

FIND SOMEONE WHO...

NAME:

...feels more comfortable talking to children than to teens	
...has raised a teenager	
...can name something they liked to do as a teen that they still like	
...can recall a recent positive interaction with a teenager	
...can name 2 things that are hard about being a teen	
...can name 2 things that are hard about working with teens	
...can name 2 things that are enjoyable about working with teens	

YOUTH-FRIENDLY BEHAVIORS

1. Accurately discusses and applies **confidentiality**/consent laws with all adolescent patients.
2. Provides and/or supports **fair treatment** and equal opportunity for ALL adolescent patients.
3. **Listens to** and objectively considers what adolescent patients have to say.
4. **Accommodates needs** of individual adolescent patients (tardiness, bringing a friend along, etc.)
5. Uses **positive body language** and an approachable, warm tone in communicating with adolescents.
6. Patiently **helps** adolescents **navigate** referrals and any other **systems** that may be challenging.
7. **Avoids** using **medical jargon** when communicating with adolescents.
8. 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, sexual orientation, gender and personal expression, and mental health.