



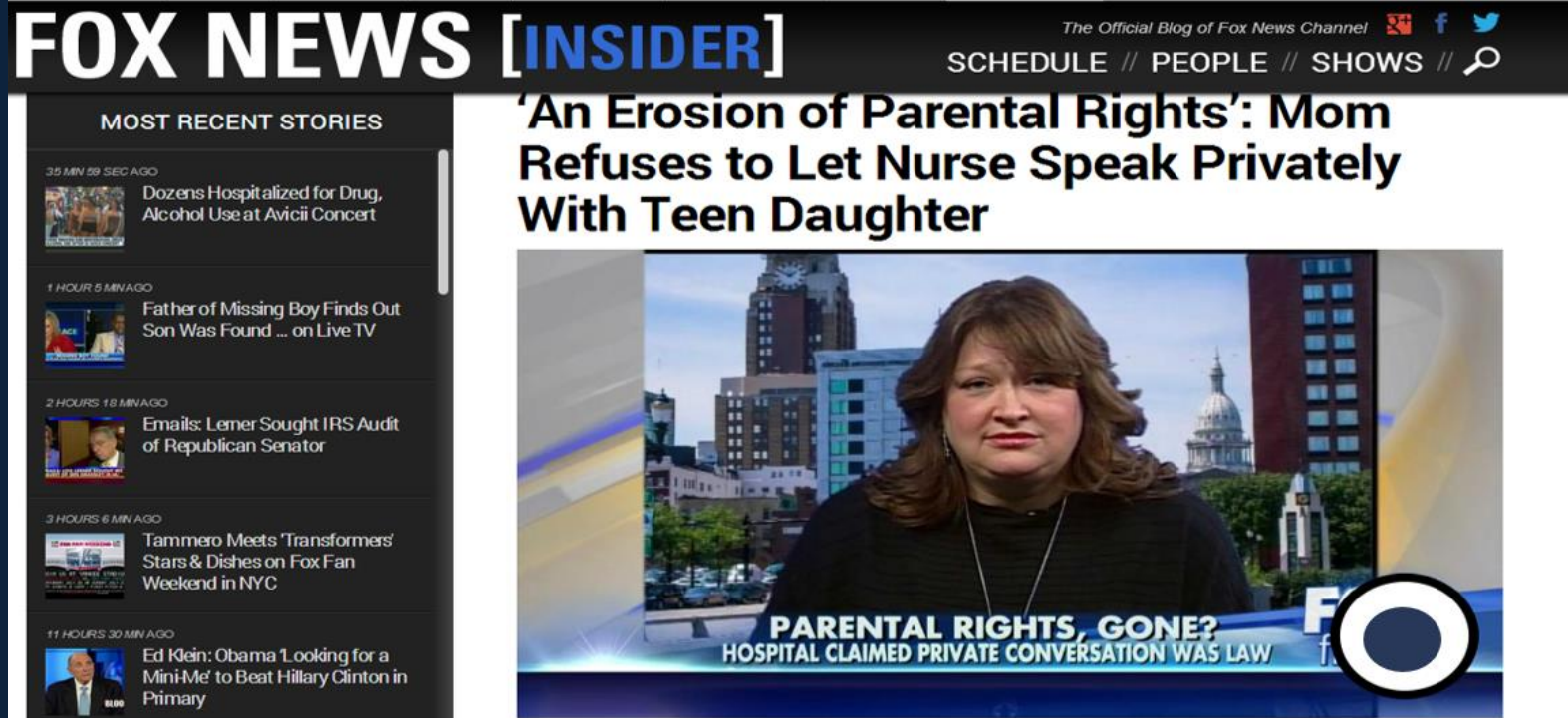
# CONFIDENTIALITY BEST PRACTICES



ADOLESCENT  
**HEALTH** INITIATIVE

# "I. AM. THE. MOM."





The screenshot shows the Fox News Insider blog interface. At the top left, the text "FOX NEWS [INSIDER]" is displayed in large white and blue letters. To the right, it says "The Official Blog of Fox News Channel" with social media icons for YouTube, Facebook, and Twitter. Below this are navigation links: "SCHEDULE // PEOPLE // SHOWS // 🔍".

The main article is titled "'An Erosion of Parental Rights': Mom Refuses to Let Nurse Speak Privately With Teen Daughter". The article features a video player with a woman speaking. A large white circle with a black border is overlaid on the bottom right of the video player. A blue banner at the bottom of the video player contains the text: "PARENTAL RIGHTS, GONE? HOSPITAL CLAIMED PRIVATE CONVERSATION WAS LAW".

On the left side, there is a "MOST RECENT STORIES" section with five items:

- 35 MIN 29 SEC AGO: Dozens Hospitalized for Drug, Alcohol Use at Avicii Concert
- 1 HOUR 5 MIN AGO: Father of Missing Boy Finds Out Son Was Found ... on Live TV
- 2 HOURS 18 MIN AGO: Emails: Lemer Sought IRS Audit of Republican Senator
- 3 HOURS 6 MIN AGO: Tammero Meets 'Transformers' Stars & Dishes on Fox Fan Weekend in NYC
- 11 HOURS 30 MIN AGO: Ed Klein: Obama 'Looking for a Mini-Me' to Beat Hillary Clinton in Primary

Ms. Duffy said in her post, "Let's get one thing straight: no doctor or nurse is going to sequester my children in an exam room and talk to them privately. Period."

## Laws

- Minor consent laws allow adolescents to consent to specific health services without parental involvement
- Vary by state

## Policies

- Set by health centers or institutions (Health System, etc.)

## Best practices

- Based on research (for example, studies show that when teens are assured of confidentiality, they seek health care more often and are more honest with their provider)
- Allows for the discretion of provider and/or staff

# SAMPLE SITUATION

Are there any **laws** in our state that require the provider has time alone with teen patients?

**ATTENTION PARENTS OF  
ADOLESCENT CHILDREN  
AGE 12y-17y.**

**New Michigan Medical Records access laws have been put in place. This will require a nurse to have a short 5 minute private conversation with your child.**

**We will explain the purpose and process at the time of the visit and answer any questions you may have .**

## A SHARED FRAMEWORK OF UNDERSTANDING

1. Parents/guardians can have a valuable role in their child's experience as an independent health care consumer.
2. Parents/guardians are experiencing their own adjustment to their child's adolescence.
3. We have an opportunity to educate parents about the value of confidentiality in the provider-patient encounter.

# HOW DO WE TALK TO PARENTS?

## A SAMPLE SCRIPT

*“As teens begin to develop into adults and take responsibility for their lives, we always ask parents/guardians to wait outside for part of the visit to encourage the teen to discuss their own view of their health.”*

## BEST PRACTICE: RIGHTS & LIMITATIONS

Inform adolescent patients about their rights and limitations regarding confidentiality laws and procedures.

- Many teens don't know that they have the right to access certain services without a parent/guardian's consent.
- Adolescents are more likely to disclose sensitive information if they have an assurance of confidentiality from their provider.



## BEST PRACTICE: INSURANCE & CONFIDENTIALITY

Inform adolescent patients that if their insurance is billed for a service, that an Explanation of Benefits (EOB) may be mailed to their parent/guardian.

Provide referral information for free or sliding scale clinics to adolescent patients who don't want to use their parent/guardian's insurance.

## FAMILY PLANNING CENTERS

Often receive Title X (Title Ten) or similar funding, which prioritizes and protects confidential services for minors.

This includes practices that allow for confidential billing and sexual health services.

PCPs can make referrals to family planning clinics if they are unable to ensure confidential services.

*All health centers who serve adolescents can work to standardize practices that protect adolescent confidentiality.*

## PRIMARY CARE & OTHER CENTERS

Often do not have the same protections in place for minors as family planning clinics.

Should inform adolescent patients:

- If their insurance is billed for a service, an Explanation of Benefits (EOB) may be mailed to their parent/guardian
- Parents may be able to access their minor child's electronic health records

# PRACTICES THAT SUPPORT CONFIDENTIALITY



1. Counsel all adolescent patients on the protections and limitations of laws
2. Obtain a cell number for all teen patients and standardize systems for calling teens and young adults with test results, etc.
3. Standardize time alone for all adolescent patients with the provider
4. Use a workflow that allows for confidential completion of risk screening tools
5. Instate universal chlamydia/STI screening
6. Keep an updated list of referral resources
7. Train all staff and providers on practices, policies, and legal protections and limitations
8. Convey an environment of confidentiality by using privacy screens at check-in, white noise machines, etc.

Sparks 

THANK YOU!



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