

CREATE A TEEN FRIENDLY CLINIC ENVIRONMENT

Use the following ideas to make your clinic more *teen friendly* :

CLINIC ACCESS

Clinic Location is...

Easy to find.

On bus lines.

Close to teen places (schools, malls, parks).

Clinic Hours/Days of Operation

You have established a special clinic for teens.

The clinic is open after school hours.

Your hours and days of operation are publicized.

Clinic hours include staying open after 6:00 p.m. at least one or two days per week.

Clinic Waiting Time

Teens are seen in the same week they call for appointments, and when they call, they can easily talk to a live person.

Appointment Reminders

Clients receive reminder calls the day before appointments.

Clinic Signs/Access

Clinic signs are easy to see.

Clinic access is from the street, not through other agencies.

Clinic Advertising/Marketing

Your services are publicized at local schools.

You are distributing wallet cards that indicate low or no cost services and confidentiality.

Transportation Options

You provide bus tickets.

Clinic clerical staff can provide public transportation information.

WAITING ROOM

Privacy/Confidentiality

Clients can sit in an area not easily viewed by other areas.
(i.e. an obscure corner or alcove; behind a room divider).
People walking outside cannot see people in the waiting room.
Waiting room signs assure confidentiality.

Waiting Room Environment

Clinic waiting rooms and exam rooms are clean and attractive.
The teen waiting room is shared only by clients using the same or similar services; for example, not sitting with WIC clients.
The clinic has clear and welcoming signs (in addition to posters).
Clinic music is teen friendly.

Financial Assurance

Waiting room signs assure services regardless of the ability to pay.

Posters

Posters feature non-pregnant teens doing healthy activities.

Magazines

Waiting room magazines include teen focused magazines.
Magazines are current issues.
Some magazines are male oriented i.e. *Sports Illustrated*.

Pamphlets/Health Education Materials

Written materials have been assessed for reading levels.
Some materials target teens with a reading level below 8th grade.
Materials feature teens in pictures or graphics.

Teen Friendly Paperwork

Forms are written at a maximum 7th grade reading level.

Form terminology is teen appropriate.

Clients are told that they can get help to complete the forms and a provider will review the forms with them in a private exam room.

Questions build from least personal to most personal and private.

Teen Friendly Orientation Materials/Sessions

Teens get a pamphlet or handout explaining what to expect during the exam.

Teens view an orientation video in a private room.

EXAM and EXAM ROOM

Posters

Exam rooms have posters featuring non-pregnant teens and/or teens participating in a healthy activity.

A sign in the exam room encourages questions.

Pamphlets

Pamphlets in exam rooms include a handout explaining what to expect in a pelvic exam.

Female NPs Available for Female Teens

Providers are trained to provide respectful client counseling regardless of age.

Providers assure confidentiality.

Delayed Pelvic Exams

Delayed pelvic exams are offered in appropriate situations.

FOLLOW UP

Teens get information with phone numbers to call if they have questions or concerns.

Teens new to the clinic or starting a new birth control method are scheduled for follow up appointments.

Resource: Oregon Department of Human Services, Office of Family Health, Family Planning Program and Adolescent Health Program.