

# Sample Provider Script #1



Provider



Teen (Age 13)

## First time meeting and getting to know patient:



Hi, I'm [STATE NAME]. I go by [STATE PRONOUNS]. What name should I call you and what are your preferred pronouns?



Britney. She/her, I guess.



Nice to meet you Britney!



I'm sorry but can we get this over with? Doctors visits kinda freak me out.



No worries. I understand. I like to ask these questions to get to know my patients so that I can meet your needs in the best way possible. So please - help me get to know you! Can you tell me about school? What grade are you in?



I'm in 8th grade.



Gotcha. What's your favorite subject?



Art is fun, I guess.



An artist! Awesome. What about things besides academics? What are your friends like?



Um... I don't really talk to many people. I have like, one friend. We're pretty close. But who cares how many friends I have? Why does it matter?



Being a teenager is hard sometimes. Maintaining a good social life is important for your mental health. I'm glad to hear you have a friend to rely on.

Just a few more questions, Britney! If that's okay with you.



Sure.



Please tell me about your living situation. Who do you live with? Do you feel safe at home?



I live with my parents. Yeah, I feel pretty safe. I just get annoyed with my mom and dad sometimes when they don't listen to me.



Not being listened to can be pretty frustrating. I am sorry to hear that. When this happens, who do you usually go to?



My friends usually. But it depends. For most problems I just go to my mom or dad.



Okay that's good. Thank you for sharing with me, Britney.

### SRH and MH confidentiality conversation:



Before we continue, I want to talk to you about confidentiality. In **[STATE]**, teens can access healthcare for sexual and reproductive health, or mental health needs, without their parents. Our conversation today will be confidential, meaning what we talk about will stay between us. I want you to feel comfortable talking about your health needs or questions.



Okay.



Great. So something we can talk about is your sexual and reproductive health. I can help you meet your needs for things like contraception and STD testing.



Sexual health? I've never had sex before.



I appreciate you sharing that with me, Britney. Even if you are not sexually active or planning to become sexually active, I still want to make sure you have information you need. Also, sex is only one part of sexual and reproductive health. We can talk about other related topics, like your period. Or, if you would like, we can discuss your mental health needs.



You said this conversation will be private right?



Yes. Our conversations are confidential, just between you and me, except in certain situations. If I have concerns that you are seriously harming yourself, harming someone else, or being harmed by someone, I would have to report that so we can make sure everyone is safe. But if you tell me something like you drank alcohol or had sex, that would stay between you and me.

Sometimes parents find out about the services you receive through bills from the clinic or your insurance, so if we decide you need any extra services we would talk about that together, in advance. [**STATEMENT WILL VARY BASED ON CLINIC SETTING.**]

What questions do you have for me?



No, I think I got it. Thank you.

# Sample Provider Script #2



Provider



Teen (Age 15)

## First time meeting and getting to know patient:



Hi, I'm [STATE NAME]. I go by [STATE PRONOUNS]. What name should I call you and what are your preferred pronouns?



Hi. My paperwork says Julieta but I actually go by Kai. My pronouns are they/them but I go by she/her around my family.



Well, it's nice to meet you Kai! Thank you for sharing that with me. Don't worry - this is a safe and private space.

Please tell me a little bit about yourself so I can get to know you. How is school? What grade are you in and what's your favorite subject, if you have one?



I'm a junior at Bear Creek. I honestly hate school but if I had to pick a subject... I would say my accounting class is my favorite because I like my teacher.



Accounting? Awesome. Good teachers make all the difference. If you don't mind me asking, why do you hate school?



...Well, I'm nonbinary and most of the people at my school aren't accepting. School is also just really boring. I can't wait to graduate.



I'm sorry to hear that. Do you have friends or family to support you when times get tough?



My family doesn't know about Kai. I am scared they won't be accepting. But my friends know. They are the best. Life is alright.



What about your living situation? Who do you live with? Do you feel safe or comfortable at home?



I live with my parents and two older siblings. I guess I feel safe at home. I just don't feel like my parents support me.



So if you have a problem, is there someone you can go to?



My siblings or friends usually.



In certain situations, our conversation cannot stay confidential. Our conversations are confidential except in certain situations when I think the safety of you or someone else is in jeopardy. For example, if you tell me you are harming yourself or others, I will need to let others know so we can make sure everyone is safe. And depending on the outcome of our time together and potential next steps for your care, sometimes parents find out about the services you receive through bills from the clinic or your insurance provider.  
**[STATEMENT WILL VARY BASED ON CLINIC SETTING]**

I know that was a lot of information to throw at you. What other questions do you have?



I don't have any right now.



Alright. So something we can talk about is your sexual and reproductive health. I can help you meet your needs for things like contraception and STI testing. I can also talk to you about your mental health needs.



You said our conversations about sexual health and mental health will be confidential. Does my mom know I am talking about these things with you?



Yes! They were given information about our clinic policy to review that basically says everything I have told you about our confidential conversations.



We are going to talk about sexual and reproductive health today, which is cool. Will you be providing any resources I can take home to help me understand my sexual health better?



**[DISCUSS AND OFFER RESOURCES AVAILABLE]**



Okay, one last question.



Of course! Ask away.



Do I have to wait until my next appointment to talk about sexual health or mental health with you?



**[ANSWER ACCORDING TO ABILITY OR REFER QUESTION TO APPROPRIATE STAFF]**

\*Not every state mandates the parental caregiver as the person who needs to be notified of potential harm. It could potentially be another trusted adult/adolescent advocate, depending on the family situation.



I understand how that might be uncomfortable. Who can you talk with about “guy stuff”?



My friends I guess.



I’m glad you can turn to your friends. I’m also happy to be another resource for you! Before we continue, I want to talk to you about confidentiality. In [STATE], teens can access healthcare for specific sexual and reproductive health services and mental health services without their guardians. Our conversation today will be confidential, meaning what we talk about will stay between us. I want you to feel comfortable talking about your health needs or questions, okay?



Sure.



Great. So something we can talk about, if you’d like, is the “guy stuff ” you mentioned. More formally, your sexual and reproductive health. I can help you meet your needs for things like contraception and STI testing. I can also talk to you about your mental health needs.

I do want you to know that in certain situations, our conversation cannot stay confidential. If I am concerned that you are harming yourself, you are harming someone else, or someone else is harming you, then I would have to report that so we can make sure everyone is safe. But if you tell me that you’ve smoked a cigarette before or had sex, that will stay between you and me [**STATEMENT WILL VARY BASED ON CLINIC SETTING**].



Okay. Thanks for letting me know. I will keep that in mind.



I also want you to know that your guardian may be able to see medications or services you receive through billing and insurance statements. If we decide you need any medications or extra services, we would talk about that together and how you’d like to disclose it with your guardian, or if there are other options for you that can stay confidential. [**STATEMENT WILL VARY BASED ON CLINIC SETTING**].

Do you have any questions I can answer for you?



No, not at this moment. I think I have a general understanding.