Community Health Center Process Map: Adolescent Visit in Pediatrics

This comprehensive process map outlines the major steps an adolescent takes during a pediatric visit and the key corresponding roles and tasks agreed upon by health center staff. Tasks highlighted in gray boxes are evidence-based practices for providing quality sexual and reproductive healthcare to adolescents.

START

END

FRONT DESK

STEP 1 Adolescent Checks in at Front Desk

Assess how adolescent will pay for visit

General Tasks:

- Identify payment source
- Collect demographics, registration and confidential contact information
- Update information
- Generate encounter
- Introduce patient to FP Medicaid Waiver Program if eligible
- Verify nature of the visit
- Determine if walk-in or appointment

STEP 7 Adolescent Checks out at Front Desk

Provide Youth Exit Survey & Collect for Quality Improvement

General Tasks:

- Collect money or payment
- Make return appointment or referrals
- Call for a ride
- Adolescent is checked out

NURSING

STEP 2 Adolescent Meets with Nursing

- Assess how adolescent was referred and collect form
- Hand out What to Expect documents
- Assess need for confidential services
- Assess need for labs

General Tasks:

- Take vital signs
- Assess reason for visit
- Provide education
- Take history of medication
- Conduct hearing/vision check
- Refill medications including contraceptive refills
- Bring adolescent to exam room

Does Adolescent Need Lab Tests?

NO

YES

STEP 6 Nurse Prepares Adolescent for Check out and Concludes Clinical Visit

- Provide condoms
- Review instructions provided about contraception, preconception care, and STIs/HIV

General Tasks:

- Complete clinician's orders
- Review clinician's instructions with patient
- Determine if dental or vision care is needed

LAB TECH

STEP 3 Adolescent Goes to Lab

- Perform pregnancy test
- Offer STI/HIV testing

General Tasks:

- Perform labs based on visit type
- Bring adolescent to the exam room

STEP 5 Adolescent Goes (Back) to Lab

General Tasks:

- Perform (additional) labs ordered by the clinician

NO

YES

CLINICIAN

STEP 4 Adolescent Meets with Clinician

- Ensure time alone at every visit with adolescent
- Collect referral form if not done before
- Conduct brief or extended sexual health assessment
- Identify pregnancy intentions
- Provide contraceptive counseling
- Utilize Birth Control Options Grid
- Provide pre-conception counseling
- Provide STI/HIV testing
- Prescribe or provide contraception
- Refer for contraception not available on-site
- Provide bridge method and reschedule in clinic for contraception
- Invite parent/caregiver to join adolescent and health care provider

General Tasks:

- Evaluate patient
- Provide education
- Order medication
- Make referrals

Does Adolescent Need (Additional) Lab Tests?

Developed by CAI