



Let's take a journey with Jay as she navigates the health care system from scheduling her visit, checking in with the front desk, interacting with providers, all the way to follow-up.

What we know about Jay from her record:

Sex: Female

Age: 17

Legal name: Juliana Pena-Guerrero

What we don't know about Jay from her record:

Lots of things! Let's hear from her.

INTERACTION 1: CALL CENTER

"Okay, so I am super nervous about the whole birth control thing, because I have heard that the most effective methods are painful and, like, get implanted inside you. But I know I need to be safe and I've been lucky not getting pregnant so far. So I have to get to the doctor's. I got up the courage to call yesterday during my math class, when I told the teacher I had to go to the bathroom. I thought about telling my mom and asking her to make the appointment like usual, but I would be in serious trouble. I remembered that the last time I was at a check-up, Dr. Stacey explained that I am allowed to get contraception without a parent's permission, so I was brave and called.

At first, when I told the guy who answered the phone my name, he asked me to spell it. People always mess it up, but then he said it back to me and made sure he got the pronunciation right. So nice! And to top it off, he asked me if I had another name I prefer to use than Juliana, and I heard him typing when I said that I go by "Jay." Then he said, "Jay, what's the reason for your appointment?" He even used my name right! To be honest, I was nervous but said that I wanted to see my doctor to get on birth control. He said, "Okay, is your mom coming with you?" Uhhhhh...nope. Panic. Luckily I remembered that Dr. Stacey said specifically that I don't need my mom there, so I took a breath and told him "No, I'm coming on my own, and Dr. Stacey told me I could" and then he was all, "Okay, let's make this appointment then."

Next, he asked, "What's the best time for you to come in? We have appointments at 4:00 and 4:30, are you done with school in time to make it in then?" They are right on the city bus line, so I can get there on my own. He made sure he had MY number, not my parents', and asked if I wanted a text reminder for the appointment. I think this is going to happen! I'm really proud that I called and am glad he was nice!"

What behaviors of the call center staff were culturally responsive?

What behaviors might not have been culturally responsive?



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INTERACTION 2: FRONT DESK

"I did it! I made it to my appointment to get my birth control. Checking in with the lady at the front desk was okayyyy... she was nice, but I was a little freaked out about a couple of things. First, she asked my name when I walked up and I didn't know which name I should say, Jay or Juliana, but I had told the guy making the appointment that I go by Jay, and so I told her my name, Jay Pena-Guerrero. She tilted her head and asked, "Juliana Guerrero?" so I said yes. That was kind of a bummer but she smiled and then asked if my address was still the same (Yep!) and if my insurance was still the same. I honestly don't know. So we had this long conversation about insurance, which was boring, but I ended up telling her that my appointment is to get on birth control. I just hoped that no one sitting there by the desk could hear us. Also, apparently the bill or statement goes home to my parents and tells them that I got birth control. Ugh. I'm glad that she warned me about this ahead of time, because like I said before, I think my mom would make life very hard for me if she knew. The lady at the front desk told me to talk to the doctor about it, and that maybe it would be just fine.

Then I had to fill out a little form, and you know what was cool? There was a field for preferred pronouns and gender identity. Even though mine are *she*, *her*, and *hers*, and I'm cisgender, I'm glad they asked. There was also a question about if I'm on any medicines, and I didn't know if vitamins count, so I asked the lady. She was nice and explained that I could just write that down. Then she told me that the schedule was a little behind that day so I would have to wait a bit, which at least I knew ahead of time.

Yeah, I waited a while. The waiting room had dorky health message posters from the 80s with white families all perfect with a boy and a girl in overalls, but I found one of my favorite magazines in Spanish, which is cool and it passed the time until they called me back."

What behaviors of the front desk staff were culturally responsive?

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INTERACTION 3: MEDICAL ASSISTANT

"So, after waiting in the waiting room, a lady came out and called my name. She called me Jay! I was surprised she got my name right. She said that she was a medical assistant, and that she'd be helping me take care of some things before I saw the doctor. She asked me if I had any questions, and I asked her if I would have to get a shot or poke. She said probably not.

After she did my blood pressure and stuff, she had me do a survey about things that I do that are healthy or bad, like smoking or eating vegetables or having sex. I hesitated at first when I went to check the box about some of the unhealthy things, but I remembered that at my last visit, Dr. Stacey explained that she doesn't tell my parents anything unless I'm harming myself, so I filled it out honestly. I don't think Dr. Stacey knows that I have relationships with all genders, and right now I am on and off with my girlfriend but have been sleeping with this dude from church (LOL that didn't fit on the form). So I circled "bisexual" even though it's not exactly how I identify, but... it's probably what they [adults] would think about me.

When I was done with the survey, the medical assistant came back in and took the survey from me. I saw her look down at the paper and raise her eyebrows, and I felt super uncomfortable. But then she stopped, looked me in the eye, smiled in a friendly and not-judgey way, and told me that Dr. Stacey should be in pretty soon. I asked her if I had to get undressed first, and she explained that for my type of visit, people usually don't have to get undressed at all. Yessss! She asked if I had any more questions (nope) and then she left. The exam room was boring, but they had a little poster framed on the wall that was called "Health Rights for Teens," which basically explained all the stuff Dr. Stacey told me about last time. I read it anyway and thought about how I should tell my friends that they can come to the doctor for birth control and other stuff too."

What behaviors of the medical assistant were culturally responsive?

What behaviors might not have been culturally responsive?



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INTERACTION 4: PHYSICIAN

"Finally, after a little more waiting (it just makes me so nervous to wait!), Dr. Stacey came in. The first thing she said was, "Hi Juliana! Thanks for waiting!" She said it in a really friendly way and I know that she's known me for a long time as Juliana, but it still made me feel a little weird. I took a breath and then said, "Hi Dr. Stacey. I go by Jay now." She said "Oh! I didn't realize..." she looked at the computer and then said she was sorry, and thanks for telling her. Then she told me that she was really glad that I'd come in to see her, reminded me again about my confidentiality rights and their limits, and asked me about some of the things I wrote on the survey, like that I'd circled that I'm bisexual. To be honest, I don't really understand what that has to do with anything, but she explained that she wanted to make sure I feel safe talking to my family about it and that I have support and stuff. My mom knows about my girlfriend and is fine with it, but she doesn't know that I've been talking to that guy from church. We've only had sex a few times, but I've been getting nervous about getting pregnant, and I told Dr. Stacey about all of that.

At first I didn't really feel like she judged me for having sex, but she seemed confused when I explained what it means to be pansexual and non-monogamous. I felt like if her face could say anything, it would shout "THAT IS CRAZY, YOU ARE YOUNG AND DON'T KNOW WHAT YOU'RE DOING, WHAT IS WRONG WITH YOU?" I know she didn't say those words, but I felt like she was thinking them. But then she told me what birth control methods might be best for me, being that I am non-monogamous, and she offered condoms, and she made sure I knew how to use them correctly. So maybe she didn't really think the worst of me? And she explained STD test options, the options for birth control, and I got an implant in my arm right then and it didn't even hurt! Most of all, Dr. Stacey talked to me about talking to my mom about it, so that when my mom sees the statement it will be okay. But even though it's hard, I'm going to talk to my mom. Dr. Stacey said the nurse will call me about the STD tests, and she made sure she has my phone number, not my mom's. Phew!"

What behaviors of the physician were culturally responsive?

What behaviors might not have been culturally responsive?



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INTERACTION 5: NURSE

"So, the update on my birth control adventures...my implant in my arm is totally fine. I actually even used one of the condoms that Dr. Stacey gave me and I'm going to try to use them from now on. Especially because I got some bad news from the nurse about my test. Ugh.

A week or so after I went to the doctor, the nurse called me. I'm so glad she called my number and that it was after school, because it was a terrible call. My parents weren't home from work yet and I was sitting in the kitchen and my phone rang, from a private number. Here's how it went.

Nurse: "Hi, is this Jay? [She got my name right at least.] My name is Kara and I'm a nurse. Dr. Stacey asked me to call you and tell you that your chlamydia result was positive."

Me: "Oh, great, that's good to know, thanks! ...Wait, is that a good thing?"

Nurse: "Well, a positive test result actually means that the test showed you have a chlamydia infection. The good news is that it's totally curable with antibiotics, and I can call in a prescription for you, and even your partner. Something we ask all of our patients in this situation is how many partners they have had, so we can help them make sure that they get this treated and don't get infected again."

Me: "Oh." *pause, think of swear words, think of telling girlfriend AND the dude from church that I slept with AND my mom* "So, I, um, have a girlfriend and I also have slept with a guy recently."

So here is where the nurse paused and I imagined her judging me. However, it ended up being okay. Kara the nurse talked to me about how to tell my girlfriend and the guy (and even my mom!), how to get the antibiotics and how to take them, and she told me that this is a common STD. I felt way better after talking to her, and like I can take care of this all and be healthy in the end.

Final note: I hope that my story helped you understand how I felt through all of this. Thanks for listening to my story and for trying your best to be patient & caring with kids like me."

*What behaviors of the nurse were culturally responsive?
What behaviors might not have been culturally responsive?*