

## TIPS FOR CREATING A MORE YOUTH FRIENDLY CLINIC ENVIRONMENT

Here are some ideas to help make your clinic more *youth friendly*:

### CLINIC ACCESS

#### Clinic Location is

- Easy to find
- On transit lines
- Central to other services, schools, malls, parks...

#### Clinic Hours/Days of Operation

- Your clinic is open after school hours (3-7 pm)
- Hours and days of operation are publicized in places youth frequent
- Clinic hours include staying open after 6:00 p.m. at least one or two days per week
- Saturday hours
- You have established a special clinic for youth that includes snacks, activities to engage youth and appropriate staffing

#### Clinic Waiting Time

- Youth are seen the same week they call for appointments, and when they call, they can easily talk to a live person
- Clinic staff explain the appointment process when youth arrive

#### Appointment Reminders

- Clients receive reminder calls or text messages the day before appointments
- Youth are asked how they want to receive information calls or text messages

#### 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

- Your clinic provides bus tickets/voucher
- Clinic staff are willing to provide public transportation information to clients



## WAITING ROOM

### Privacy/Confidentiality

- If possible 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 clinic has clear and welcoming signs (in addition to posters)
- Clinic music is youth friendly & inclusive of all the clients waiting for services
- Youth are welcome to bring friends to their appointments

### Financial Assurance

- Waiting room signs explain payment options
- Conversations are had before services are received regarding what insurance covers and what additional charges might be expected

### Posters

- Images of youth on posters
- Posters are non-shaming
- Posters are inclusive of the diversity of your clients including LGBTQ youth and adults
- Posters are gender inclusive

### Magazines

- Waiting room magazines include youth focused magazine
- Magazines are current
- Magazines are gender inclusive

### Pamphlets & Health Education Materials

- Written materials have been assessed for reading levels
- Some materials target youth with a reading level of 6<sup>th</sup> grade
- Materials feature youth in pictures or graphics

### Youth Friendly Paperwork

- Forms are written at a maximum 6<sup>th</sup> grade reading level
- Form terminology is youth appropriate
- Clients are told that they can get help completing 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

### Youth Friendly Orientation Materials/Sessions

- Youth receive a pamphlet or handout explaining what to expect during the exam
- Youth can view an orientation video in a private room

## *EXAM and EXAM ROOM*

### Posters

- A sign in the exam room encourages questions
- Posters with visuals such as contraceptive options
- Sign or poster about confidentiality
- Sign or poster that inclusive of LGBTQ youth

### Pamphlets

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

### Female NPs Available for Female Identified Youth

- 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*

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

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