



*Every person should be able to access
and afford care in their community.*

TRANSFORMING HEALTH CARE DELIVERY

There are serious barriers to sexual and reproductive health care, even in Massachusetts where care remains legal. Policies are meaningless unless people can, in practice, reach our services in our health centers or in their homes. In order to tear down these barriers we must find creative solutions to reach patients and transform how we deliver health care.

LEVERAGING TECHNOLOGY WITH TELEHEALTH

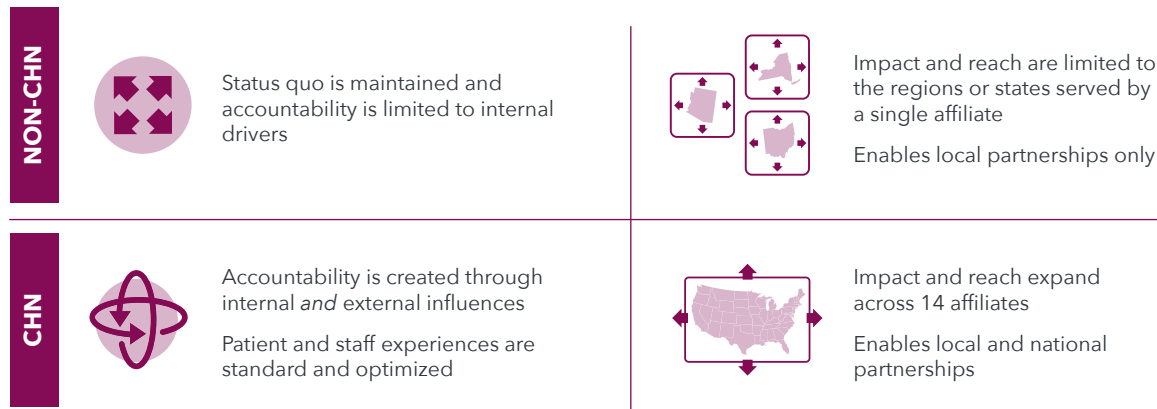
Distance, cost of travel, or obligations such as school, work, and childcare all contribute to preventing people from reaching PPLM health centers. We cannot let these challenges interfere with patients' health.

Clinicians and other health center staff are now able to provide expert, confidential care virtually for thousands of patients across the state, via videoconference or telephone calls, including:

- contraception consultations and prescriptions;
- problem-based and follow-up care;
- gender-affirming hormone therapy (GAHT);
- medication abortion care;
- at-home sexually transmitted infection (STI) testing; and
- PrEP and PEP (two medications to prevent new HIV infections).

NETWORKING FOR GOOD

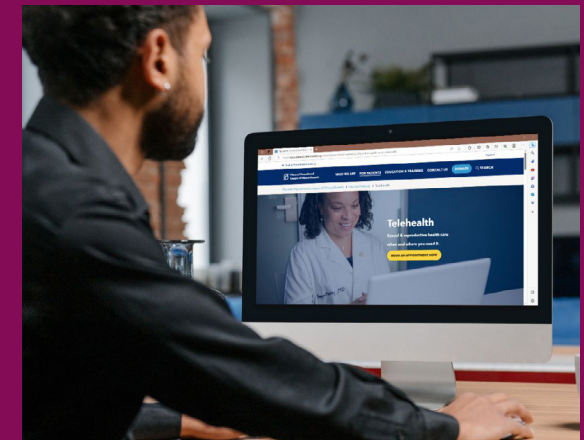
Clinical Health Network for Transformation (CHN) is an innovative clinical collaborative of 14 Planned Parenthood affiliates in 18 states, with the vision of safeguarding and expanding Planned Parenthood's mission to bring high-quality, affordable care to every member of the communities we represent. PPLM is proud to be a leading affiliate in this groundbreaking collaboration and is committed to continued investment in this important initiative.



PATIENT EXPERIENCE

We strive for PPLM health centers to be places where anyone can come through our doors and immediately feel warmly welcomed and safe. To that end, PPLM is introducing a pilot program in our Boston location to use the evaluation of our patient feedback survey to inform and improve our services.

ACCOMPLISHMENTS



2020



Launched **telehealth program** across the Commonwealth.

2021

Joined CHN and adopted a single electronic health record system and common technology platforms to ensure continuity of care for patients traveling out of their home state for care.

2023

Trained approximately 20 volunteers to assist in the Boston health center waiting room, keeping patients apprised of wait times and ultimately improving the overall experience.

PPLM has **served over 25,000 patients via telehealth** since the program's inception in 2020.