

Frequently Asked Questions

REFERRAL PROCESS



1 What is safe2choose?

safe2choose is a pioneer online platform offering real-time counseling support to people around the world through live chat and email in 10 different languages.

Backed by a team of medically trained experts, safe2choose counselors provide free and confidential guidance on self-managed abortion with pills (MA), vacuum aspiration abortion (MVA/EVA), surgical abortion (D&E), and post-abortion care (PAC).

Counseling also includes detailed explanations about local resources and services, such as available products and brands, trustworthy abortion care providers, and partner organizations working to ensure access to safe abortion.



safe2choose is part of Women First Digital (WFD) a social enterprise that offers comprehensive, practical, inclusive and personalized sexual and reproductive health information and services.

FOR MORE INFORMATION, VISIT OUR WEBSITE WWW.SAFE2CHOOSE.ORG

2 What is the safe2choose Global Referral Network?

safe2choose collaborates with on-ground partners to ensure everyone has access to comprehensive abortion care.

Our Global Referral Network includes more than 2,000 providers and organizations:



Health facilities:
Hospitals, clinics, health centers



Health professionals:
Pharmacists, nurses, doctors, midwives



Feminist and human rights organizations:
escort, doulas, activists

Which offer access to:



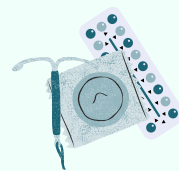
Abortion pills



Legal support



MVA, EVA and
surgical abortion



Other sexual and
reproductive
services



Emotional support



3 How does safe2choose referral process work?

A user sends us an email or starts a chat on our website. The exchange of information is confidential and private

1

Counselors conduct a thorough screening of the user

2

Counselors work with the user to identify and support their needs, most often providing guidance on safe abortion

3

If the user needs to access pills, in-clinic care, or other services, counselors refer them to our on-ground partners

4

safe2choose partners welcome the referred user with empathy, ensure they get information, and offer quality care

5



④ What strategies does safe2choose implement to ensure security?

REFERRAL PROTOCOL
to ensure the safety of both,
the user and
our on-ground partner

Filtering fake users

Our team is trained to spot fake users.

Before sharing any referral information, a filter is applied with a structured questionnaire that helps to determine gestational age, location, and unique needs.

Information sharing

The information shared with users depends on the legal context and the agreement held with the provider or organization.

- ✓ We never share the names of providers or our full list of providers in a country.
- ✓ We work with partners to establish security requirements, such as specific language for referral or codes.

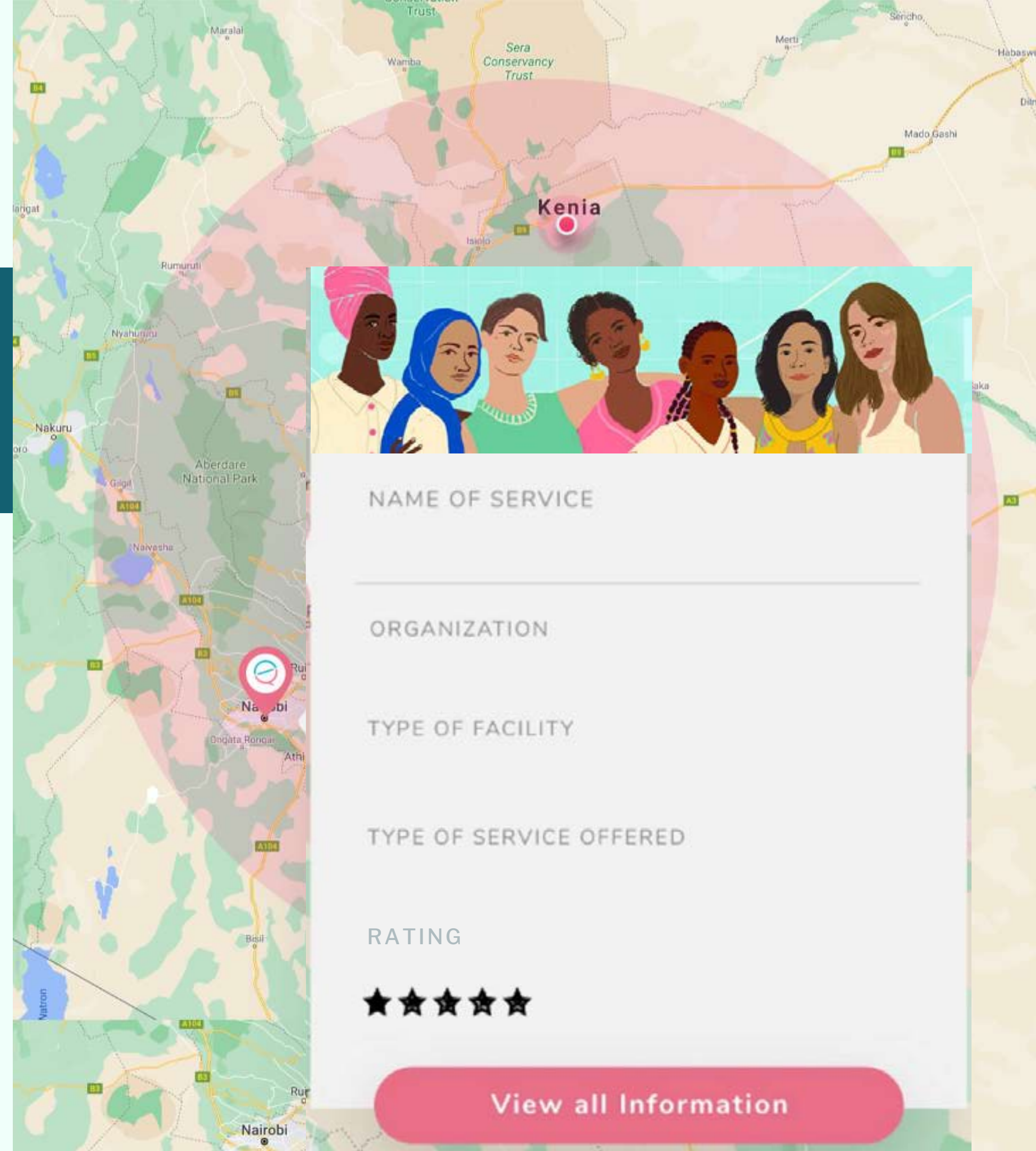


5 How does safe2choose store information?

The Global Referral Network information is stored in a highly encrypted database.

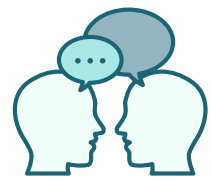
The database was custom-built for safe2choose, exclusively, and it is only accessible by safe2choose's authorized staff.

It safely stores information on verified local providers and organizations for counselors to refer to the nearest partner that meets the user's unique needs.



6 How can I join safe2choose Global Referral Network?

Becoming part of safe2choose's Global Referral Network is easy and secure.



Contact our partnerships team at partnerships@safe2choose.org to work on a collaboration agreement.



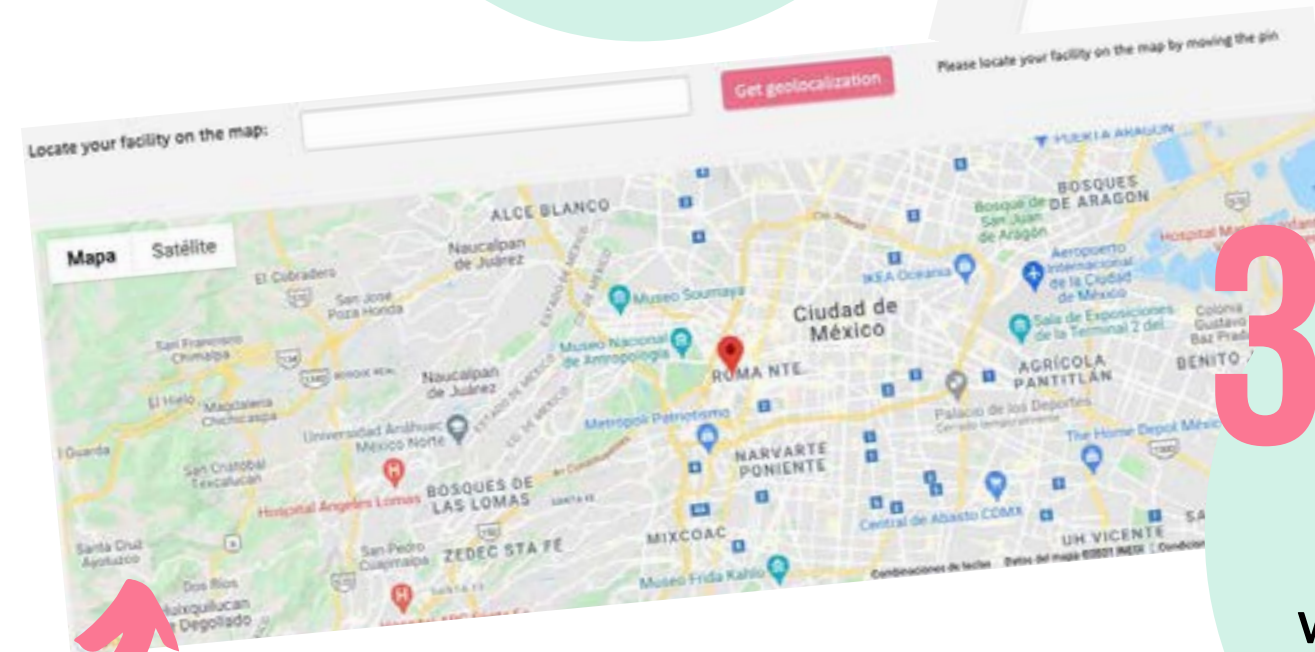
Register in the database through a secure online form.



Get approved by the partnerships team that reviews applications.

1 Fill in all the fields. Be as specific as possible so we can inform users accurately.

2 Geolocate your facility.



3 Enter specific security requirements, language or code, we should provide to users in the referral process.

4 Sign the disclosure authorization.