

# EXHIBIT “A”

PP -- Hi you've reached Planned Parenthood my name is Chelsea how can I help you?

Yea um, I wanna make an appointment for an abortion or the pill for the abortion for um my friend she is a mute and she cannot speak so I will be interpreting for her.

PP -- I'm sorry you said she legally can't speak?

Yea

PP -- Okay, just give me one minute, you mind if I put you on hold for one moment?

Yea that's fine

PP -- Thank you. Hello??

Hello?

PP -- Hi, I'm sorry, thank you so much for holding. Okay so she wants to go forth with the abortion services correct??

Yes

PP -- Okay, will you be accompanying her when she comes in to the visit, will you be translating for her during the time of her appointment?

Yea, it depends on what day it is.

PP -- Okay. We offer both the medication and the in clinic abortion, the medication is for patients that are at least 5 to 9 weeks of pregnancy and then we also offer the in clinic and that's for patients that are under 13 weeks and 6 days from their last menstrual period.

I believe she's like 4 or 5 weeks, no more than 5 weeks.

PP -- When was the first day of her last menstrual, I need to know when her last menstrual was.

I believe it was the 14th of last month.

PP -- June 14th?

Yea I believe so, June 22nd or something like that, around that area, on that date

PP -- Okay that would make her about 5 weeks and 5 days, so that sounds right??

Yea, something like that, 5 weeks 5 days

PP -- Okay. So based off of that she will be eligible for \_\_\_\_\_ service. The price \_\_\_\_\_ is \$495 but we do offer financial assistance if you qualify, so just depending on her household size and her income, if she does qualify it'll bring the \$495 down to \$297 but just keeping in mind that if she has a negative blood type there is an additional \$80 charge for \_\_\_\_\_ injection shot. How old is she?

37

PP -- 37 okay. Does she prefer the medication or the surgical abortion.

Which one is cheaper?

PP -- They're the same price

The medication would probably be better

PP -- Okay.

So she doesn't get so much pain

PP -- Okay. During her appointment she will have a vaginal ultrasound done to determine she is in fact \_\_\_\_\_. Then she will be given the first set of pills to take in the clinic and then she'll be given the second set of pills to take home with her 24 to 48 hours after, just keeping in mind that she may experience heavy bleeding and cramping almost like a bad menstrual cycle for approximately 6 to 8 hours and then after that she'll come back for a 2 week follow up visit. Now the only days that we offer the medication abortion services is on Fridays in our Miami office or they offer it on Tuesdays and Saturdays in \_\_\_\_\_ Pines.

So can we make an appointment for what is it tomorrow?

PP -- You wanna come in as of tomorrow?

We would be able to come in tomorrow I believe

PP -- Okay, give me one moment.

First thing early in the morning

PP -- Okay

And that will be to get her checked out first before anything

PP -- Everything is done on the visit, she'll have the ultrasound and once we verify that she's in the allowed time frame we'll give her the first pill in the office and then she'll be given the second set of pills to take home with her the next day

And what about the financial.....

PP -- I'll go over that in a moment, just give me one moment so I can just go ahead and check the availability, if she does want to come in tomorrow, I'll have a 9:15

9:15?

PP -- Yes

Alright let me ask her, I'm calling her now so she can come \_\_\_\_\_ when I ask her. 9:15 you say?

PP -- Yea

She said that's alright, 9:15 tomorrow morning

PP -- 9:15, okay. Her date of birth?

February 1

PP -- Okay

19 . 19 it was

PP -- . . . . . 5??

Yea

PP -- Her last name?

Mena

PP -- And her first name?

Maura, Maura

PP -- M as in Mary, A U R A. Okay. And her phone number beginning with the area code??

You won't be able to call her any way.

PP -- Well whatever number that we'll be able to contact if we have to contact you, if you're gonna be her translator.

Okay, 786

PP -- Okay

PP -- Okay, that was

Um hum

PP -- Okay. And if we need to call her directly through you it's okay that we leave a message such as a voicemail secretary??

Yes

PP -- Okay and if you don't mind me asking, how did you hear about Planned Parenthood?

My ex-wife just got an abortion with you guys.

PP -- Okay and you will be accompanying her tomorrow?

I'm gonna try my best

PP -- Okay, just give me one moment. Okay. If you won't be accompanying her whoever will be accompanying her if you know, if she is mute she'll just need a translator at the time of her appointment with her. Just give me one moment. Okay, now she should bring with her a valid photo ID so like a driver's license or anything like that is perfectly fine, and then she will be in the office for about 3 hours so just make sure she eats something before coming and you wanted to see if she qualifies for the financial assistance?

Excuse me

PP -- Did you want to see if she qualified for the financial assistance?

Yes, yes, yes, yes

PP -- Did she have health insurance?

Yes she has insurance

PP -- Does she know if it covers the abortion services?

Does she know if it covers it?

PP -- Yea

No I don't think so.

PP -- Okay, is she on Medicaid??

She has Medicaid

PP -- Is that the insurance that she has is the Medicaid, or does she have another one besides Medicaid?

She has Medicaid, I guess that's the insurance she has.

PP -- Okay, does she have any dependents, any children, anyone she's legally caring for?

Yes she has 2 little ones

PP -- 2 children, okay.

She has 2 little ones and she has a 16 year old

PP -- Okay so 3 kids in total?

Total, yea

PP-- Okay, what is the total size of her household, how many people does she live with including herself?

She doesn't have her own place right now, she's living with a friend.

PP -- Okay, so it's her, her 3 children and her friend?

Yea

PP -- Okay. Does she work?

I don't think so

PP -- Okay does her friend work?

Nah, they're mute, I don't think any of them work. They get, I believe they get disability or something like that

PP -- Okay if they do get disability I need to know approximately how much she gets from disability per month

She said she gets \$673 or something like that

PP -- \$673 a month roughly from disability?

Yea

PP -- Okay, and does she have any other income, alimony, any other family contributions, monthly income?

Nah, that's it

PP -- No, okay. Based on the information you have provided to me she is eligible for the financial help which means that it will be the \$297 rather than the \$495.

Okay

PP -- Okay, will she have that amount with her by her appointment tomorrow?

Yea

PP -- Yea, okay, just give me one moment. Okay, so again Maura will be all set for tomorrow which will be August 2nd at 9:15 a.m. in the Miami office, do you need our address or do you have any other questions?

No that'll be all I guess we'll ask the rest of the questions tomorrow if we have anything else to ask we'll be over there tomorrow

PP -- Okay, yea if you have any other questions tied to the appointment, you can call back and ask for me, my name's Chelsea or if I'm not available you can speak to any other operator and they'll be able to assist you or you can direct it directly to the questions tomorrow okay.

Okay so tomorrow at 9:15?

PP -- Yes sir

Okay

PP -- I'm sorry?

Tomorrow at 9:15 in the office at \_\_\_\_\_ Way

PP -- Yes sir

Okay

PP -- Okay

Alright thank you so much

PP -- You're welcome, thank you for calling Planned Parenthood and take care

Alright Chelsea bye bye you too