

6 Steps to Making Effective Referrals for Adolescents to Sexual and Reproductive Healthcare (SRH)

NO WRONG DOORS
NO MISSED OPPORTUNITIES
Teen Pregnancy Prevention

EXAMPLE STATEMENTS & KEY ACTIONS

1

Build Rapport

to create an environment of trust and comfort throughout the referral making process by valuing what teens have to say, establishing your expertise and trustworthiness, normalizing discussions about sexual health, and using client-centered communication skills (i.e., open-ended questions, affirmations, reflective listening, and summarizing)

- *“Many of the young people I meet have questions about where to go to get STI testing or birth control. Would it be okay if we talked more about that today?”*
- *“I try to make sure all the young people I work with have the information they need to make good decisions about their health (e.g., sex, pregnancy, STI/HIV). Before you go, could we talk more about that today?”*
- *“It sounds like you have a lot going on. Can we talk more about any concerns you might have about pregnancy or STIs?”*

2

Ensure Confidentiality & Consent

by informing teens about their confidentiality and consent rights consistent with state law and agency policies

- *“I want to make sure you know that I will keep our conversation private.”*
- *“Our conversation will be confidential, meaning it stays between you and me.”*

3

Identify Sexual & Reproductive Health Needs

by asking a couple of key questions, or conducting an assessment during interactions with teens

- *“Are you currently sexually active?”*
- *“Are you in a relationship right now?”*
- *“Where does pregnancy and parenting fit into your life right now?”*
- *“Are you concerned about STIs or pregnancy?”*

If applicable to your organization, conduct an assessment or have the teen complete an assessment that identifies sexual health needs

Flip to back to view next steps.

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4

Select the Appropriate Services & Health Care Provider

by reviewing the Referral Guide with teens

- *“What are some things you’ve heard about health centers in the community and people’s experiences with them?”*

Help the teen consider the following:

- o Services offered – *Do they provide the services I need? All birth control methods? Urine STI testing? Young men are served? LGBTQ-inclusive?*
- o Cost – *Do I have to pay? Can I use my insurance?*
- o Confidentiality – *Will they tell my parents? Will they send something to my home?*
- o Location – *Am I worried I’ll be seen? Does my aunt work there?*
- o Transportation – *How do I get there?*
- o Hours of operation – *Are there after school hours?*
- o Same day or next day appointment access – *Can I walk-in and be seen?*
- o Making an appointment – *How do I make an appointment?*

5

Make & Track the Referral

by using one of the three strategies and record that a referral was made on your agency’s referral tracking sheet

Three strategies for making the referral:

- Call the selected SRH provider to make the appointment for the teen while they are there with you – *“What do you think of us making the appointment together before you leave?”*
- Have the teen call for the appointment while you are with them – *“How can I help you make the appointment? I can sit with you while you make the call”*
- Provide step-by-step instructions to the teen on how to make the appointment at a later date – *“Let’s walk through the steps you will take to make the appointment before you leave. Who might you seek help from when you get home?”*

Tip: Provide the referral guide to the teen and include key referral information (e.g., circle the selected location and phone number, write the date and time of the appointment.)

6

Follow-up after the Referral

by making an agreement with the teens before they leave to check back with them

- *“I would like to hear how your appointment went. Would it be okay if we checked in again the next time we meet?”*
- *“Can I call you on (a specific date) to see how things went?”*
- *“Can I call you before your appointment to answer any questions you may have or offer help?”*
- *“You can call me at any time if you need assistance or want to talk through this more.”*