

# Sample Script: Check-In

*This portion of the script is directed to the adolescent patient and parent/guardian. It is crucial that you address the adolescent during this time and not just the parent/guardian. Eye contact will let the adolescent know you are talking to them directly and reinforce their rights.*

We have updated our standard clinical practice for teen patients with a program called Total Teen that I want to tell you about so you know what to expect.

## **[Motion to the patient]**

**[TEEN'S NAME]**, a clinician or staff member will call you back on your own, and your parent/guardian will be asked to stay in the waiting room at first. Once you go back, you will have your vitals checked by our nurse/medical assistant, and then you will complete a short assessment which screens for sexual and reproductive health and mental health needs. This lets us know if you may need additional services or referrals to any specialists. If results show a need or you disclose any needs, we will do a micro visit right away while you're here. A micro visit is a short, immediate conversation where you and a clinician will talk about the results of your assessment, and related health needs. The purpose is to make sure those needs are being met. It gives the clinician time to ask you more about those needs, for you to ask questions, and for the two of you to discuss next steps in potential healthcare services. If that is not possible, we can schedule an appointment for another day. Our goal is for you to stay healthy.

The micro visits are optional, but we highly encourage them. Your provider will walk you through it and go over any questions you have along the way. If you don't want to participate in this, just let us know. We want to be very clear that these services are provided confidentially, meaning one-on-one between you and your provider. This is to help you learn to be autonomous and take ownership in your healthcare to help you transition into adulthood. Once this piece of the appointment is over then your parent/guardian may be invited to join for the rest of the appointment.