



Tips for Making your Clinic Teen-Friendly

Clinic Access:

- Clinic signs are easy to see
- Clinic has street access – not through other buildings
- Clinic hours/days of operations are well publicized (online, schools, library)
- Teens can talk to a live person when they call
- Clinic has extended hours at least 1-2 days per week (after school)
- Clinic provides information on public transportation
- Clinic accepts walk-in appointments
- Patients receive reminder text/call the day before their appointment
- Clinic has or provides access to a teens only hotline, live chat, or texting service

Waiting Room:

- People in the waiting room cannot be seen by others walking outside
- Clinic waiting rooms and exam rooms are clean and attractive
- Clinic music is teen friendly
- Magazines are teen focused, current, & relatable for both genders
- Posters and pamphlets feature Native teens in their pictures and graphics

Exam Room and Clinic Services:

- A sign in the exam room encourages questions
- Teens can easily access free condoms
- The clinic provides opportunities for teens to give feedback on clinic services
- Female healthcare providers are available for female teens
- Delayed pelvic exams are offered in appropriate situations (i.e. if menstruating)

Forms:

- Teens are told they can get help completing clinic forms
- Forms and pamphlets are written at a 5th grade reading level
- Clinic has pamphlets that explain “confidentiality,” and what services are confidential
- Teens receive a pamphlet explaining what to expect during their exam

Providers

- Review the forms with patients in a private exam room
- Are supportive, honest, trustworthy, and friendly
- Provide reassurance about the confidentiality of clinic services
- Listen to teens carefully and respectfully