

USER EXPERIENCE MAP

E-Safex Clinic will provides WhatsApp platforms for students of 19 private and public tertiary institutions in Ogun State, South West Nigeria to access sexual and reproductive health and rights services/ products

THE USER: Esther, 19 years, female, second year undergraduate



Esther saw a poster in her school which talked about how she can protect and promote her sexual and reproductive health and rights. She is invited to link to a WhatsApp group for more information.



When Esther got to class the next day, her classmate Doris handed a flyer to her with information on SRH&R. Doris invited her to join WhatsApp group called MY PADDY SAFEX CLINIC.



Esther joined My Paddy Safex Clinic WhatsApp group and received stories, short videos, E-flyers etc on sexual safety (Prevention of STIs, Unintended pregnancy and sexual harassment/assault)



2 weeks later, Esther visited her boyfriend on a Sunday evening and engaged in unprotected sex. She became anxious about getting pregnant and STIs and contacted Doris privately through WhatsApp.



WhatsApp conversation between Esther and Doris who got details of Esther's medical history and then offer her Emergency Contraceptive Pills while also counseling her on safe sex and other contraceptive methods available. Doris also gave Esther the addresses of

Physical Safex Clinics nearest to her and requested Esther to invite her boyfriend to join a Safex Clinic group.

Doris stays far away from Esther, but she contacted another X-Corp member, Jane through WhatsApp who stays in the same hostel with Esther to personally hand over the ECP to Esther that same Sunday night.



Doris kept in touch privately through WhatsApp and personal contacts until she saw her next menstrual flow.