

**Adolescent and Youth Friendly Service Tour
 Clinic Environmental Assessment Tool**

Instructions: Walk through the clinic, paying attention to how welcoming the clinic is to adolescents and young adults (AYA). After walking through the clinic site, read each statement and place an “X” in the appropriate “Yes or No” column. Please use the “Comments and Recommendations” column for any additional information that celebrates the clinic or guides improvements.

Name of Clinic:

Date of Visit:

| Clinic Characteristic | Yes | No | Comments & Recommendations |
|--|-----|----|----------------------------|
| Accessibility | | | |
| The clinic hours are clearly posted | | | |
| The clinic is open hours that are convenient to AYA (after school, nights, weekends) | | | |
| Walk in or same day appointments are available | | | |
| The clinic is accessible by public transportation | | | |
| The clinic is accessible to people with mobility impairments | | | |
| The clinic has a working, up to date, website that is easy to find and use | | | |
| Environment | | | |
| Signage makes clear that AYA are served at this clinic | | | |
| Confidentiality policies are clearly posted | | | |
| The clinic clearly welcomes diverse groups (such as LGBT youth, racial minorities) | | | |
| Waiting environment appeals to AYA (i.e. appealing decoration, displays, music, magazines, etc.) | | | |
| Waiting room has Wi-Fi or computers to use | | | |
| Waiting room has evidence of community engagement (flyers advertising local activities, concerts, schools events, etc.) | | | |
| The clinic has posters, brochures, health educational materials that interest AYA | | | |
| Exam room environment appeals to AYA (i.e. appealing decoration, displays, music, activities, etc.) | | | |
| Routine Screening | | | |
| Clinicians use a standardized assessment tool with AYA that includes a sexual history and screening for alcohol, tobacco, and drug use, and other psychological issues | | | |
| Standardized assessment tools are easy to complete (Look at tools) | | | |

| **Interview Questions** <i>Please speak with an identified clinic staff member to complete this section</i> | Yes | No | Comments & Recommendations |
|---|-----|----|----------------------------|
| Do you communicate with AYA by their preferred method (phone, email, text, portal, etc.)? | | | |
| Does your clinic utilize social media (Facebook, Twitter, etc.) to get information to patients? | | | |
| Are AYA specific patient satisfaction surveys regularly distributed and are improvements addressed? | | | |
| Do you have a way to inform AYA, including parents and guardians, about your clinic's confidentiality policy? | | | |
| Is staff trained on policy and protocol on minor's rights and confidentiality that includes patient visits, billing, patient contact, records, and lab results? | | | |
| Are free or low cost services available if a patient does not want to use insurance for confidentiality reasons? | | | |
| Do you offer adequate appointment length to address needs of youth (enough time to discuss all an AYA's problems and concerns)? | | | |
| Are clinicians available to answer follow up questions after the visit? Can I get in touch if I have a question? | | | |
| What on-site services are available, such as mental health services, nutrition services, drug and alcohol counseling, or access to variety of birth control services? | | | |
| Are linkages in place for referrals to care for alcohol, tobacco, and drug abuse; mental health concerns; and other social service needs not offered on site? | | | |
| Are linkages are in place for referrals for clinical care and behavioral and social services specific to LGBTQ youth that are not offered onsite? | | | |
| Are linkages are in place for referrals for services related to intimate partner violence? | | | |
| Does staff <i>assist</i> AYA patients in making connections or making appointments to off-site services? | | | |
| Overall Assessment | Yes | No | Comments & Recommendations |
| Would you recommend this clinic to other AYA patients? Why or why not? | | | |

*This tool was adapted from the *University of Vermont College of Medicine: Vermont Child Health Improvement Program (VCHIP)*