Connecting Teens to Healthcare

Making a good referral makes a difference
About SHIFT NC

• SHIFT NC is a non-profit organization based in Durham, NC. Our mission is leading North Carolina to improve adolescent and young adult sexual health.
About SHIFT NC cont’d

- Help communities and schools implement effective, age appropriate sex education
- Provide technical assistance to health care centers to make services more accessible and welcoming to young people
- Train and support youth-serving organizations in making sexual health referrals part of their regular services
All Together Now

• Young people in Durham have widespread access to reproductive health services and receive contraceptive methods, including highly effective contraceptive methods.

• Health Center Partners
  • Receive and provide teen clients with exceptional and comprehensive care

• Youth Serving Partners
  • Reach young people in need of sexual health services and connect them to care
All Together Now Areas of Focus

• Teen-Friendly Health Centers

• Linkage and Referral Systems
About Durham, NC

• Home to Duke University and NC Central
• Major Healthcare and Tech Industries
• The “Two Durhams”
  • Median income is $48,000
  • 28% child poverty rate, 18% adult poverty rate
• 2015 Teen Pregnancy Rate: 29.9
Training Objectives

• Participants will be able to:
  • List 3 major barriers teens face in accessing health care
  • Identify important attributes of teen-friendly care
  • List the steps in making a good referral
The problem

• Not enough teens are getting regular health care services
• Missed opportunities to address important health issues, including sexual health
• Lack of awareness about other health providers and services
GOAL

To increase the number of teens referred to teen-friendly healthcare partners by youth-serving organizations/system staff.
Barriers To Teens Accessing Healthcare
Teens Face Barriers to Care

• Concerns about confidentiality
  • Fear their parents will find out
  • Explanation Of Benefits (EOB)
• Inability to pay for services
• Not knowing where to go for services
• Rights to care/State policies
• Transportation barriers
Durham Youth Voices

• “Some parents don’t have cars and kids don’t want to ask them for a way to get there cause of confidentiality.”

• “When I went to the doc for the first time on my own, I don’t know how to fill this out, what do I need to fill it out. I didn’t have my Medicaid card, do I need my ID. If I am going to try to get birth control, I have to have my stuff together.”

• “When guys are feminine it’s not ok. The perception is that girls are to take care of themselves, but that’s not a manly thing to do.”
Texas Youth Voices
## Minor’s Rights in Texas

<table>
<thead>
<tr>
<th>State</th>
<th>Contraceptive Services</th>
<th>STI Services</th>
<th>Prenatal Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>TX</td>
<td>Some**</td>
<td>All*</td>
<td>All*</td>
</tr>
</tbody>
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**Confidential only for married minors; State funds may not be used to provide minors with confidential contraceptive services

*Physicians may, but are not required to, inform the minor’s parents
You Play an Essential Role

• Currently addressing needs of teens
• Trusted source of information
• Access to youth needs (screening)
• Confidence builder
• Create policies to ensure effective referrals and linkages
Scenario 1: Adriana

• During a routine student meeting, Adriana confides in you that she recently became sexually active with her partner, and is concerned about contracting an STI or getting pregnant.

• She knows she should speak with a medical provider about ways to protect herself, but she’s had negative experiences in the past with health care providers and is worried that a doctor wouldn’t take the time to really listen to her thoughts.
Who to Refer?
ALL TEENS!
Where to Refer?
Teen-friendly health care

• Same-day, next-day, and walk-in appointments
• Day and evening hours
• Confidential care, whenever possible
• Teen-focused educational materials and displays
• Sexual health assessment at each visit
• Variety of contraceptive options available
• Low cost or no cost care for teens
Teen-friendly care in your community
Get to know your local clinics

- Meet and greet events
- Share referral protocol
- Find teen-specializing providers
5 key questions

- Confidential?
- Free/Low-cost?
- Same/next-day or walk-in appointments?
- Full range of services and contraceptive methods?
- Accessible location?
Confidential

• Title X clinic

• Parental notification policy for STI/HIV and/or pregnancy testing

• Preferred contact for follow-up
Free/low-cost

- Title X, MCH Block Grant, TANF
- Federally Qualified Health Centers
Same/next-day and walk-ins

• Average wait time for appointments/new patients

• Afterschool appointments available

• Same-day LARC appointments
Full range of methods and services

• All methods available on-site

• Providers trained and comfortable with LARC insertion/removal for teens

• All other sexual health services available on-site
Accessible location

• Close to schools/community centers

• Accessible by public transportation

• Provides transportation assistance
Title X Clinic Finder

https://www.whfpt.org/find-a-clinic
Making Good Referrals
Types of Referrals

• Passive
  • Giving a brochure, sharing information
  • Less hands-on
  • Some teens may prefer this
Types of Referrals

- **Active**
  - Offer to call and make the appointment for the teen
  - Be present with the teen while they call for an appointment
  - Facilitate transportation (if possible)
When to make a referral

• As identified during a conversation/when a teen requests help

• As identified during annual/regular assessment or screening with teen

• Upon referral from other adult

Adapted from Project Connect, CAI Global
Steps to making a referral

1. Identify teen’s need
2. Use referral guide to select health center
3. Make referral
4. Document referral information
5. Follow up

Adapted from Project Connect, CAI Global
Best Practices for Referrals

• Build rapport with teen
• Address confidentiality at start of every discussion
• Assure appropriate handling/storing of confidential information
• Identify and clarify student’s service needs

Adapted from Project Connect, CAI Global
Best Practices for Referrals

• Talk through potential barriers and preferences (transportation, cost) for clinic referral

• Use the approved referral guide

• Provide teen detailed information for referral (clinic location, hours, phone number, etc.)

Adapted from Project Connect, CAI Global
Best Practices for Referrals

• Assist teen with making appointment via phone or online
• Document all referral activities, even passive ones
• Follow up with teen to see if they kept the appointment, get feedback

Adapted from Project Connect, CAI Global
Involving Parents & Caregivers

• Explore ambivalence
• Role play the conversation
• Offer to help facilitate the conversation
• Assure that the decision on whether to involve a parent or caregiver *always* rests with the young person
• Reinforce minors’ rights (when possible)
Scenario: Jemiyah

- Jemiyah is a 15-year-old female who participates in your youth development program. She lives with her grandmother and two younger siblings. Jemiyah discloses to you that she is sexually active with her boyfriend of a few months and wants help figuring out where to go to learn about her options for birth control. Jemiyah says her grandmother has always taken her to doctor’s appointments, and she confides in her grandmother about most things, but she’s afraid of disappointing her grandmother if she finds out that Jemiyah is sexually active.
Being “askable”
so that teens will feel safe asking
Teens want to talk to adults who...
• Care and are invested in youth

• Knowledgeable on the topic

• Provide factual information

• Provide unbiased information

• Avoid scare tactics
General Tips

- Display inviting, inclusive information
- Affirm the teen for raising the topic
- Clarify the question
- Be factual
- Get back to them
- Others?
Thank You!
Resources

• Sexetc.org
• Women’s Health & Family Planning Association of Texas
• Jane’s Due Process
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