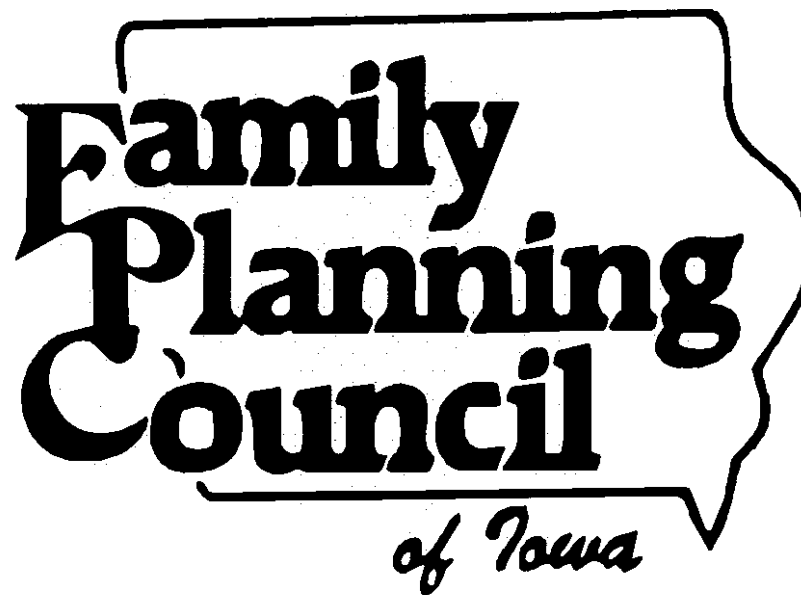


EXHIBIT D



ADMINISTRATIVE POLICIES MANUAL

Family Planning Council of Iowa
108 3rd Street #220
Des Moines, Iowa 50309
Office: (515) 288-9028
Fax: (515) 288-4048
fpci@fpcouncil.com
www.fpcouncil.com

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ATTACHMENT A

FAMILY PLANNING COUNCIL OF IOWA

DONATION POLICY

The Title X Guidelines state “*voluntary donations from clients are permissible. However, clients must not be pressured to make donations, and donations must not be a prerequisite to the provision of services or supplies.*” This means that if a FPCI funded agency wants to ask for donations the following conditions must be met.

1. It must be clearly stated to the patient that she/he does not have to give a donation – that is entirely voluntary.
2. It must be clearly stated to the patient that if she/he does not give a donation, there will be no difference in the quality of care received.
3. It must be clearly stated to staff that if a patient does not give a donation there is to be no difference in the quality of care provided.
4. A written script should be developed and followed by all clinic staff.
5. If a patient asks for a recommendation about what they should donate, staff should not provide a figure but tell the client to give what they feel comfortable with giving.
6. Donations must not be requested until after the clinic visit has been completed.
7. If any patients are asked for donations – all must be asked, even if they are paying for their services or have third party payors.

You **may not** use phrases such as:

“You are on a donation level fee”,
“Your donation today is \$XX”,
“The donation level for this service is \$XX”,
“Our suggested amount for your services today is \$XX”