

Sample Script: Opening the Conversation

Key Points for Providers	Example
<ol style="list-style-type: none"> 1. Introduce themselves (name + pronouns) 2. Ask patient their name and pronouns 	<p>Provider: Hi, I'm Dr. Hawkins. I go by "she/they". What name should I call you and what are your pronouns?</p> <p>Patient: Hi, I'm Taylor... I go by he/him.</p>
<ol style="list-style-type: none"> 3. Ask the patient something about themselves to establish rapport (e.g., school, friends, hobbies, etc.) 	<p>Provider: Hi Taylor, I'm glad you came in today. Before we jump into things, how is the new school year going for you so far?</p> <p>Patient: Um, it's okay I guess. I have friends in most of my classes and most of my teachers seem pretty cool.</p>
<ol style="list-style-type: none"> 4. Thank the patient for coming in and completing the Total Teen Assessment 5. Ask the patient for permission to discuss the assessment results 	<p>Provider: That's great, I hope it continues to be a good year for you!</p> <p>I see you completed the Total Teen Assessment - thank you for doing that! This is a great way for us to start talking about different aspects of your health. Is it okay if we talk about your results?</p> <p>Patient: Yeah, sure.</p>
<ol style="list-style-type: none"> 6. Define patient-provider confidentiality, explaining what constitutes conditional confidentiality and mandatory reporting 7. Ask patients what questions they have for the provider 	<p>Provider: Great. So, I want to let you know that what we talk about will be confidential, meaning it will stay just between the two of us. This is a chance for you to tell me anything you aren't comfortable saying in front of your guardian, or ask questions you may not want to ask around someone else.</p> <p>Everything you tell me is confidential, meaning I will not tell anyone else anything that you say, unless it involves an issue of seriously harming yourself, harming someone else, or someone is harming you. In those cases, I would have to report it, but you and I will talk about that reporting process together and next steps. Again, this is only in cases when safety is a concern, not something like smoking a cigarette. I am also not writing any of this down for your official medical records. This is just a chat between us.</p> <p>What questions do you have for me?</p> <p><i>[Conversation continues]</i></p>