

## For Teens: Welcome to Adolescent Care

**Your Care Team:**

**Clinic hours:**

**To make/cancel an appointment:**

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A medical home is a trusting partnership between a health care team and an informed patient (**you!**). We provide high-quality health care for teens and young adults. We want to work with you and your family/guardian to give you the health care you need.

### **Services we offer you as your medical home:**

- Physical health care
- Emotional or mental health care
- Preventive health care (helping you avoid getting sick in the future)
- Care of short-term illness and health problems that continue over time

### **As your medical home, we will aim to:**

- **Ask** about your goals and ideas for ways to improve your health.
- **Listen** to you and talk about any concerns you have.
- **Help** you stay healthy by giving you information about health conditions in a way you can understand easily.
- **Respond** quickly to your calls, questions and concerns.
- **Remind** you when you need to get physicals, vaccines and screening tests.
- **Tell** you of abnormal test results as quickly as possible.
- **Help** set up your treatment with other health care providers or specialists if necessary.

### **Having a medical home means we trust you to:**

- Learn about your medical problems and let us know if you do not understand something we are discussing.
- Follow the treatment plan that we agree upon as best as you can.
- **Be honest.** Tell us about your medical history, risk behaviors, and all medicines you are taking.
- Tell us when other health care providers are part of your care. Ask them to send us a report if you see them outside of our clinic.
- Be on time for your appointments. If you cannot come to your appointment, call to change or cancel it at least 24 hours before.
- **Come to our clinic when you are sick** instead of going to the Emergency Room whenever possible. This way, someone who knows you and your history can take care of you.
- Sign up for access to your **MyChart patient portal**.
- Tell us how we can improve our services.

**Our staff is available to discuss your health problems or answer questions. We want to work with you to help you make the best choices for a healthy future.**

## Health Rights for Teens

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1. We will not treat you differently because of your race, skin color, place where you were born, immigration status, religion, sex, age, sexual orientation, gender identity or expression, disability, or health insurance.
2. All staff will treat you with respect.
3. If your parent/guardian is with you, we ask them to leave for part of your visit – this is your time to talk to us privately. If you feel comfortable, we also suggest that you share the information we discuss with your parent/guardian or another trusted adult in your life.
4. Our staff will not share your private information with other people without you saying it is okay (giving consent) unless your life or someone else’s life is in danger.
  - A) According to New York State law, all teens can get the following services **without** the permission of their parent or legal guardian:
    - Pregnancy testing, prenatal care, options counseling and referrals to abortion services
    - Birth control information and contraceptives
    - Testing and treatment for sexually transmitted infections (STIs)
    - Substance use treatment
    - Some mental health treatment
  - B) We will be forced to share some of your private information (by law) when:
    - You tell our staff or we suspect that an adult is hurting you.
    - You tell our staff that you want to hurt yourself.
    - You tell our staff you want to hurt someone else.

### **All other information will remain confidential between you and your care team.**

5. We will work together with you to decide the care you need. You will receive the best possible care and have your options for care explained to you.
6. If you have questions about your rights or feel you have been mistreated, please inform our staff.

### **Online Resources**

[Nycyouthhealth.org](http://Nycyouthhealth.org)

[Nyc.gov/teen](http://Nyc.gov/teen)

[Aap.org](http://Aap.org)

[Youngwomenshealth.org](http://Youngwomenshealth.org)

[Youngmenshealthsite.org](http://Youngmenshealthsite.org)

English 10/2020