

Youth Friendliness: Clinic Assessment Tool

Deanna Nelson, Working with Youth – PE 46 Webinar

Name of Clinic: _____

Date of Visit: _____

Clinic Characteristic	Yes	Partially	No	Comments & Recommendations
Accessibility				
The clinic is conveniently located for youth				
The clinic hours are clearly posted				
The clinic has open hours convenient to youth				
Has walk-in or drop-in appointments				
Is accessible to youth with mobility impairments				
Has an easy to find online presence				
Environment				
Has a physically welcoming space				
Has a check-in and check-out area that feels private				
Has exam rooms that feel private				
Confidentiality policies are clearly posted				
The clinic clearly welcomes diverse youth				
Has an all-gender bathroom conveniently located				
Waiting room has evidence of community engagement				
Has health education material that is appealing and easy to understand				
Services				
Has services that are free or low-cost for youth				
Posts information about free or low-cost services in a place that youth can easily see				
Provides services in the languages spoken by youth in your area				
Post information about the languages staff speak in places that youth can easily see				
Provides free menstrual products				
Provides free condoms/dental dams				
Provides multiple birth control methods (pill, patch, LARCs, emergency contraception, etc.)				

Adapted from the Adolescent Health Initiative's Youth-Led Health Center Assessment Tool

Provides pregnancy testing and comprehensive options counseling				
Provides testing and treatment for STIs				

Interview Questions	Responses
Do you communicate with youth by their preferred method (phone, email, text, portal, etc.)?	
Does your clinic use social media to share information with youth?	
Are satisfaction surveys regularly distributed and are concerns/improvements addressed?	
What services are provided at your clinic?	
Are clinicians available to answer follow-up questions after the visit? Is there a way to get in touch with you if I have a question?	
Are linkages in place for referrals for services not offered onsite? (mental health, substance abuse, eating disorders)	
Are linkages in place for referrals for clinical care and behavioral and social services specific to LGBTQ youth that are not offered onsite?	
Are linkages in place for referrals for services related to intimate partner violence?	
Does staff assist youth in making connections or making appointments to off-site services?	

Final Thoughts
What do you like the most about this clinic?
What is one thing you would change to make this health center a better place for youth?
Would you recommend this clinic to your friends? Why or why not?

Notes:

SAMPLE