available upon request via the WICC and/or WHCMT.

f. Ensure applicable training, credentialing, and privileging for healthcare providers, nurses, and ancillary staff to perform the placement of long acting reversible contraceptives (LARCs), prescription of short-acting reversible contraceptives (SARC), prescription of emergency contraception (EC), application of accepted algorithms for pregnancy screening (Reference (g)) and/or Point of Care Testing (POCT) (References (n) and (o)), and/or contraceptive education and/or counseling to effectively furnish comprehensive contraceptive healthcare services for Active Duty members and eligible beneficiaries (on a space available basis) in support of military healthcare. As outlined in Reference (d), such activity ensures easy and timely access to contraceptive counseling and the full range of contraceptive methods, which is crucial to promoting overall well-being and readiness of the force. Further, these services work to support and maintain the medical readiness of the force, removing any barriers to accessing contraception and contraceptive services, which is of critical importance

3. DAD-HEALTHCARE OPERATIONS. The DAD-Healthcare Operations will:

- a. Advise DAD-MA on the implementation, effectiveness, and adherence to the requirements specified in this DHA-AI, with a focus on clinical business operations.
- b. Coordinate with pharmacy and clinical business operations to support implementation of this DHA-AI.
- c. Ensure DHA Components can access and understand the standardized processes outlined in this DHA-AI.
- d. Ensure POCT sites are compliant with the Clinical Laboratory Improvement Program, as described in Reference (n).

4. DIRECTOR, STRATEGY, PLANNING, AND FUNCTIONAL INTEGRATION (J-5).
Director, J-5 will:

- a. Monitor data on utilization and outcomes in all parent MTFs providing walk-in contraception services and report annually by March 31 to DAD-MA. Reporting is expected to include, at a minimum, volume of applicable patient population, the number of walk-in contraception services encounters at every parent MTF during most recent four quarters, information about the type and quantity of contraception dispensed, and other utilization and outcome metrics as defined by the WHCMT, WICC, and/or Clinical Community Advisory Council, who will ensure the metrics include those identified in Reference (d).
- b. Update reporting templates and/or reporting frequencies as recommended by the WHCMT, WICC, and/or Clinical Community Advisory Council. Any subsequent changes made to reporting requirements (e.g., such as changes related to data availability or data completeness)

will be coordinated in collaboration with the WICC, WHCMT, DHN Directors, and other entities as appropriate.

5. DHA Chief Nursing Officer. The DHA Chief Nursing Officer will advise DAD-MA and coordinate effort with Network Chief Nursing Officers to ensure comprehensive training and education for health care personnel staffing the services related to full scope contraception care.

6. CHIEF, WHCMT. The Chief, WHCMT will collaborate with the DHN Directors, and Chair, WICC to implement, monitor, and adhere to requirements specified in this DHA-AI, with focus on clinical business process requirements.

7. CHAIR, WICC. The Chair, WICC will advise DAD-MA on the implementation, effectiveness, and adherence to the requirements specified in this DHA-AI, with focus on clinical process and outcome requirements.

8. CHIEF, CENTER FOR LABORATORY SERVICES. The Chief, Center for Laboratory Services will advise WICC and WHCMT on implementation, requirements, and adherence to standards specified in Reference (n), with focus on clinical laboratory operations.

9. DIRECTOR, DHA COMMUNICATIONS. The Director, DHA Communications will advise DAD-MA and coordinate effort with Network points of contact to ensure comprehensive strategic messaging and communication related to full scope contraception care is provided to Active Duty members and eligible beneficiaries (on a space available basis) in accordance with Enclosure 3, section 4.

10. DIRECTORS, DHN. The Directors, DHNs will:

a. Ensure MTFs under their authority, direction, and control develop guidance and procedures that follow this DHA-AI and meet the capabilities of their facility.

b. Ensure all MTF Directors, administrative staff, and healthcare personnel are aware of and follow the guidance and procedures in this DHA-AI.

c. Sponsor provider education regarding this DHA-AI based on individual MTF capabilities. Training should be offered to all staff involved in prescribing, administering, dispensing, and/or providing education to beneficiaries on contraceptive choices, to include addressing common misconceptions, levels of effectiveness, and personal responsibility in the use of various contraceptive methods (using age appropriate communication compatible with the patient's health literacy). Providers should be credentialed for placement of LARCs based on

manufacturers recommended interval trainings and skill validation.

d. If the parent MTF is unable to provide part or all of these services as determined by the Director of MTF, DHN will require and review a formal plan to ensure access to these services in the community, with the same requirements of same day, full scope through a formal agreement, providing data on capacity of external sources to meet the goal. This plan will be approved or denied at the DHN level. If approved the Network will submit a waiver for parent MTF to DHA. Approved waivers with explanation of parent MTF limitations, formal community resources and metrics on external resource utilization to ensure compliance will be submitted to DAD MA for review and final determination. Metrics for external referral for contraception:

(1) Number of referrals or appointments made for contraception care. Demographics on patients including age, beneficiary category, race (if known), gender.

(2) Time interval from referral to patient visit.

(3) Administrative data on type of services provided.

e. If DHA denies Network waiver, DHN will work with parent MTF to manage resources for implementation of these services.

11. DIRECTORS, MTF. The Directors, MTF will:

a. Collaborate with the Director, DHNs and MTF-level staff to develop an MTF-level standard operating procedure (SOP) which:

(1) Describes the roles, responsibilities, scope, access, and communication channels for walk-in contraception services available at that MTF. Walk-in contraception services may be housed anywhere within or across the facility to include, but not limited to, Primary Care Medical Home, Women's Health, Adolescent Medicine, Family Medicine, Urgent Care, Active Duty clinics, etc., and may include staffing, resources, and supplies from multiple areas. Determination should be based on beneficiary need or demand.

(2) Outlines processes for identifying walk-in contraception services through administrative data.

(3) Defines requirements for supplemental credentialing and proctoring for LARCs.

(4) Includes an SOP dissemination plan to reach all MTF providers and healthcare personnel on the availability of walk-in contraception services.

b. Develop and implement a walk-in contraception services strategic communications plan to inform Active Duty members and eligible beneficiaries (on a space available basis) of the

availability, hours, and location of walk-in contraception services throughout the installation.

c. Ensure walk-in contraception services provide the following:

(1) Pregnancy screening (to rule out pregnancy), using either criteria defined by the Centers for Disease Control and Prevention (Reference (g)) and/or in combination with Clinical Laboratory Improvement Program POCT (Reference (n)) for urine human chorionic gonadotropin level to obtain pregnancy results. If POCT is not possible, the SOP should include a plan for collaboration with a nearby laboratory to prioritize batch samples to facilitate on-demand services for same day results.

(2) Access to the full range of contraceptive methods for pregnancy prevention or menstrual suppression, which includes:

(a) Access to SARCs (e.g., pill, patch, ring); beneficiaries should receive a written or electronic prescription during their walk-in contraception services encounter to be dispensed at the MTF pharmacy (Reference (l)), retail network pharmacy, or mail order pharmacy.

1. While providers must be able to prescribe the full range of contraceptives available on the TRICARE Uniform Formulary (UF), the expectation is not for every available option on the UF to be kept in stock on-site at all times.

2. In general, the expectation for MTFs is that all items on the Basic Core Formulary are stocked (levels may vary), and that other items from the UF may be stocked or may be ordered to meet patient needs when appropriate (Reference (l)).

(b) Access to both hormonal and non-hormonal LARCs (e.g., subdermal contraceptive implants, intrauterine devices); device insertion should occur during the walk-in contraception services encounter.

(c) Access to EC (e.g., oral levonorgestrel (i.e., Plan B), ulipristal acetate (i.e., ella), copper intrauterine devices, etc.), which should address:

1. Counseling of risk assessment for sexually transmitted infections.

2. Availability of single dose oral levonorgestrel without prescription in most MTF pharmacies, and/or in Private Sector Care pharmacies for no cost when using the TRICARE benefit (Reference (l));

3. Availability of ulipristal acetate with prescription, noting it may be provided in advance to patients to keep on-hand in the event of future unprotected intercourse.

4. Recognition that intrauterine device placement requires an appointment with a credentialed provider within five days of unprotected intercourse.

(d) Education on menstrual suppression, barrier contraception, and/or non-medical, natural family planning (NFP);

(e) Access to testing and treatment for sexually transmitted infections.

(f) Access to resources for beneficiaries who report sexual assault, rape, and/or incest, as outlined in Enclosure 3, paragraph 12.

(3) Access to healthcare personnel who are credentialed and proficient in all available contraception LARC options for both insertion and removal procedures.

(4) Standardized patient education material, as made available electronically through the DHA WHCMT SharePoint. DHA provides standardized content, available for customization at the MTF level. DHA will update resources at least annually. Content should not be deleted from these materials.

(5) Optional utilization of patient intake and survey templates, as made available electronically through the DHA WHCMT SharePoint.

d. Develop a written plan for healthcare personnel who have a matter of conscience or moral principle (detailed in Enclosure 3, paragraph 11) which:

(1) Outlines a process for schedulers to avoid scheduling contraception services with healthcare personnel who have a sincerely held matter of conscience or moral principle preventing them from providing that care.

(2) Outlines a process for referral for Active Duty members or beneficiaries seen on a space available basis who desire contraception services and are inadvertently assigned to healthcare personnel with a matter of conscience or moral principle that cannot provide that care. Healthcare personnel will immediately refer the Active Duty members or beneficiaries seen on a space available basis requesting contraception services in a non-judgmental and timely manner.

(3) Ensures, to the extent practicable, healthcare personnel who have a matter of conscience or moral principle are not assigned as the sole healthcare provider in a walk-in contraception services location.

e. Determine capacity of parent MTF and providers to offer full scope non delayed same day contraceptive care and counseling. If the parent MTF is unable to provide part or all of these services as determined by the DHN, there should be a formal plan to ensure access to these services in the provider network, with the same requirements of same day, full scope through a formal agreement, providing data on capacity of external source to meet the goal. This plan must be submitted to the Network, for review and determination if the parent MTF would qualify for a waiver. If approved at the Network level:

(1) Waiver and plan with metrics to be collected should be submitted to DAD MA for

review and determination. Waiver will be time limited to 3 years. Subsequent waivers will need to be submitted after evaluation of parent MTF capacity and population need.

(2) Parent MTF will provide metrics at the same interval as described in the AI. For parent MTFs that refer patients in accordance with their formal plan (i.e., LARC plan), the following additional metrics will be reported:

- (a) Metrics for external referral for contraception.
- (b) Number of referrals or appointments made for contraception care.
- (c) Time interval from referral to patient visit.
- (d) Administrative data on type of services provided.

ENCLOSURE 3

PROCEDURES

1. OVERVIEW. The benefits of contraception are widely recognized, and include improved health and well-being, reduced global maternal mortality, health benefits of pregnancy spacing, improved maternal and child health, increased opportunities to engage in the work force, and economic self-sufficiency. In accordance with Reference (f), DHA healthcare providers will provide comprehensive contraceptive counseling and access to the full range of contraceptive methods for pregnancy prevention or menstrual suppression (Reference (g)), when feasible and medically appropriate. The implementation of walk-in contraception services is intended to further reduce barriers to initiating and continuing contraceptive methods to Active Duty members and for eligible beneficiaries within the MHS on a space available basis, to include minors. In the past, the barriers for patients requesting LARCs often would include a need to obtain a referral from Primary Care to Gynecologic Surgery & Obstetrics, increasing the number of appointments and wait times for access to a provider privileged to place LARCs. Multiple appointments to have a LARC placed delays access to contraception.. This DHA-AI defines walk-in contraception services as same-day, no appointment/no consult/no referral required care related to the provision of full scope contraception related care (i.e., care related to the provision of SARCs, LARCs, EC, barrier contraception education on menstrual suppression, and/or non-medical, NFP) and education on surgical sterilization, in all identified MTFs. There are 130 MTFs, identified as parent MTFs, that are required to provide walk-in contraceptive services. If any of the identified MTFs request a waiver based on their limited capacity to offer either full scope or walk-in, same day contraception services, the waiver request should include a formal plan of how they will ensure access to required contraception services to their patient population, and provide metrics establishing the formal plan is successful in meeting the population needs. Additional metrics will include the following:

- a. Number of referrals or appointments for contraception care and number of days it took for patient to be seen for care.
- b. Number of patients per beneficiary category referred out or appointments made for contraception care and type of services provided.

2. PLANNING. All MTFs will implement walk-in contraception services referencing successful workflow processes in accordance with References (d) and (h). MTFs have the discretion to determine how often (days and/or hours per week) walk-in contraception services are offered, and the appropriate staffing requirements based on patient need and census of all Active Duty members and for other beneficiaries, on a space available basis. However, MTFs must offer services at least weekly in accordance with Reference (d). The focus and priority of these services is for same-day, no appointment/no consult/no referral required contraception related care to be provided on a walk-in basis,. It is imperative for walk-in contraception services to possess the following capabilities:

- a. Staff walk-in contraception service locations with healthcare personnel who are trained in the full range of contraceptive methods, to include appropriate credentialing and privileging for LARC placement.
- b. Provide sufficient appointment time (typically 30 minutes) for walk-in contraception service visits, to include check in, education, pregnancy screening (Reference (g)) and/or POCT (as applicable), LARC placement (if applicable), and/or issuance of written/electronic prescription for SARC (if applicable);
- c. Ensure patients receive education in order to make an informed decision on forms of contraception, to include menstrual suppression, barrier, hormonal, implants (e.g., intrauterine devices), surgical sterilization, and/or non-medical, NFP;
- d. Administration (e.g., prescribing, insertions, or dispensing of) of full scope of contraception in collaboration with the MTF Pharmacy (Reference (l)), retail network pharmacy, or mail order pharmacy, as appropriate;
- e. Provide counseling options for patients who present with an undesired pregnancy;
- f. Provide counseling options and appropriate reporting, for patients who present as a victim of sexual assault in accordance with References (i) through (j); and
- g. Conduct ongoing and annual reviews of services to ensure adequate and appropriate availability of walk-in contraception services. Reviews may include review of patient satisfaction and experience data from multiple sources including Joint Outpatient Experience Survey, utilization data, and/or from discussions with staff operating walk-in contraception service location(s).

3. INCLUSION OF MINORS. MTFs should work with their local DHA Office of General Counsel legal counsel to address state or host nation concerns related to the provision of contraception counseling and services for minors.

4. MARKETING. The success of the walk-in contraception services is directly related to knowledge of the services and functionality in the target population. Target populations may be marketed to inside or outside the MTF, in training centers, boot camps, childcare centers, Post Exchange or commissaries, garrisons, or dockside. The goal of the marketing is to optimize utilization of the services for Active Duty Service Members to meet their personal and readiness needs using the specialty services of walk-in care. Walk-in contraception service locations should engage with their local Public Affairs Office representatives to determine how to best execute an effective marketing strategy.

5. DATA COLLECTION. The intent of data collection is to validate patient access, experience, and/or satisfaction with services. DHA will provide centrally collected outcomes, based on the metrics outlined in Reference (d). Specific metrics and display will be determined by DHA WHCMT until functionality can be integrated within the EHR. MTF may also use standardized intake and questionnaire templates, as made available electronically through the DHA WHCMT *SharePoint*, in either paper or electronic format to capture a standardize set of data, until such time data collection functionality can be integrated within the EHR. Internal data on utilization and functionality of walk-in contraception services should be captured by the MTF not less than monthly for review, in order to evaluate access, utilization, concerns, adjustments in hours/staffing (providers)/location, and/or visibility of the services. In order to optimize resources and ensure walk-in contraception services are meeting the needs of Active Duty members and beneficiaries (on a space available basis) in a highly effective, patient preferred way, MTFs should set targets, goals, and desired outcomes for identified metrics. MTFs not meeting these targets should be evaluated, and corrective action plans should be developed and implemented where appropriate to improve patient access, experience, and/or satisfaction with services.

6. LOCATION. MTFs should consider ways to maximize access of walk-in contraception services for Active Duty members and beneficiaries on a space available basis. Improving proximity of services to the Active Duty population may be achieved by developing partnerships with healthcare personnel throughout the installation to improve training for contraception education and contraception services. Another alternative is to have a healthcare provider visit these occupational health or other smaller side clinics on a rotating basis.

7. OVERSIGHT. A senior healthcare provider should be appointed or designated as the champion of the walk-in contraception services location. This champion is responsible for identifying and leading a working group to coordinate with MTF nursing and medical affairs representative(s) to develop the functionality of the clinical staff and processes, as well as monitor utilization, outcome, productivity and efficacy measurements. Note: Only parent MTFs are required to report compliance and outcome metrics at this time. This working group will also be accountable for optimal utilization and access, with enterprise and Network level reporting. This working group will define the appropriate number of hours, space, staffing, and days of the week to offer services, based on the population and demand signal of their beneficiaries. It is expected that existing MTF clinic settings, staff, and structures will be utilized in support walk-in contraception services, without a need for additional manpower or funds.

8. SUGGESTED STAFFING. There is no required number of staff. Ideally, existing staff in their assigned roles will be sufficient for these services, with some extra education. Suggested roles include, but are not limited to:

a. Front Desk Clerk. A front desk clerk/receptionist will assist in welcoming and registering patients. Training for this role may include education on the scope of walk-in contraception

services, in order to be able to answer general questions for beneficiaries who present for care. This position may also assist in handing out and collecting questionnaires and surveys.

b. Medical Assistant/Medical Technician. This role in a clinic often assists with initial screening and documentation in the EHR, assisting with lab orders (based on scope of practice), patient flow, and/or stocking and resupplying rooms and supply areas. It would be optimal if the person in this role could complete, per MTF protocol, any necessary POCT and laboratory specimen management (Reference (n)).

c. Nurse (Registered Nurse or Licensed Practical Nurse). The nurse in a clinic provides multiple roles in patient care, optimizing patient education, assist with procedures with providers, phone calls, clinic efficacy, capacity, and functionality. This role may need additional education on specific contraceptive types, indication, mechanisms and educational resources for a variety of patient ages, literacy, communication preferences and gender orientation. MTF will determine level of nurse, Registered Nurse or Licensed Practical Nurse, depending on role and scope of practice.

9. SUGGESTED SCHEDULING. All walk-in contraception service locations are to use enterprise processes for registering and documenting patient encounters. The estimated time for walk-in encounter should be approximately 30 minutes, to include check-in, education, pregnancy screening/POCT, and contraception administration (i.e., insertion or prescribing). This can be customized by the MTF working group. An example of potential staffing matrix is shown in the Table below, but should be flexible and evolve as the utilization of the clinic grows.

Table. Example Personnel for Walk-In Contraception Service Location

Clinic Population of Enrolled Beneficiaries Aged 12 - 52	Walk-In Contraception Hours of Operation Weekly	Front Desk Clerk	Medical Assistants	*POCT Personnel	Nurse	Provider credentialed in LARC placement
2,500	5	1	1	1	1	1 + Designated
5,000	9	1	2	1	1	1 or 2 + Designated Backup
7,500	9	1	2	1	1	1 or 2 +

*Based on volume some clinics may choose to have specific personnel for POCT and laboratory specimen.

10. SUGGESTED PROCESS FLOW

a. Patient Arrival. Upon arrival at a walk-in contraception services location, patients should

check in at the front desk. High demand locations should implement practices to ensure rapid processing and patient privacy. Clinic staff can determine information received upon check in, suggestions include: (1) handouts/information that briefly describe all methods of currently available contraception, to include information about the Decide + Be Ready mobile application, as well as patient intake and questionnaire templates, as made available electronically through the DHA WHCMT SharePoint.

b. Pregnancy Screening. In most cases, a detailed history provides the most accurate assessment of pregnancy risk in a patient who is about to start using a contraceptive method. Staff should refer to Reference (g) to assess pregnancy status in a patient capable of pregnancy if the person is interested in starting contraceptives or contraceptive counseling. Utilization of the patient intake template, as made available electronically through the DHA WHCMT SharePoint, includes the Centers for Disease Control and Prevention recommended screening questions to be reasonably certain a patient is not pregnant.

(1) If POCT urine testing for pregnancy is determined to be needed, the patient should receive a urine sample cup with clear instructions on the POCT location. A MTF POCT program for urine pregnancy testing should include proper labeled urine specimen cups and clear collection instructions. If gender clarity is needed for submission of pregnancy test to laboratory a call should be placed to reinforce the clinical need.

(2) If POCT is not available, walk-in contraception service locations should consider arranging with laboratory services for 'batching' of samples to the central site laboratory at specific time intervals to facilitate prompt results and to improve efficiency.

c. Education. Not all patients will need to see a provider. A nurse who is trained in education for all forms of contraception is a crucial member of the walk-in contraception services team. Consistent with scope and MTF criteria, a nurse can provide education on contraception choices, including surgical sterilization, barrier methods, NFP, or general contraception information. Education for beneficiaries who choose to use barrier methods needs to include information that those methods are available over the counter, and they are not a TRICARE benefit. If SARC is desired by the patient, the nurse can annotate the patient risk factors, expediting a summary in advance of the meeting with the provider.

d. LARC Placement. Patients who select a LARC should see a privileged provider for placement. The provider must obtain in writing the patient's consent, and the provider must document a negative pregnancy status, by history using the patient intake template (as made available electronically through the DHA WHCMT SharePoint), and/or testing.

e. Patient Check Out. After a visit, patients leave with educational materials, as indicated written or electronic prescription(s) for pharmacy pick-up, post-procedure instructions, and/or counseling follow-up. Post-appointment feedback is encouraged to evaluate services; patients could provide feedback on Joint Outpatient Experience Survey or complete patient questionnaire template (as made available electronically through the DHA WHCMT SharePoint), to provide feedback on their experience.

11. CONSCIENCE OR MORAL PRINCIPLE. In accordance with References (d) and (k), healthcare personnel who have a sincerely held conscience or moral principle who object to providing certain forms of contraception are not required to do so, unless it would have an adverse impact on military readiness, unit cohesion, or good order and discipline. MTF Directors shall ensure that if a health care professional does not wish to provide contraception or contraceptive care as a matter of a sincerely held conscience or moral principle, the patient is referred to a provider who is willing to provide the necessary care. This must apply only to healthcare personnel directly involved in prescribing, insertion, or administration of contraception, such as physicians, nurses, and pharmacy personnel.

a. Assignment of healthcare personnel to a walk-in contraception services location(s) should be evaluated to meet provider and patient expectations. When possible, healthcare personnel who have a sincerely held conscience or moral principle to providing certain forms of contraception should not be assigned to a walk-in contraception services location.

b. Personnel who have a sincerely held conscience or moral principle (Reference (k)) preventing them from providing certain forms of contraception should opt-out of providing care by:

(1) Noting the objection in their healthcare provider or personnel activity file.

(2) Annotating no privileges requested for prescribing/providing certain forms of contraception in their privilege inventory.

c. If already assigned and a sincerely held conscience or moral principle changes (develops or ends), healthcare personnel must immediately notify the MTF Director or designee so that adjustments and/or alternative arrangements can be made.

(1) DHA leaders must adhere to the policy as outlined in Reference (d) (k). The Armed Forces will accommodate individual expressions of belief of a member of the Armed Forces reflecting a sincerely held conscience or moral principles.

(2) The Armed Forces may not use such expression of belief as the basis of any adverse personnel action, discrimination, or denial of promotion, schooling, training, or assignment. Nothing in this paragraph precludes disciplinary or administrative action for conduct that is proscribed by the Uniform Code of Military Justice, including actions and speech threatening good order and discipline.

(3) This paragraph is applicable to individual expressions of belief of a healthcare professional reflecting a sincerely held conscience or moral principles of the individual that are grounded in an applicable professional ethics code.

12. SEXUAL ASSAULT/INTIMATE PARTNER VIOLENCE. If at any time any clinic staff or provider becomes aware of a sexual assault, notification to the Sexual Assault Response Coordinator or Victim Advocate for non-intimate partner sexual assault and the Family Advocacy Program for intimate partner sexual assault is required in accordance with References (i) through (j).

a. A victim of sexual assault must be offered the services of a forensic health care examiner who can perform a medical forensic examination. The healthcare provider will notify the forensic healthcare examiner to continue the examination should the patient request a medical forensic examination. If the patient declines a medical forensic examination, the victim should be offered evaluation, counseling, and treatment for sexually transmitted infections and as appropriate potential pregnancy, subject to informed consent and consistent with current treatment guidelines.

b. A victim of sexual assault with a positive pregnancy test should be immediately referred to a Gynecologic Surgery & Obstetrics provider.

GLOSSARY

ABBREVIATIONS AND ACRONYMS

DAD	Deputy Assistant Director
DHA	Defense Health Agency
DHA-AI	Defense Health Agency-Administrative Instruction
DHN	Defense Health Network
DMIS ID	Defense Medical Information System (DMIS) Identifier
EC	emergency contraception
EHR	electronic health record
LARC	long-acting reversible contraception
MA	Medical Affairs
MTF	Military Medical Treatment Facility
NFP	natural family planning
POCT	Point-of-Care Testing
SARC	short-acting reversible contraception
SOP	standard operating procedure
WHCMT	Women’s Health Clinical Management Team
WICC	Women and Infant Clinical Community

PART II. DEFINITIONS

DHA Component. Those activities that are managed by the DHA, to include those activities directly assigned to the DHA and other medical-related facilities that are managed by DHA but are funded by a Military Department (i.e., readiness facilities, medical research facilities), with funds being transferred in accordance with a Memorandum of Agreement.

Direct Reporting Organizations. Defense Health Networks, Small Network and Stand-Alone MTF Organization, and Defense Health Agency Regions reporting to the DHA.

Parent MTFs. Those Military Medical Treatment Facilities through which resources are allocated and data are reported up to higher headquarters based on their DMIS ID. Parent MTFs defined by DHA are as follows (Walk-in Contraception Services are required at these facilities and encouraged to be expanded to additional facilities based on the population served.):

0036 - AF-C-436th MEDGRP-DOVER

0055 - AF-C-375th MEDGRP-SCOTT
0060 - ACH BLANCHFIELD-CAMPBELL
0061 - AHC IRELAND-KNOX
0066 - AF-ASU-11th MEDGRP-ANDREWS
0067 - WALTER REED NATL MIL MED CNTR
0068 - NHC PATUXENT RIVER
0069 - KIMBROUGH AMB CAR CEN-MEADE
0086 - ACH KELLER-WEST POINT
0095 - AF-MC-88th MEDGRP-WRIGHT-PAT
0100 - NHC NEW ENGLAND
0113 - AF-C-82nd MEDGRP-SHEPPARD
0120 - AF-H-633rd MEDGRP JBLE-LANGLEY
0121 - AHC MCDONALD-EUSTIS
0122 - AHC KENNER-LEE
0123 - ALEXANDER T. AUGUSTA MILITARY MEDICAL CENTER
0124 - NMC PORTSMOUTH
0306 - NHC ANNAPOLIS
0310 - AF-C-66th MEDGRP-HANSCOM
0326 - AF-C-87th MEDGRP JBMDL-MCGUIRE
0330 - AHC GUTHRIE-DRUM
0385 - NHC QUANTICO
0607 - LANDSTUHL REGIONAL MEDCEN
0609 - BAVARIA MEDDAC-VILSECK
0610 - AHC BG CRAWFORD SAMS-CAMP ZAMA
0612 - ACH BRIAN D ALLGOOD-PYEONGTAEK
0615 - NH GUANTANAMO BAY
0617 - NH NAPLES
0618 - NH ROTA
0620 - NH GUAM-AGANA
0621 - NH OKINAWA
0622 - NH YOKOSUKA
0624 - NH SIGONELLA
0633 - AF-H-48th MEDGRP-LAKENHEATH
0635 - AF-ASU-39th MEDGRP-INCIRLIK
0637 - AF-C-8th MEDGRP-KUNSAN
0638 - AF-H-51st MEDGRP-OSAN
0639 - AF-H-35th MEDGRP-MISAWA
0640 - AF-H-374th MEDGRP-YOKOTA
0802 - AF-C-36th MEDGRP-JB ANDERSEN
0804 - AF-C-18th MEDGRP-KADENA
0805 - AF-C-52nd MEDGRP-SPANGDAHLEM
0806 - AF-C-86th MEDGRP-RAMSTEIN
0808 - AF-ASU-31st MEDGRP-AVIANO
ACH BASSETT-WAINWRIGHT
ACH BAYNE-JONES

ACH EVANS-CARSON
ACH IRWIN-RILEY
ACH LEONARD WOOD
ACH MARTIN
ACH WEED-IRWIN
ACH WINN-STEWART
AF-ASU-10th MEDGRP-ACADEMY
AF-ASU-59th MDW-WHASC-LACKLAND
AF-C-14th MEDGRP-COLUMBUS
AF-C-15th MEDGRP-JBHP-HICKAM
AF-C-17th MEDGRP-GOODFELLOW
AF-C-19th MEDGRP-LITTLE ROCK
AF-C-1st SPCL OPS MED-HURLBURT
AF-C-20th MEDGRP-SHAW
AF-C-21st MEDGRP-PETERSON
AF-C-22nd MEDGRP-MCCONNELL
AF-C-23rd MEDGRP-MOODY
AF-C-27th SPCLOPS MDGRP-CANNON
AF-C-28th MEDGRP-ELLSWORTH
AF-C-2nd MEDGRP-BARKSDALE
AF-C-30th MEDGRP-VANDENBERG
AF-C-319th MEDGRP-GRAND FORKS
AF-C-325th MEDGRP-TYNDALL
AF-C-341st MEDGRP-MALMSTROM
AF-C-354th MEDGRP-EIELSON
AF-C-355th MEDGRP-DM
AF-C-366th MED SQ-MT HOME
AF-C-377th MEDGRP-KIRTLAND
AF-C-412th MEDGRP-EDWARDS
AF-C-42nd MEDGRP-MAXWELL
AF-C-45th MEDGRP-PATRICK
AF-C-460th MEDGRP-BUCKLEY
AF-C-47th MEDGRP-LAUGHLIN
AF-C-49th MEDGRP-HOLLOMAN
AF-C-4th MEDGRP-SJ
AF-C-509th MEDGRP-WHITEMAN
AF-C-55th MEDGRP-OFFUTT
AF-C-56th MEDGRP-LUKE
AF-C-5th MEDGRP-MINOT
AF-C-61st MED SQ-LOS ANGELES
AF-C-628th MEDGRP-CHARLESTON
AF-C-6th MEDGRP-MACDILL
AF-C-71st MEDGRP-VANCE
AF-C-72nd MEDGRP-TINKER
AF-C-75th MEDGRP-HILL

AF-C-78th MEDGRP-ROBINS
AF-C-7th MEDGRP-DYESS
AF-C-90th MEDGRP-FE WARREN
AF-C-92nd MEDGRP-FAIRCHILD
AF-C-97th MEDGRP-ALTUS
AF-C-9th MEDGRP-BEALE
AF-H-673rd MEDGRP JBER-ELMNDRF
AF-H-96th MEDGRP-EGLIN
AF-LS-62nd MED FLT-JBLM-MCHORD
AF-MC-60th MEDGRP-TRAVIS
AF-MC-81st MEDGRP-KEESLER
AF-MC-99th MEDGRP-NELLIS
AHC FOX-REDSTONE ARSENAL
AHC LYSTER-NOVOSEL
AHC MONCRIEF-JACKSON
AHC MUNSON-LEAVENWORTH
AHC R W BLISS-HUACHUCA
AHC REYNOLDS-SILL
AMC BAMC-FSH
AMC DARNALL
AMC EISENHOWER-GORDON
AMC MADIGAN-LEWIS
AMC TRIPLER-SHAFTER
AMC WILLIAM BEAUMONT-BLISS
AMC WOMACK
NH BEAUFORT
NH BREMERTON
NH CAMP PENDLETON
NH JACKSONVILLE
NH TWENTYNINE PALMS
NHC CHARLESTON
NHC CHERRY POINT
NHC CORPUS CHRISTI
NHC HAWAII
NHC LEMOORE
NHC OAK HARBOR BIRTHING CTR
NMC CAMP LEJEUNE
NMC SAN DIEGO