

Clinic Summary from VT Youth Advisory Council Visit

Name of Clinic: SAMPLE CLINIC

Date of Visit:

Accessibility/Relationships	Suggestions for Improvement
<ul style="list-style-type: none"> Due to feedback, they have changed/extended their hours Clinic hours were clearly posted Clinic is open hours that are convenient to AYA (after school, nights, weekends) Flexible hours to care for as many people as possible Weekends are for emergencies only Though they are not open on the weekends, there is someone always on call and willing to come in Walk in appointments are available Accessible to all Physical location is in the center of town 	<ul style="list-style-type: none"> n/a
Confidentiality	Suggestions for Improvement
<ul style="list-style-type: none"> Doctors communicate with their patients via their preferred medium Doctors also verbally express the confidentiality policy to patients before asking questions Doctors ensure they speak one-on-one with adolescents for at least part of the visit They have created a sign to hang in all rooms that clearly states their confidentiality policy. 	<ul style="list-style-type: none"> May want to have confidentiality information for parents of young adolescents (if they don't already have it)
Communication	Suggestions for Improvement
<ul style="list-style-type: none"> Incredibly welcoming, educated and friendly staff Genuinely care about their patients; patients are their #1 priority Doctors go well out of their way to be accommodating to all The patient is asked in private if there is a specific preferred number for a call, or text (privacy from parents) Website is up-to-date Up-to-date on communication forms When registering, patients can personally choose how to be contacted: phone call, email or text Have a feedback box at the front desk with a card encouraging people to reach out 	<ul style="list-style-type: none"> Utilized patient satisfaction surveys <i>in the past</i> They do not currently have a survey and mentioned they are due for another one They have been using a survey on a yearly basis but are open to using an exit satisfaction survey
Referrals	Suggestions for Improvement
<ul style="list-style-type: none"> Social worker and mid-wife onsite Referrals to PP and school clinics if they offer a free service there for care of alcohol, tobacco, and drug abuse; mental health concerns and other social services not offered on site 	<ul style="list-style-type: none"> n/a
Physical Environment: Waiting and Exam Rooms	Suggestions for Improvement
<ul style="list-style-type: none"> Co-pay information was clearly labeled and privacy options were set in place "Did you know?" board 	<ul style="list-style-type: none"> The waiting room did not have Wi-Fi or computers to use but they are working on getting it (Wi-Fi)

<ul style="list-style-type: none"> • The waiting room had lots of great brochures and posters • Comfortable and personal space with patient photos and drawings decorating the walls • Toys and activities for children while they wait • Exam rooms were personal; noted that patients enjoy seeing old photos of people they know / family members • Photos and drawings make exam rooms feel homey • Brochures to read while in the exam room • Confidentiality sign very well executed • Bright colored rooms • All rooms are used for all ages • Plans to convert one room into an adolescent/young adult specific room (tailor the resources to this age group and provide more privacy due to its location in the office) • Good job at LGBT friendliness - LGBT sticker on the door • Their preferred name and pronoun system sounds stellar • Building was slightly outdated but they make the most of it 	<ul style="list-style-type: none"> • It would be great if there was more to do for adolescents • Updated magazines for adolescents and YA • Add interesting brochures that are geared towards adolescents • Music could be more upbeat (not so much “elevator music”) • Minor updates to the exam rooms to give a more positive vibe (maybe curtains and decorations) • Add more variety of reading material in the exam rooms
<p>Resources</p>	<p>Suggestions for Improvement</p>
<ul style="list-style-type: none"> • Very community based • Community events and basic health info posted • Many connections and other resources to best accommodate all in a timely manner • Active social media sites • They have created the website and also have done research to find out how to post information at the time when the majority of the public will see it. It looks amazing. • Lots of great brochures and posters • Brochures about dental health, smoking, nutrition, STDs, healthy relationships and more in each of the physician’s rooms 	<ul style="list-style-type: none"> • Provide LGBT resources to go a step further in showing their inclusivity • Add more information for LGBT folks - flyers and brochures in the lobby and in the future adolescent/young adult specific room • Also may want to add: a basic trans 101 infographic, brochure of resources for LGBT kids, event postings such as OutRight Summer Camp and Translating Identity Conference, and non-binary identities
<p>Routine Screening</p>	<p>Suggestions for Improvement</p>
<ul style="list-style-type: none"> • All routine adolescent screenings offered 	<ul style="list-style-type: none"> • Not sure how confidentiality is maintained for sensitive labs, for patients with private insurance (EOBs)
<p>Other Comments</p>	
<ul style="list-style-type: none"> • Advancing in the right direction: website, social media, suggestion box, preferred pronoun option, extended hours, texting patients, going to school visits, etc. • They do have on-site, rapid HIV testing and fluoride, dental exams • Excellent staff! They are on top of their stuff. 	
<p>Practice Requests</p>	
<ul style="list-style-type: none"> • Pediatricians requested resources and information on how parents and schools can support queer and transgender youth • Requested to view examples of exit surveys 	

**We will be sending a comprehensive follow up list of resources to help you address the above issues.