

The background features abstract, overlapping geometric shapes in various shades of blue, ranging from light sky blue to deep navy blue. The shapes are primarily triangles and polygons, creating a dynamic, layered effect. The text is centered on a white background that is partially framed by these blue shapes.

# Module 4

## Encounters with Teens in the Pharmacy

# Topics

- ▶ Respecting the Diversity of All Teen Customers
- ▶ Communicating Effectively with Teens
- ▶ Fostering a Youth-Friendly Environment

# Topics

- ▶ **Respecting the Diversity of All Teen Customers**
- ▶ Communicating Effectively with Teens
- ▶ Fostering a Youth-Friendly Environment

# Teens are Diverse



# Key Tips When Engaging All Teen Patients

- ▶ Introduce yourself to the teen.
- ▶ Ensure confidentiality.
- ▶ Be attentive and engage in active listening.
- ▶ Take a neutral stance. Avoid lecturing and passing judgment.
- ▶ Maintain a positive attitude toward the teen.
- ▶ Avoid medical jargon.

# All Teens Include LGBTQ Youth

- ▶ LGBTQ: Lesbian, Gay, Bisexual, Transgender, Questioning
- ▶ LGBTQ teens also have unintended pregnancies:<sup>1</sup>
- ▶ NYC lesbian and bisexual teens...
  - ▶ Report lower use of birth control<sup>2</sup>
  - ▶ Experience twice the risk of unintended pregnancy compared to their heterosexual peers.<sup>2</sup>
- ▶ STI rates
  - ▶ Approximately 93% of diagnosed HIV infections among adolescent men ages 13 to 19 in 2011 were among young men who have sex with men (YMSM).<sup>3</sup>



1. U.S. Department of Health and Human Services, Office of Adolescent Health, 2012. [www.hhs.gov/ash/oah/sites/default/files/lgb-youth-508.pdf](http://www.hhs.gov/ash/oah/sites/default/files/lgb-youth-508.pdf)
2. Lisa L. Lindley, Katrina M. Walsemann, "Sexual Orientation and Risk of Pregnancy Among New York City High-School Students", *American Journal of Public Health* 105, no. 7 (July 1, 2015): pp. 1379-1386.
3. "HIV surveillance in adolescents and young adults," CDC, 2012. [www.cdc.gov/hiv/library/slideSets/index.html](http://www.cdc.gov/hiv/library/slideSets/index.html)

# How to Be More LGBTQ-Inclusive

- ▶ Use inclusive language such as “partner,” instead of “girlfriend” or “boyfriend.”
- ▶ Educate all teens about contraception, regardless of perceived gender or sexual choices.
- ▶ Post signs that include images and/or language about LGBTQ youth.<sup>1</sup>
- ▶ Speak with staff about displaying a safe space sticker in the pharmacy.
- ▶ Provide information on NYC’s LGBTQ Health Care Bill of Rights.<sup>2</sup>



1. “LGBTQ Health Care Bill of Rights,” New York City Health Department, 2017. [www1.nyc.gov/assets/doh/downloads/pdf/ah/lgbtq-bor-wallet.pdf](http://www1.nyc.gov/assets/doh/downloads/pdf/ah/lgbtq-bor-wallet.pdf)

2. “Safe Space Sticker,” GLSEN, 2017. [www.glsen.org/safespace](http://www.glsen.org/safespace)

# Topics

- ▶ Respecting the Diversity of All Teen Customers
- ▶ **Communicating Effectively with Teens**
- ▶ Fostering a Youth-Friendly Environment

# Communicating with Teens

- ▶ Effective communication between pharmacists and teens could improve:
  - ▶ A teen's ability to:
    - ▶ Decide on the therapy most appropriate for them
    - ▶ Adhere and comply to their medication(s)
    - ▶ Achieve optimal quality of life
  - ▶ A pharmacist's ability to:
    - ▶ Resolve drug therapy problems
    - ▶ Achieve good therapeutic outcomes

Scenario 1: A 16-year-old male desires  
emergency contraception

# Scenario 1: A 16-year-old male desires emergency contraception

- ▶ A 16-year-old male patient comes into the pharmacy to purchase emergency contraception (EC) with his friend.
- ▶ The patient asks to be counseled by the pharmacist on EC.



# What Should the Pharmacist DO?

- ▶ Take the teen aside to the designated counseling area, away from other patients.
- ▶ Review pertinent information about EC with the teen in a friendly, approachable manner.
- ▶ Mention that the person taking the EC can call the pharmacist with any questions.

# What Should the Pharmacist DO?

- ▶ Point out the expiration date on the EC package if it is intended for later use.
- ▶ Recommend **dual protection**, the use of internal or external condoms along with a method of birth control to protect against STIs and unintended pregnancies.
  - ▶ Consistent dual method use is the optimal method of protection against both unintended pregnancy and STIs for sexually active people.
- ▶ Offer a business card to the teen and tell him to reach out anytime.

# What Should the Pharmacist NOT Do?

- ▶ Pharmacists **should not** speak to the patient in **public**.
- ▶ Pharmacist **should not** be **judgmental**.
- ▶ Pharmacist **should not** make any **assumptions** about the patient.

Scenario 2: A young woman frequently  
purchases emergency contraception  
(EC)

## Scenario 2: A young woman frequently purchases emergency contraception (EC)

- ▶ A female teen patient comes to the pharmacy every week to purchase EC.
- ▶ The patient declines counseling each time.
- ▶ The pharmacist decides to engage the patient by ringing up her purchase.



# What Should the Pharmacist DO?

- ▶ Take the teen aside to the designated counseling area, away from other patients.
- ▶ Gently express concern about frequent use of this method of contraception.
  - ▶ Do not assume she is purchasing EC for herself each time.
  - ▶ Suggest she returns with her friends/peers if not purchasing for herself.
- ▶ Offer to discuss other contraceptive methods, both prescription and over-the-counter.
  - ▶ Mention that EC should only be used as a backup when other forms of contraception fail and that EC does not protect against STIs.
- ▶ Recommend the use of dual protection to prevent both STIs and unintended pregnancies.
- ▶ Offer a business card to the teen and tell her to reach out anytime.

# What Should the Pharmacist NOT Do?

- ▶ The pharmacist should not speak to the patient in **public**.
- ▶ The pharmacist should not be **judgmental**.
- ▶ The pharmacist should not make any **assumptions** about the patient.

Scenario 3: A teen boy picks up a  
prescription for gonorrhea

## Scenario 3: A teen boy picks up a prescription for gonorrhea

- ▶ A prescription for an antibiotic to treat gonorrhea is called in for a teen patient.
- ▶ This patient has not filled a prescription for this antibiotic before. The pharmacist writes “counsel” on the bag so the clerk can alert the pharmacist when the patient arrives.
- ▶ Two 16-year-old male patients holding hands arrive at the pharmacy to pick up the prescription.



# What Should the Pharmacist DO?

- ▶ Take the patient aside to the designated counseling area, away from other patients.
- ▶ Review how to properly take the medication as a single dose.
- ▶ Suggest a follow-up appointment with the prescriber and/or mention the nearest youth-friendly clinic.
- ▶ Recommend the use of dual protection to prevent both STIs and unintended pregnancy. Offer to review contraceptive options.
- ▶ Offer business cards to the patient and tell him to reach out anytime.

# What the Pharmacist Should NOT Do?

- ▶ The pharmacist should not speak to the patient in **public**.
- ▶ The pharmacist should not be **judgmental**.
- ▶ The pharmacist should not make any **assumptions** about the patient.

Scenario 4: A transgender male seeks  
contraception

## Scenario 4: A transgender male seeks contraception

- ▶ An 18-year-old transgender male patient comes to the pharmacy to purchase oral contraception. He has a few questions he would like the pharmacist to answer before he purchases it.
- ▶ The pharmacist is called over to where patient is waiting.
- ▶ The patient informs the pharmacist that he is transgender, and that he does not want his parents to know he is buying contraception.



# What Should the Pharmacist DO?

- ▶ Take the teen aside to the designated counseling area, away from other patients.
- ▶ Reassure the patient that his privacy is important and will be protected per the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule.<sup>1</sup>
- ▶ Educate the teen on contraceptive methods. Recommend the use of dual protection to prevent both STIs and unintended pregnancy.
- ▶ Offer a business card to the teen and tell him to reach out anytime.

<sup>1</sup>The HIPAA Privacy Rule," U.S. Department of Health and Human Services, 2015. [www.hhs.gov/hipaa/for-professionals/privacy/index.html](http://www.hhs.gov/hipaa/for-professionals/privacy/index.html)

# What Should the Pharmacist NOT Do?

- ▶ The pharmacist should not speak to the patient in **public**.
- ▶ The pharmacist should not be **judgmental**.
- ▶ The pharmacist should not make any **assumptions** about the patient.

Scenario 5: A teen girl presents a prescription for Expedited Partner Therapy (EPT)

## Scenario 5: A teen girl presents a prescription for Expedited Partner Therapy (EPT)

- ▶ A 15-year-old girl presents a paper prescription for a one-time dose of azithromycin, 1 gram.
- ▶ “EPT” is written on the prescription. The prescription does not have a name, date of birth or address written on it.
- ▶ The pharmacist is called over to the pharmacy counter.
- ▶ The teen tells the pharmacist that her doctor gave her the prescription for her boyfriend. She did not want to disclose her boyfriend’s name to the doctor.



# What Should the Pharmacist DO?

- ▶ Take the teen aside to the designated counseling area, away from other patients. Warmly ask how you can help.
- ▶ Listen attentively to the patient's questions and concerns.
- ▶ Explain that you can fill the prescription because the letters "EPT" indicate the prescription is for medication to treat her partner for chlamydia.
- ▶ Emphasize the importance of getting her sex partner treated so that she does not get re-infected with chlamydia.
- ▶ Offer a business card to the teen and tell her to reach out anytime.

# What Should the Pharmacist NOT Do?

- ▶ The pharmacist **should not** speak to the patient in **public**.
- ▶ The pharmacist **should not** be **judgmental**.
- ▶ The pharmacist **should not** make any **assumptions** about the patient.

# Topics

- ▶ Respecting the Diversity of All Teen Customers
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- ▶ **Fostering a Youth-Friendly Environment**

# Provide Youth-Friendly Sexual Health Services

- ▶ Pharmacies should be accessible, conveniently located, and offer flexible hours and reasonably priced services.
- ▶ To attract, serve and retain teens as clients, pharmacists should:
  - ▶ Be trained to address teens' unique mental and physical health needs
  - ▶ Learn about minors' health care rights in their state
  - ▶ Respect teens' privacy and confidentiality
  - ▶ Create an environment that is appropriate and comfortable for teens

# Advance Health Equity

- ▶ Support sexual and reproductive justice (SRJ).
- ▶ SRJ exists when all people have the power and resources to make healthy decisions about their bodies, sexuality and reproduction.
- ▶ SRJ means that every person has the human right to:
  - ▶ Choose to have or not have children
  - ▶ Choose the conditions under which to give birth or create a family
  - ▶ Care for their children with the necessary social support in a safe and healthy environment
  - ▶ Control their own body and self-expression, free from any form of sexual or reproductive oppression

# How to Make Your Pharmacy More Youth-Friendly

- ▶ Provide educational materials (e.g., pamphlets, handouts with relevant websites and numbers) in the pharmacy waiting area. Educational materials and any posters displayed should reflect the diversity of all teens.
  - ▶ Topics could include puberty, sexually transmitted diseases, sexuality and contraception.
  - ▶ Materials should be provided in multiple languages when possible.
- ▶ Seek out FREE resources:
  - ▶ For FREE educational materials from the New York City Health Department, call 311. Materials are available in English, Spanish and many other languages.
  - ▶ For FREE condoms, call the condom distribution coordinator at 347-396-7743 or call 311.
- ▶ Provide information about **local free sexual health clinic services**:
  - ▶ Example: Family Planning Benefit Program (FPBP) - a public health insurance program for New Yorkers who need family planning services, but may not be able to afford them.  
[health.ny.gov/health\\_care/medicaid/program/longterm/familyplanbenprog.htm](http://health.ny.gov/health_care/medicaid/program/longterm/familyplanbenprog.htm)

# Module 4 Quiz

# Module 4 Quiz

1. It is appropriate for a pharmacist to counsel a patient in the pick-up area by the register.

TRUE or FALSE

2. A male patient of any age with the capacity to consent can purchase Emergency Contraception (see Module 2 for more on capacity to consent).

TRUE or FALSE

3. A pharmacist should not assume that Emergency Contraception will be used by the person requesting it.

TRUE or FALSE

# Module 4 Quiz

4. A positive pharmacist-patient interaction would include all of the following, except:
  - a) A warm and friendly approach
  - b) The pharmacist providing pertinent information
  - c) The pharmacist offering a business card with their information
  - d) The pharmacist scolding the patient about their choices
  
5. Prescriptions must include the name, date of birth and address of the patient in order to be filled by a pharmacist, except when the letters “EPT” are written in the body of the prescription.

TRUE or FALSE