**Role Play #1:**

PRENATAL OUTREACH PROGRAM

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You call the OB’s office to try and set up an appointment to deliver materials, and the receptionist says they rarely ever deliver babies with Down syndrome, so they do not need any materials on hand. What can you do to provide her with materials?

**Role Play #2**

You walk into an office where you had previously scheduled an appointment with the receptionist, and she is busy attending to several patients and indicates she will not be able to speak with you today. What can you do to provide her with materials and and inform her about your organization while also respecting her time?

**Role Play #3:**

You contact a hospital, and they tell you that they already have a parent who they call when any babies are born are born with Down syndrome.

**Role Play #4:**

The midwife at an office says she likes the materials but tells you most of the babies they deliver are from Spanish and Vietnamese-speaking families.

**Role Play #5:**

A nurse at a medical office tells you that she can not use your materials because she can’t disclose which of her patients has Down syndrome because HIPAA laws.

**Role Play #6:**

The nurse midwife at an office is very enthusiastic about your materials and organization and says she has a cousin with Down syndrome and wants to learn more about your programs.

**Role Play #7:**

The midwife at an office says she appreciates the materials, but she says they do not discuss the conditions and refer their patients to a genetic counselor to handle that part of the discussion.

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Ideas: See if you have anyone in your organization who did deliver at that office to tell them the first hand value of support and materials. See if you have a medical contact who can share the value of your organization as a colleague. Walk into the office around 2 or 3 and share the materials in person and hand them discuss the professional guidelines.

**Role Play #2**

Ideas: Ask if she’d like to reschedule for a more convenient time. Ask if she would prefer for you to drop off materials and a card and follow up. Then … follow up. The key is building relationships and showing you are reliable.

**Role Play #3:**

Ideas: Talk about how you appreciate that they are already proactive then describe the benefits of connecting with an organization that can support a family for a lifetime. Talk about the ability to match expectant parents with mentors who may have faced similar medical issues or share similar cultures.

**Role Play #4:**

Ideas: Explain that all materials are available in English and Spanish, and show her the Lettercase app and bifold in Vietnamese. Tell her if you have any family mentor matches form those cultures.

**Role Play #5:**

Ideas: Explain that you appreciate their commitment to patient privacy and that your organization has similar rules. Explain that doctors have reviewed your program and indicate that clinicians can provide their patients with your materials (and they are even recommended in professional guidelines) and also ask the patient’s permission for the clinician to contact your organization.

**Role Play #6:**

Ideas: Take the next step and ask if she’s like to host a Lunch and Learn or even participate on your medical advisory board.

**Role Play #7:**

Ideas: Explain how the research shows that families want information right away after finding out their baby might have a condition. The office can explain that the screening tests are not diagnostic (and our materials also reinforce that) but patients will have questions, and our materials are included in the professional guidelines.