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
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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:¹
- NYC lesbian and bisexual teens...
  - Report lower use of birth control²
  - Experience twice the risk of unintended pregnancy compared to their heterosexual peers.²
- 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).³

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.¹
- Speak with staff about displaying a safe space sticker in the pharmacy.
- Provide information on NYC’s LGBTQ Health Care Bill of Rights.²

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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
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- 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
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- 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 (HIPPA) Privacy Rule.¹
- 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.

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)
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- 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.
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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

“Advancing Young Adult Reproductive Health: Actions for the Next Decade.” FOCUS on Young Adults, 2001.
www2.pathfinder.org/pf/pubs/focus/pubs/eop_report.pdf
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
Module 4 Quiz
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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