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NM Adolescent & Young Adult Health
CoIIN



Empowering
Adolescents &
Young Adults

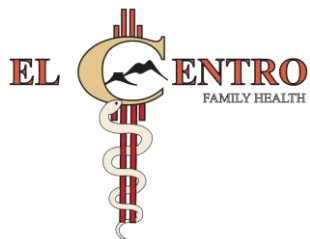
Know Your Health Toolkit



Draft as of March 2017



Thank You to ALL of Our Partners



NM Youth Partners

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The **Know Your Health Toolkit** is a resource for
healthcare providers & staff to utilize in
promoting & empowering

ADOLESCENT & YOUNG ADULT HEALTH

(Age 10-25)



GOALS: TO INCREASE

- ✓ Youth friendly
environment/services
- ✓ Preventative health services
- ✓ Youth health literacy

Overview



Developing the ***Know Your Health Toolkit*** was a youth-adult partnership to compile pertinent information to accomplish the goals set forth. We've done all the work so you don't have to...THAT'S AWESOME, RIGHT...

The toolkit includes 3 sections as a comprehensive approach to promoting & empowering adolescent & young adult health. The great thing about this toolkit is your healthcare clinic can work on implementing all 3 sections, 1 section or just use some resources within it. You all determine your readiness level to promoting & empowering adolescent & young adult health.

Section I: Training & Educational Material for Healthcare Providers & Staff- Get everyone within your health office or clinic to be on the same page when working with young people. Foster respect & youth-adult partnership so young people feel comfortable & want to come back to the clinic.

Section II: Assessments, Surveys & Questionnaires- Assess where your clinic is on youth-friendly services/environment. Use a holistic approach to assessing young people's health & promoting preventative services. Make sure youth have a voice!!

Section III: Know Your Health Campaign Materials- Here are several resource (posters, memes, piktocharts, handouts) to promote youth health literacy, a safe & youth-friendly environment.



**Sessions are open to all professionals.
A certificate in Adolescent Health from the Division
of Adolescent Medicine at the University of New
Mexico is available for either content area.**

How to Get Started

- ✓ Download the [AHI Flyer](#)
- ✓ Download the [Case Consultation Form](#)
- ✓ Download the [Certificate Program Agreement Form](#)
- ✓ Download the [AHI FAQs](#).
- ✓ Download the [Moodle Instructions](#)

For more information about the

Certificate Program

Please contact: Kirsten Bennett
kdbennett@salud.unm.edu 505.925.7604

AHI sessions and case consultation
Please contact: Michelle Widener
miwidener@salud.unm.edu 505.925.7840

Go to <http://envisionnm.org/index.php/telehealth/videos/#vid02>
to view access the AHI archived videoed sessions.

PRIMARY CARE FOCUS:

- Cultural Perspectives in Adolescent Reproductive Health
- Adolescent Friendly Care
- Consent and Confidentiality for Minors in Health Care
- Secondary Amenorrhea and Heavy Menstrual Bleeding in Adolescents
- Sports Preparticipation Exam: Two-Minute Orthopedic Evaluation & Concussion Assessment
- Motivational Interviewing as an Approach to Addressing the Needs of Adolescents
- The Obese Adolescent: Evaluating Comorbid Conditions in Primary Care
- Gender Nonconforming/Transgender Youth: Current Concepts, Management, & Barriers to Care
- Adolescence and Population Health in the 21st Century

BEHAVIORAL HEALTH FOCUS:

- Principles of Trauma-Informed Systems of Care
- Restorative Practices in NM Medical Communities: Promising Pathways
- MORE TO COME...

H.E.A.D.S.S. Model



The H.E.A.D.S.S. Model is an easy way to assess what's happening in different areas of a young person's life. It is a holistic way of understanding different factors that could be contributing to their symptoms and/or behaviors.

- [H.E.A.D.S.S.-A Psychosocial Interview for Adolescents](#)
- [Getting Into Adolescent Heads: An Essential Update](#) By John M. Goldenring, MD, MPH, JD, David S. Rosen Contemporary Pediatrics
- [Adolescent History- H.E.A.D.S.S. Assessment](#) from Centre for Faculty Development

H.E.A.D.S.S Model

H= home environment

E= education, employment & eating

A= activities (interests & peer relations)

D= drug usage (cigarettes, alcohol, marijuana, other drugs; using and driving)

S= sexuality (sexual orientation, activity safety & issues of gender identity)

S= suicide/depression & safety (home, school, neighborhood, weapons at school, guns at home, use of seat belts)

Essential Elements When Interacting With Adolescence & Young Adults:

All providers should incorporate the essential elements when interacting with adolescents, especially around confidentiality which is one of teens' biggest concerns. These elements will promote an environment where youth feel safe and comfortable communicating their needs.

- Review Chart, Health Questionnaire & Permission Slips
- Statement of Confidentiality
- Create Rapport
- Bridge Statements
- Use Patient's Name
- Recognized Verbal & Body Language
- Use Open-Ended Questions
- Active Listening
- Use Non-Judgmental Questions/Statements (Know Your Biases)
- Remember: No Assumptions
- Provide Health Material
- Understandable Terminology
- Follow-Up (As Needed)
- Exercise Warm Handoff (As Needed)



Motivational Interviewing (MI)



Source: <https://www.pinterest.com/pin/91549804897695753/>

Motivational interviewing is a style of patient-centered counseling developed to facilitate change in health-related behaviors. The core principle of the approach is negotiation rather than conflict.

- [A Brief Introduction to Motivational Interviewing \(YouTube Video\)](#) by Bill Matulich, Ph.D., MI Network of Trainers
- [Motivational Interviewing Strategies to Facilitate Adolescent Behavior Change](#) by Melanie A. God, DO, FAAP & Patricia K. Kokotailo, MD, MPH, FAAP



KEEP CALM
AND SCHEDULE

ANNUAL
WELLNESS VISITS

Annual Comprehensive Well-Visit

Adolescence is a time when many chronic physical, mental health, and substance use conditions first emerge

\$700 billion is spent annually on costs directly and indirectly associated with preventable adolescent health problems

Behavioral patterns established during adolescence influence lifelong health habits

Source: [Strategies for Increasing Adolescent Well-Care Visits](#)

An annual comprehensive & confidential well- visit is one vital key to preventive services & improving young people's health. In fact, every visit should be viewed as an opportunity to ask about risky behaviors and provide brief counseling.

*It's about building healthy relationships between youth and health care providers,
as well as, taking advantage of teachable moments...*

- [Early and Periodic Screening, Diagnostic, & Treatment \(EPSDT\)](#): EPSDT benefit provides comprehensive and preventive health care services for children under age 21 who are enrolled in Medicaid. EPSDT is key to ensuring that children and adolescents receive appropriate preventive, dental, mental health, and developmental, and specialty services
- [Paving the Road to Good Health-Strategies for Increasing Medicaid Adolescent Well-Care Visits](#): This guide offers an array of approaches in which states can choose to best fit local needs and resources and increase awareness of the importance of the well-care visit for this age group.
- [Adolescent Well Care Visit Guidance Document](#): This document is a resource to help Coordinated Care Organizations (CCOs), health systems, quality improvement professionals, and providers improve their approach to comprehensive adolescent well care. This document will be updated as appropriate to reflect any changes in policy, regulation, and measurement. (Oregon Stats but good general information)

I am looking for information for 14-17 year olds . . .

I am looking for information for someone 13 or under . . .

Places to Go For Health Care

Other Resources

Feeling alone or scared? Thinking of hurting yourself? Need help?

Agora Crisis Center: 1-866-435-7166 or chat

online: www.AgoraCares.org

New Mexico Crisis Line: 1-855-662-7474

National Crisis Line: 1-800-237-8255



Source: <http://pegasuslaw.org/knowurrights/>

NM Know Ur Rights Video Links:

[Carrie the Cool Consent Chick – Awkward Doctor](#)

[Carrie the Cool Consent Chick- Birth Control](#)

[Carrie the Cool Consent Chick- I Fell & Broke Everything](#)

[Carrie the Cool Consent Chick- STDs & Confidentiality](#)

This page is to provide youth in New Mexico information about their rights to access health care. We use the term “consent” to talk about consenting (agreeing) to health care services. If you are looking for information on the law about consent to sex, [click here.](#)

QUESTIONS TO CONSIDER WHEN CREATING A YOUTH FRIENDLY ENVIRONMENT

? DOES YOUR OFFICE/HEALTH CENTER HAVE...

- ☐ An atmosphere that is appealing to adolescents (pictures, posters, wallpaper)?
- ☐ Magazines that would interest adolescents and reflect their cultures and literacy levels?
- ☐ Appropriate sized tables and chairs in your waiting and exam rooms (i.e. not for small children)?
- ☐ Private areas to complete forms and discuss reasons for visits?
- ☐ Facilities that comply with the Americans with Disabilities Act?
- ☐ Decorations that reflect the genders, sexual orientations, cultures, and ethnicities of your clients?

? DO YOU PROVIDE...

- ☐ Health education materials written for or by teens at the appropriate literacy level and in their first languages?
- ☐ Translation services appropriate for your patient population?
- ☐ A clearly posted office policy about confidentiality?
- ☐ After-school hours?
- ☐ Opportunities for parents and adolescents to speak separately with a health care provider?
- ☐ Alternatives to written communications (i.e. phone calls, meetings, videos, audiotapes)?
- ☐ Health education materials in various locations, such as the waiting room, exam room, and bathroom, where teens would feel comfortable reading and taking them?
- ☐ Condoms?

? DOES YOUR STAFF...

- ☐ Greet adolescents in a courteous and friendly manner?
- ☐ Explain procedures and directions in an easy and understandable manner?
- ☐ Enjoy working with adolescents and their families?
- ☐ Have up-to-date knowledge about consent and confidentiality laws?
- ☐ Incorporate principles and practices that promote cultural and linguistic competence?

- ☐ Consider privacy concerns when adolescents check-in?
- ☐ Provide resource and referral information when there is a delay in scheduling a teen's appointment?

? WHEN YOU SPEAK TO ADOLESCENTS DO YOU...

- ☐ Use nonjudgmental, jargon free, and gender-neutral language?
- ☐ Allow time to address their concerns and questions?
- ☐ Restate your name and explain your role and what you are doing?
- ☐ Ask gentle but direct questions?
- ☐ Offer options for another setting or provider?
- ☐ Explain the purpose and costs for tests, procedures, and referrals?
- ☐ Keep in mind that their communication skills may not reflect their cognitive or problem-solving abilities?
- ☐ Ask for clarification and explanations?
- ☐ Listen?
- ☐ Congratulate them when they are making healthy choices and decisions?

? ARE YOU AWARE...

- ☐ That your values may conflict with or be inconsistent with those of other cultural or religious groups?
- ☐ That age and gender roles may vary among different cultures?
- ☐ Of health care beliefs and acceptable behaviors, customs, and expectations of different geographic, religious and ethnic groups?
- ☐ Of the socio-economic and environmental risk factors that contribute to the major health problems among the diverse groups you serve?
- ☐ Of community resources for youth and families?



Questions to Consider When Creating A Youth Friendly Environment (For Healthcare Providers & Staff)

- Does your office/health center have...
 - ☐ A private area to complete forms & discuss reasons for the visit?
- Do you provide...
 - ☐ After-school hours?
- Does your staff...
 - ☐ Greet adolescents in a courteous & friendly manner?
- When you speak to adolescents, do you...
 - ☐ Use nonjudgmental, jargon free & gender-neutral language?
- Are you aware...
 - ☐ That your values may conflict with or be inconsistent with those of other cultures/religious groups?

What is Just Health?

Universal screen geared toward adolescent populations in primary care settings

Customized, instant individual reporting with clinical guidance and counseling messages/motivational interviewing prompts

Aggregate reporting for population management and to inform professional development planning, and evaluation

What's Inside Just Health?

- Bright Futures Guideline
- HEADSS
 - Home/School
 - Health Behaviors
 - Safety/Injuries
 - Feelings/Well-Being
 - Sexual Health
 - Substance Use
- PHQ-9
- GAD 7
- CRAFFT
- CDC Clinical STD Guidelines
- Motivational Interviewing Prompts
- Development/Future Plans

Just Health Questionnaire

(For Young Adults 18-25 years)



For More Information
[CLICK HERE](#) to View PowerPoint or
Contact Carlos Romero, Apex
c.romero@apexeval.org
Office: 505.828.0082

The Case for Just Health

Challenge of taking accurate, consistent, comprehensive de-stigmatized sexual history and translating data to a positive patient-provider conversation.

Patient-provider-organization-healthcare system levels

Adolescents and the primary care providers that serve them

The whole patient and relationships between sexual behavior and risk and other factors such as substance use and mental health – and a strengths-based approach.

Address continuum of education – prevention – screening - treatment

Youth Satisfaction Survey



Youth Voice is Vital!!

This patient satisfaction survey is vital for receiving feedback from young people to ensure quality improvement at your clinic continues to be elevated over time.

Place this poster throughout your clinic and ask young people ages 10-25 to fill out this quick and easy survey at the end of the appointment.

Make a space for the young person to fill out the survey before they leave. Be creative & provide the young person with an incentive. (See example to the left)

Tell youth their input is very important to making sure your environment & services are youth friendly. Thank them for coming in 😊



YOUTH SATISFACTION SURVEY
(AGE 10-25)
How was your visit today? Your experience is important to us! Follow the link to help us improve our services for youth!
IT'S CONFIDENTIAL...
bit.ly/1Xnjs8g

When you're done, fill out your name/# and give it to the receptionist to qualify.
NAME _____
PHONE # _____
Drawings done the last Friday of each month. GOOD LUCK☺

III. Know Your Health Campaign Materials

OUTLINE OF KYH CAMPAIGN MATERIALS

- Know Your Health Branding Logos
- Highlighted Health Featured Posters for Each Calendar Month
- Year-Round Health Posters
- Health Educational Handouts
 - For Adolescents & Young Adults
 - For Parents/Guardians
- Comprehensive Well-Exam Reminder Card & Resources

Branding Logos



Know Your Health Logo Created By:
Malcolm King (Young Adult)

Positive Youth Development (PYD) Youth-
Adult Partnership Logo Created By:
Tessa Medina-Lucero, NMDOH Adolescent
Health Coordinator



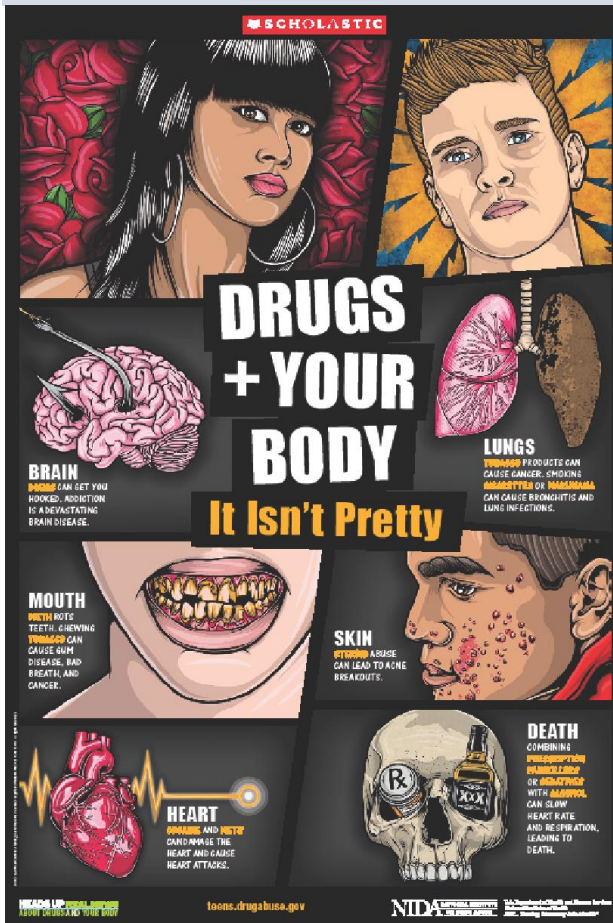


*Featured Poster
for the month
goes here 😊*

Campaign Poster Format: These will be approximately 24 x 38 posters.

Highlighted Health Featured Posters for Each Calendar Month

January - National Drug & Alcohol Facts



Source: <https://www.drugabuse.gov/publications/drugs-your-body-it-isnt-pretty-teaching-guide-poster>

February – Dating Violence Prevention



Source: <http://www.loveisrespect.org/resources/download-materials/>

March – National Nutrition Month



Source: <http://www.schoolnursesupplyinc.com/assets/images/56152.jpg>

Year-Round Health Posters

(These posters should stay up throughout the year)



Source: <http://www.ipgbook.com/40-developmental-assets-poster---adolescent-products-9781574822809.php>

HEALTH STARTS HERE. FOR EVERYONE.

We are **proud** to be LGBT-welcoming.

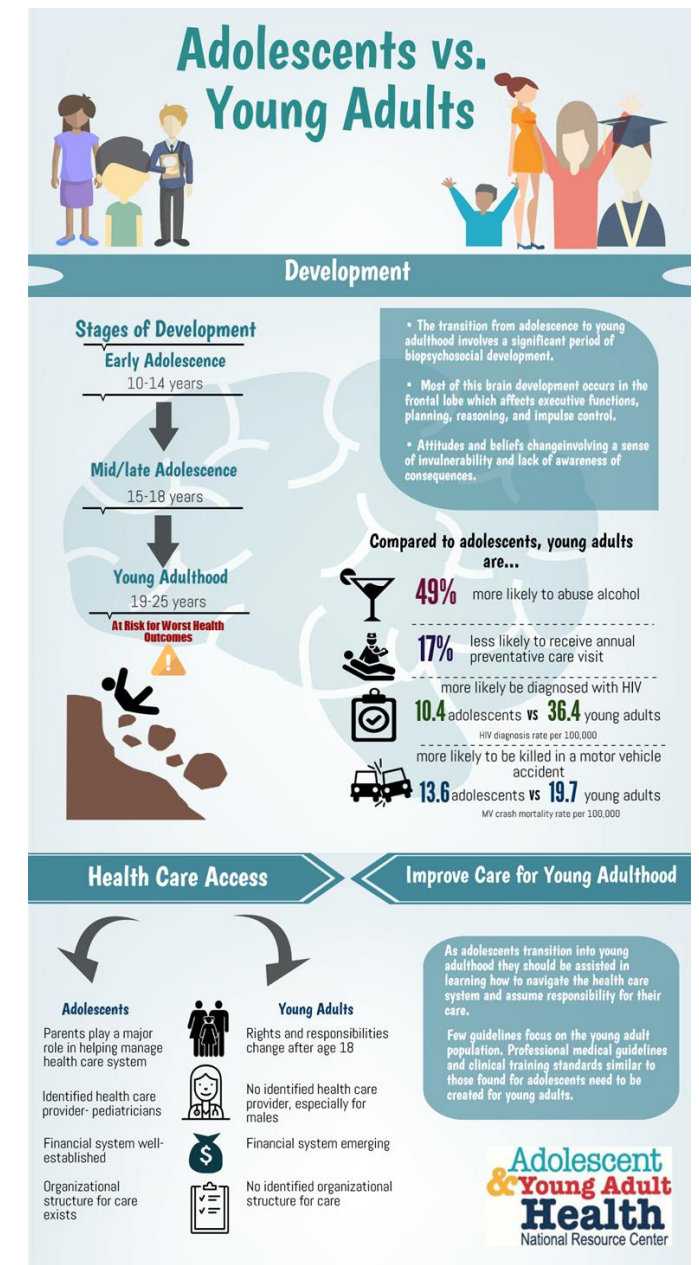
LGBT health resources:
lgbthealthlink.org

Know your rights:
healthcarebillofrights.org

Find your local LGBT Center:
lgbtcenters.org/mycenter

SPONSORED BY
LGBT HEALTHLINK
THE NETWORK FOR HEALTH EQUITY
A PROGRAM OF CENTERLINK

Supported by Grant Number 5 NU58DP004996-03-00 funded by the Centers for Disease Control and Prevention. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Centers for Disease Control and Prevention or the Department of Health and Human Services.



Source: <http://nahic.ucsf.edu/toolkit-youth-centered-care/>



Check Out What Youth & Adult Say About
2016 Head to Toe Conference

[Positive Youth Development-Youth Leadership Track](#)

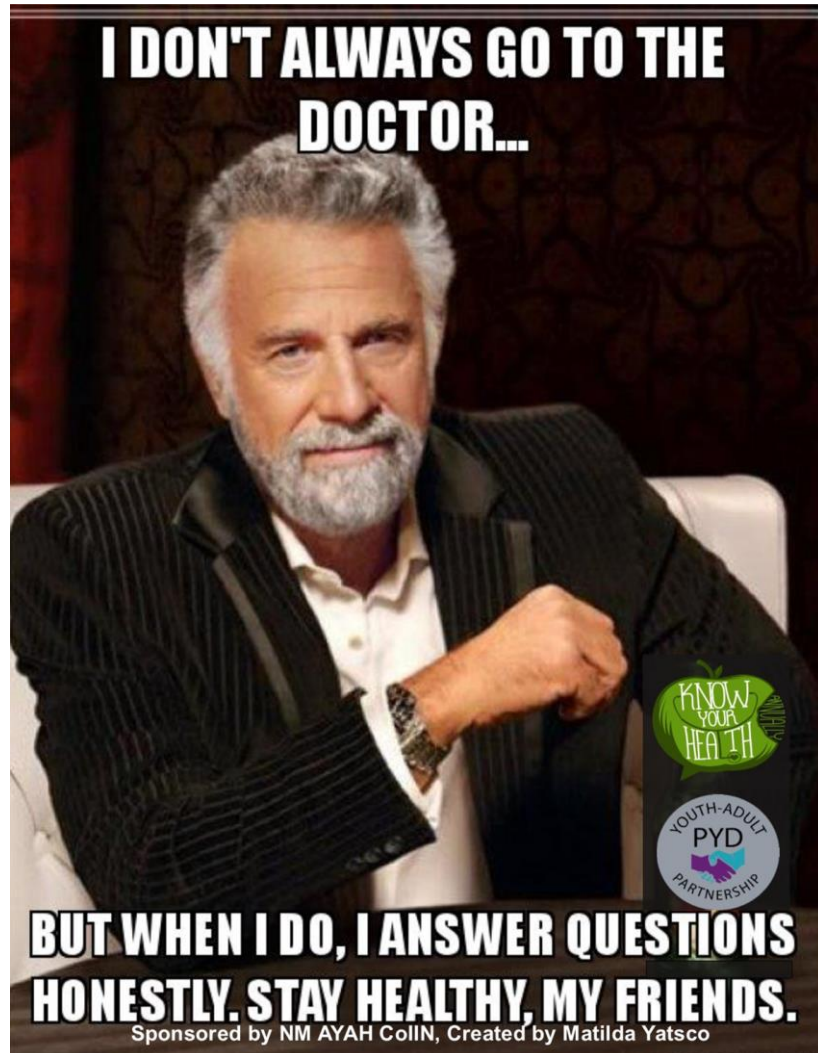
Youth Created & Meme & Infographic Posters



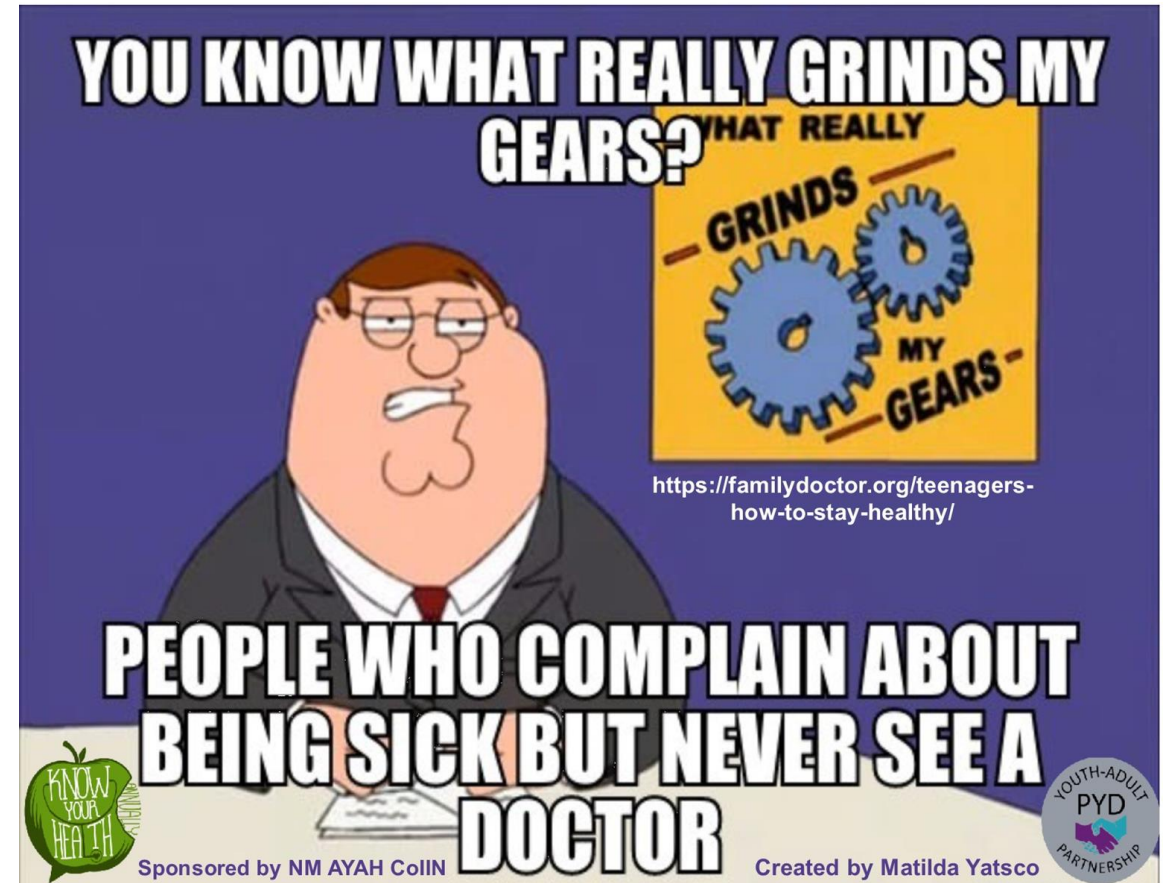
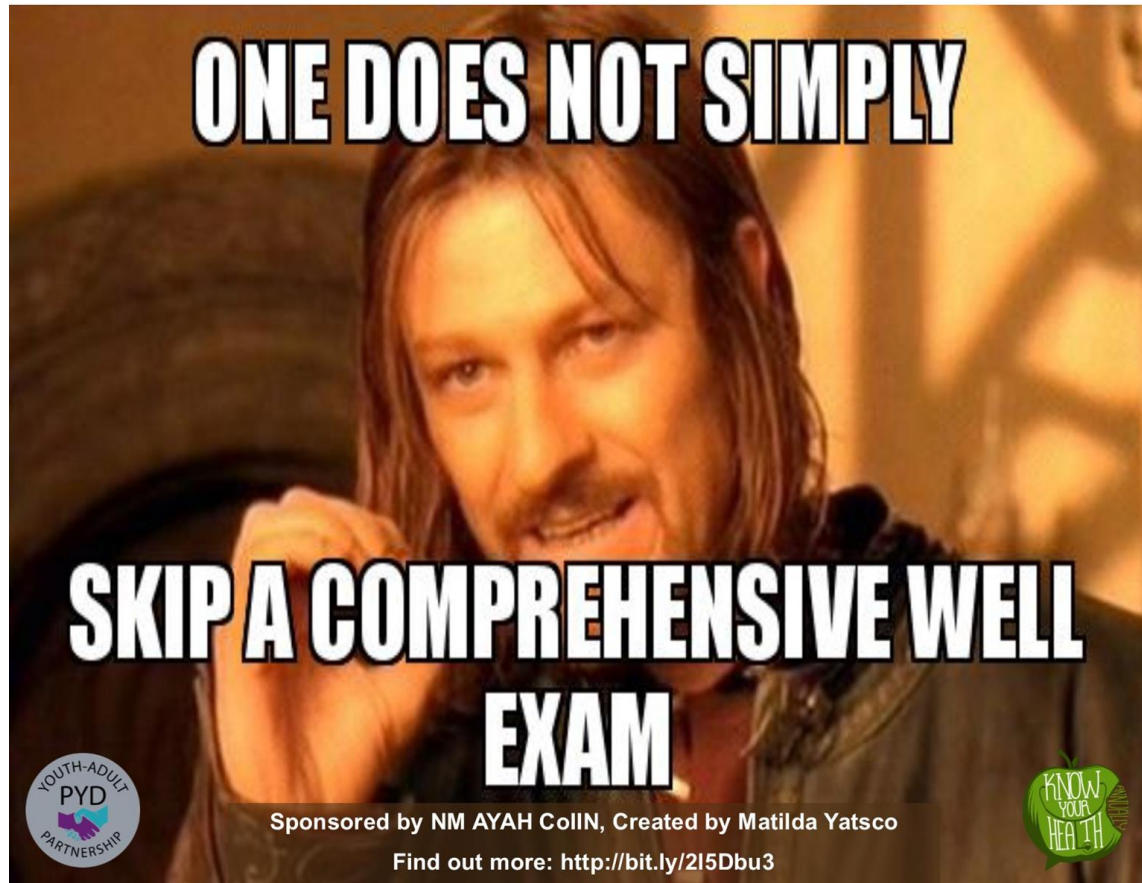
These smaller posters can be put up in your clinic &/or posted on your social media sites...

Campaign Poster Format: These will be approximately 8.5 x 11 posters.

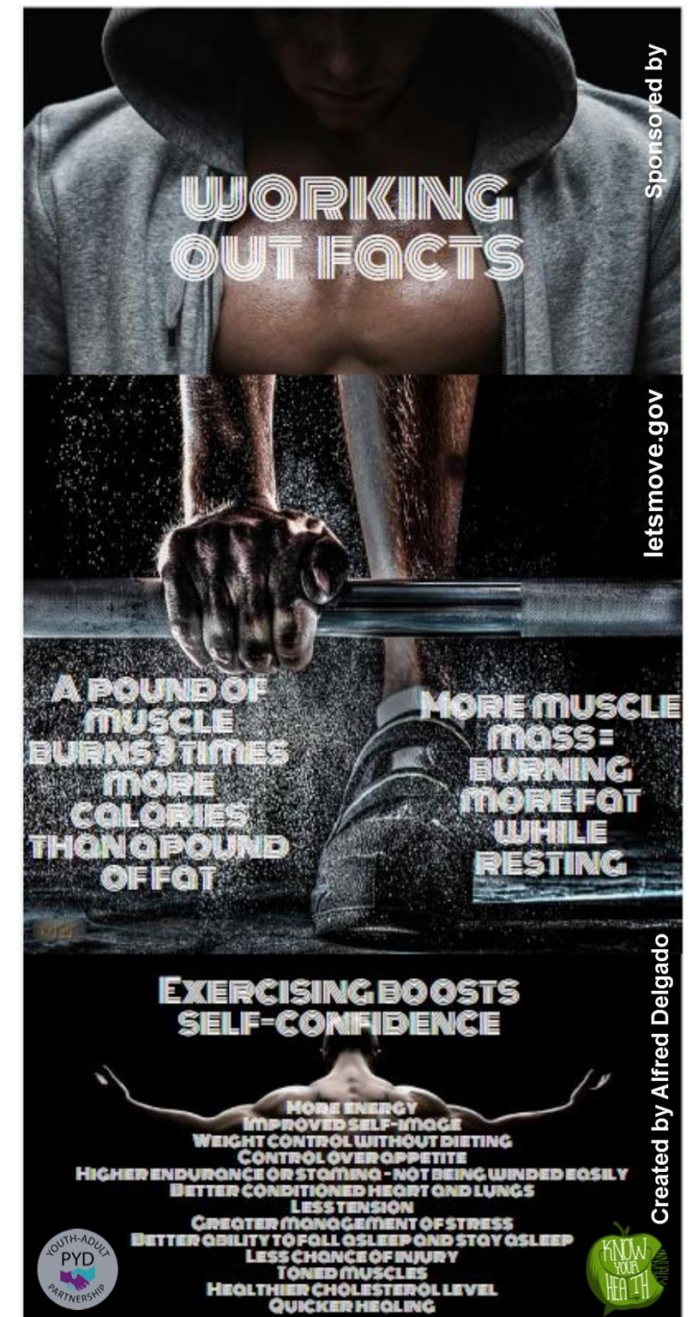
Youth Created & Approved Messages



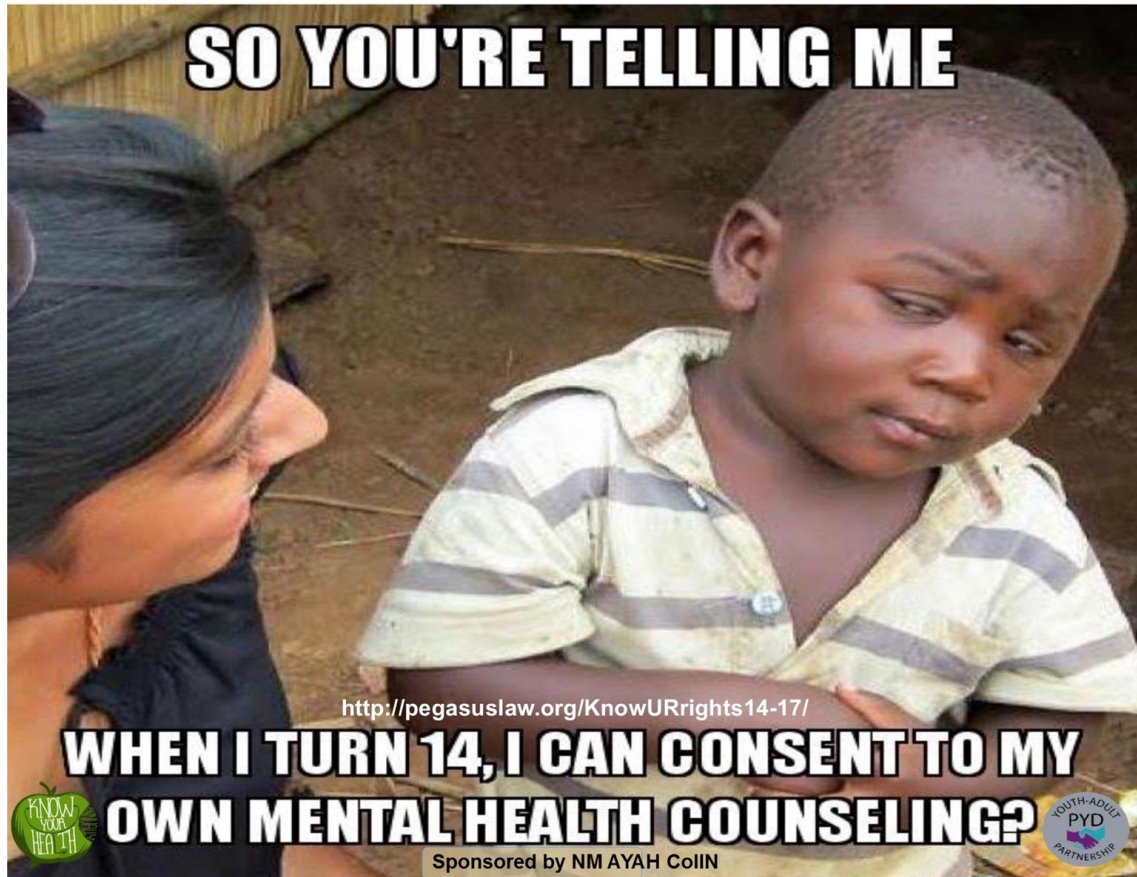
Youth Created & Approved Messages



Youth Created & Approved Messages



Youth Created & Approved Messages



Health Educational Handouts

(For Adolescents & Young Adults)



Take a picture
it will last
longer!!!

NM Adolescent and Young Adult Comprehensive Resource Guide

Your Health Care Rights



Know UR Rights 14-17 Information for youth ages 13 and under OR 14-17 about their rights to consent and confidentiality in health and mental health care.
Website for 14-17: <http://pegasuslaw.org/knowurrights14-17/>
Website for 13 or under: <http://pegasuslaw.org/know-ur-rights-ages-13-and-under/>

LGBTQ Health Care Bill of Rights What rights do LGBT people have right now when you go see a healthcare provider? LGBT people suffer from stigma related health issues like smoking or mental health problems.
Website: <http://healthcarebillofrights.org/>

Teen Dating Violence

Love is Respect Offers support, information and advocacy to young people who have questions or concerns about their dating relationships. They also provide information and support to concerned friends.
Website: www.loveisrespect.org



Text "loveis" to 22522 (Available 24/7/365)
Call 1-866-331-9474 (Available 24/7/365)
Take relationship quizzes such as "is my relationship healthy," "can abusers change," "am I a good partner," or "how would you help." <http://www.loveisrespect.org/#quizhome>
Instagram: [loveisrespectofficial](https://www.instagram.com/loveisrespectofficial)
Instagram: [thatsnotcool](https://www.instagram.com/thatsnotcool)
Instagram: [just1love](https://www.instagram.com/just1love)

Sex Education

In Case You're Curious Have your questions about sex, your body, relationships, birth control, STIs, etc. answered by health educators at Planned Parenthood within 24 hours.
Text: "PPNM" to 57890 (Wait for confirmation text, then send your question)
Instagram: [incaseyouarecurious](https://www.instagram.com/incaseyouarecurious)



Scarleteen A teen and young adult friendly service that provides information, education and support within the scope of sex and sexuality, sexual health and relationships.
Website: <http://www.scarleteen.com/> (Website homepage)
Chat: http://www.scarleteen.com/our_live_chat_service (Chat services available Monday, Tuesday, Friday 3-6pm MT)
Text: 1-206-866-2279 (available 24/7. Ask questions about sex and sexuality, sexual health and relationships)

Consent Tea This flash animation video explains sexual consent, making it easier for people to know when they are giving or receiving it.
<https://www.youtube.com/watch?v=fGoWLWS4-kU>

NM Adolescent and Young Adult Comprehensive Resource Guide

Substance Abuse (Drug and alcohol)

National Institute for Drug Abuse Learn about over 15 types of drugs, including how they are used, how they affect the brain and body, and how many people die as a result of use.
Website: <https://teens.drugabuse.gov/drug-facts>
Call: 1-800-784-6776 (Talk to people who have successfully recovered addiction)

SAMHSA A helpline for individuals facing substance abuse and mental health issues.
Call: 1-800-662-4357 (Helpline available 24/7 in English)

SAMHSA Behavioral Health Treatment Services Locator For persons seeking treatment facilities for substance abuse/addiction and/or mental health problems.
<https://findtreatment.samhsa.gov/>



Suicide Prevention and Crisis Intervention

New Mexico Crisis and Access Line Their services include: crisis intervention for suicidal and homicidal thoughts, assistance with non-life-threatening mental health emergencies, trauma response, assistance with finding treatment resources, and assistance for those who have family members or loved ones who are experiencing a mental health crisis.

Crisis and Access Line: 1-855-662-7474 (Available 24/7/365) OR 1-888-628-9454 (Spanish)

Peer to Peer Warmline: 1-855-466-7100 (Available 24/7/365)

Native Youth Crisis Hotline Find a therapist or counselor, talk with a trusted elder, or spiritual leader
Call: 1-877-209-1266

Trevor Project The leading national organization providing crisis intervention and suicide prevention services to LGBTQ young people ages 13-24.

Call: 1-866-488-7386 (Available 24/7)

Text "Trevor" to 1-202-304-1200. (Available on Thursdays and Fridays between 1:00pm - 7:00pm MT)

Trans Lifeline is staffed by transgender people for transgender people. Trans Lifeline volunteers are ready to respond to whatever support needs members of our community might have.

Call: 1-877-565-8860 (This is a warmline i.e. people call for a variety of reasons with a variety of needs.)



Healthy Eating



MyPlate is a reminder to find your healthy eating style and build it throughout your lifetime. Everything you eat and drink matters. The right mix can help you be and feel healthier now and in the future.

Website: <https://www.choosemyplate.gov/MyPlate-Daily-Checklist-input>

Health Educational Handouts

(For Parents & Guardians)

NM Comprehensive Resource Guide for Parents of Adolescents and Young Adults

Suicide Prevention

Society for the prevention of Teen Suicide When do the normal ups and downs of adolescence become something to worry about? How can you know if suicide is a risk for your family? And if you are worried about it, what can you do? The first step is to learn about the factors that can put a teen at risk for suicide. The more you know, the better you'll be prepared for understanding what can put your child at risk.
Website: <http://www.sptsusa.org/parents/>

New Mexico Crisis and Access Line We're here to help with any situation involving a behavioral health crisis. Our services include: crisis intervention for suicidal and homicidal thoughts, assistance with non-life-threatening mental health emergencies, trauma response, assistance with finding treatment resources, and assistance for those who have family members or loved ones who are experiencing a mental health crisis.
Crisis and Access Line: 1-855-662-7474 (Available 24/7/365) OR 1-888-628-9454 (Spanish)
Peer to Peer Warmline: 1-855-466-7100 (Available 24/7/365)

Teen Drug Abuse Prevention for Parents

National Institute for Drug Abuse Prevention, treatment, and education resources for parents of teens
<https://teens.drugabuse.gov/parents>

SAMHSA's National Helpline Free and confidential information in English and Spanish for individuals and family members facing substance abuse and mental health issues.
Call: 1-800-662-4357 (Helpline available 24/7)

Teen Dating violence

Love is Respect Knowing or even suspecting that your child is in an unhealthy relationship can be both frustrating and frightening. But as a parent, you're critical in helping your child develop healthy relationships and can provide life-saving support if they are in an abusive relationship. Remember, dating violence occurs in both same-sex and opposite-sex couples and any gender can be abusive. They provide information and support to concerned friends and family members, teachers, counselors, service providers and members of law enforcement.

<http://www.loveisrespect.org/for-someone-else/help-my-child/>
Call 1-866-331-9474 (Available 24/7/365)
Llama: 1-866-331-9474
Text loveis to "22522" (Available 24/7/365)
Chat at www.loveisrespect.org

NM Comprehensive Resource Guide for Parents of Adolescents and Young Adults

Health Care Transition

Got Transition Transitioning from childhood to adulthood is exciting and challenging—both as a young person and as a parent of a young person. Preparing for health care transition often receives less attention than preparing for other transitions in school, work, relationships, and independent living. Learn everything you need to about health care transition.
Website: <http://www.gottransition.org/youthfamilies/index.cfm>

Internet Safety

Net Smartz Online-safety education for kids, parents, educators, and law enforcement
Parents and Guardian's main page: <http://www.netismartz.org/Parents>
Cyberbullying: <http://www.netismartz.org/Cyberbullying>
Cell Phones: <http://www.netismartz.org/CellPhones>
Social Media: <http://www.netismartz.org/SocialMedia>

LGBTQ youth

PFLAG Support and resources for parents, families, friends and allies of LGBTQ teens; also information on local chapters.
Information resources: <https://www.pflag.org/family>
NM PFLAG Chapters: http://www.pflagn.org/links/nm_chapters.pdf

Straight for Equality Support and resources specifically for parents of transgender youth, a resource and community for people who are not lesbian, gay, bisexual, or transgender (LGBT) to understand why their voices are critical to achieving equality for all, and provide them with the information and tools to effectively raise their voices.
Website: <http://www.straightforequality.org/transmaterials>

Healthy Eating

MyPlate is a reminder to find your healthy eating style and build it throughout your lifetime. Everything you eat and drink matters. The right mix can help you be healthier now and in the future.
Website: <https://www.choosemyplate.gov/MyPlate-Daily-Checklist-input>

Comprehensive Well-Exam Reminder Card & Resources



FRONT



BACK

- Add your clinic name & contact number to the template & print out copies (front & back) on business card stock. Have them available at the front desk.
- Schedule the young person's next comprehensive well-visit before they leave, give them a reminder card and let them know there are youth-friendly resources on the back of the card, as well as, your clinics contact information in case they have any questions.
- Ask for a phone number so you can give them a courtesy call or text to remind them of the appointment a couple of days prior to the actual appointment. Follow through with what you say.

Contact Information

For more information or technical assistance, please contact:

**Tessa Medina-Lucero MPH, Adolescent Health Coordinator
NM Department of Health, Office of School & Adolescent Health**

Tessa.Medina-Lucero@state.nm.us

Health Providers Can Get A Package of Posters for Free!!

(LIMITED AMOUNT AVAILABLE)