

“So my therapist knows my mom really well. We come in and they talk for a few minutes, and I’m like, ‘Yo, my birth control is making me feel really depressed.’ It ends up being this really weird atmosphere where I’m not sure if she’s going to tell my mother something I told her because they’re friends.”

Which Youth Friendly Behavior does this relate to?



- a. Patiently helps adolescents **navigate referrals** and any other systems that may be challenging.
- b. Accurately discusses and applies **confidentiality/consent laws** with all adolescent patients
- c. Avoids using **medical jargon** when communicating with adolescents.



“Health care providers have to explain that nothing bad is going to happen if you’re honest.”

--D.C., 17

**AHI TAC TAC Member**

Adolescent patients say that confidentiality is one of the most important factors in their healthcare.

“At an appointment, the therapist came in right when my dad was calling me about where he was going to pick me up. When I tried to answer the phone, the therapist was like ‘No, put your phone away.’ I was like ‘this is my dad on the phone I have to take to him.’ And he was like ‘I don’t care, put away your phone.’”

Which Youth Friendly Behavior does this relate to?



- a. Listens to and objectively considers what adolescent patients have to say.
- b. Avoids using **medical jargon** when communicating with adolescents.
- c. Uses **sensitivity** and maintains neutral language and body language with adolescents, withholding judgment

“If a teenager has sex, don’t brand them. I mean they aren’t a bad person after that, so why not give them access to safer ways to have sex? It [sex] is going to be happening anyway.”

--M.S., 16

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Uses sensitivity and maintains neutral language and body language with adolescents, withholding judgment related to sensitive subjects, such as sexual health, substance use, interpersonal violence, gender and personal expression, and mental health.