

## Steps to Establish a Network of Adolescent-Friendly Referral Partners

### 1. Determine the services and likely specialties you will need.

- a. Review the needs of your patient population; specifically include SRH and MH, but do not limit to these and refer to other specialties unique to your organization. Consider the most common diagnoses and associated specialties, while maintaining a holistic mindset regarding potential healthcare needs.

### 2. Conduct a search of local providers for various specialties

- a. Search hospital/clinic databases, the internet, insurance provider lists of healthcare providers and facilities, and ask providers and other community members to recommend adolescent-friendly healthcare providers they trust.
- b. Document a running list/database of all potential adolescent-friendly healthcare providers and organizations as you conduct your search. Consider ways to make this list accessible to other organizational staff for group input.
- c. At a minimum, include the following information in your list:
  - i. Names, organization affiliation, services provided, location, contact information, and hours of operation.

### 3. Contact each provider

- a. Confirm services provided, location, and hours of operation.
  - i. You may consider adding insurance and payment options.
  - ii. When discussing services provided, determine their scope of practice including procedures and treatments provided, while making note of common procedures and treatments not provided (e.g., LARC insertion, cognitive-behavioral therapy, etc.).
- b. Determine adolescent-friendliness of their services (refer to Characteristics of Adolescent-Friendly Providers and Adolescent Friendly Environment in the Preparing Organizations to Implement section).
  - i. Pay particular attention to their clinic workflow and policies regarding adolescent care and confidentiality.
  - ii. Expand your list/database to document specific adolescent-friendly characteristics of each provider.
- c. Ensure they are accepting new patients/referrals.
- d. Establish a process for referring patients to their organization.
  - i. Identify a point of contact for questions regarding referrals and the referral process.
  - ii. Share any forms and paperwork required for referrals.
  - iii. Determine ways to coordinate care and share appropriate information among providers.

### 4. Periodically review and update your list/database of referral partners

- a. Identify a liaison within your organization to review and update the list/database at least once a year or sooner, as needed.
- b. Communicate any major changes to staff and providers within your organization.
- c. Solicit feedback from adolescent patients about their experiences with referral partners to ensure they received adolescent-friendly care.