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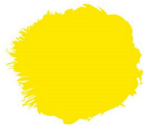
*Illinois Contraceptive Access Now (ICAN!) is a statewide initiative to advance reproductive equity by improving the quality and coverage of contraceptive care at community health centers. Your health center is a participating **Quality Hub** where patients can access the full range of FDA approved birth control methods at low or no cost, usually in a single visit.*

### What to Expect

Patients may call to make an appointment after finding your health center on [www.ican4all.org](http://www.ican4all.org) or they may mention they were referred by ICAN! or one of our community-based partner organizations. Follow your health center's protocol for scheduling, **but nobody should ever be turned away for inability to pay or uncertainty about their insurance.**



Patients may ask for a certain location based on what they selected on our website, but based on schedule availability, feel free to switch sites if another location works for the patient. If that happens, please confirm the correct address.



We hope you can schedule patients within 2 weeks unless they need emergency contraception, in which case the appointment should be within 48 hours.



Patients who call you from our website are also providing ICAN! with their email and phone. We will send them automated communications to support them in scheduling an appointment and providing feedback after their visit.



Clients may ask about the cost for the visit. **Please reassure them that cost is never a barrier to getting their birth control of choice.**

# ICAN! USER EXPERIENCE

[www.ican4all.org](http://www.ican4all.org)

## STEP 1:

Patient selects their preferred health center and enters their contact information.

### Komed Holman Health Center

4259 S Berkeley Ave, Chicago, Illinois 60653

Full Name\*

Type your name

Current Age\*

Email\*

Type your email

Phone\*

Type your mobile phone number

Submit

## STEP 2:

Patient immediately receives an email and text reminder with links to resources to help them prepare for their appointment and learn more about their birth control options.

### Please call to make an appointment.

Hi ,

We are pleased to help you connect with a health center where you can access the birth control of your choice. The Health Center you chose is:

#### Komed Holman Health Center

To make an appointment, please call: **773-268-7600** and mention you were referred by ICAN!

Their office hours are:

Thursday 8AM–5PM  
Friday 8AM–5PM  
Saturday 9AM–1PM  
Sunday Closed  
Monday 8AM–5PM  
Tuesday 8AM–5PM  
Wednesday 8AM–8:30PM

The health center is located at:

**4259 S. Berkeley Avenue, Chicago IL 60653**

In preparation for your appointment, please review this [checklist](#).

And if you want to learn more about your birth control options, click [here](#).

All the best,

Your friends at ICAN!



Contact Komed Holman Health Center at 773-268-7600 to make your appointment.

## STEP 3:

48 hours later patient receives another email and text reminder with the same information.

### Just a reminder to call to make an appointment.

Hi ,

We are pleased to help you connect with a health center where you can access the birth control of your choice. Just a reminder if you haven't called yet, the Health Center you chose is:

#### Komed Holman Health Center

To make an appointment, please call: **773-268-7600** and mention you were referred by ICAN!

Their office hours are:

Thursday 8AM–5PM  
Friday 8AM–5PM  
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The health center is located at:

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In preparation for your appointment, please review this [checklist](#).

And if you want to learn more about your birth control options, click [here](#).

All the best,

Your friends at ICAN!



Remember to contact Komed Holman Health Center at 773-268-7600 if you still need to make your appointment. Visit [ican4all.org](http://ican4all.org) for more info.

# ICAN! USER EXPERIENCE

[www.ican4all.org](http://www.ican4all.org)

## STEP 4:

7 days after website registration patient receives another email and text reminder, along with a link to patient satisfaction survey *(This is the same survey that patients should be connected to via the QR code at the end of a contraceptive visit.)*

## STEP 5:

14 days after website registration, patient receives a final email and text reminder, along with a link to the patient satisfaction survey.

### Have you connected yet?

Hi ,

We just wanted to check in with you. Were you able to schedule an appointment? If so, we would love to hear from you! Please take a couple of minutes to answer a few short questions about your experience [here](#).

Just a reminder, the Health Center you chose is:

#### Komed Holman Health Center

If you haven't been able to contact them yet, please call: **773-268-7600** and mention you were referred by ICAN!

Their office hours are:

Thursday 8AM–5PM  
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The health center is located at:

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In preparation for your appointment, please review this [checklist](#).

And if you want to learn more about your birth control options, click [here](#).

All the best,

Your friends at ICAN!



Still need to make an appointment? Call Komed Holman Health Center at 773-268-7600. Let us know how it went: <https://ican4all.org/survey>.

### How did it go?

Hi ,

We just wanted to check in with you. Were you able to schedule an appointment? If so, we would love to hear from you! Please take a couple of minutes to answer a few short questions about your experience [here](#).

If you haven't connected with the Health Center yet, here is their information:

#### Komed Holman Health Center

To make an appointment, please call: **773-268-7600** and mention you were referred by ICAN!

Their office hours are:

Thursday 8AM–5PM  
Friday 8AM–5PM  
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In preparation for your appointment, please review this [checklist](#).

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All the best,

Your friends at ICAN!



Did you make your appointment yet? Call Komed Holman Health Center at 773-268-7600. Let us know how it went: <https://ican4all.org/survey>.

*Additional care coordination features coming soon!*