

TABLE 2. Percentage distribution of unsuccessful calls, by reason pharmacy staff gave for unavailability of emergency contraception, according to language of caller and region of pharmacy

Reason	Total (N=198)	Language		Region	
		Spanish (N=78)	English (N=120)	Rural (N=119)	Urban (N=79)
No certified pharmacist available	39	41	38	31*	52
Implied ethical reason†	13	21†	8	20**	1
Too late to use method	11	10	11	12	9
Out of stock	2	1	3	2	3
No reason given	21	9††	29	27	13
No contact made§	14	18	12	8*	23
Total	100	100	100	100	100

*Significantly different from percentage for urban at $p < .01$. **Significantly different from percentage for urban at $p < .001$. †Significantly different from percentage for English-speaking at $p < .01$. ††Significantly different from percentage for English-speaking at $p < .001$. ‡For example, staff thought the caller was too young or the method was unacceptable. §Caller never contacted pharmacy because phone number was disconnected or changed. Note: Results exclude the 97 calls made by Spanish-speaking callers (36 rural and 61 urban) to pharmacies without Spanish-language services.