

Sample Welcome and Orientation of New Young Adults

[Adult Practice Name] is pleased to welcome you into our practice. Our practice places young adults in the center of their own health care. This means that our doctors do not discuss your care with anyone unless you ask that we do. We understand that some young adults involve parents/caregivers or others in their health care choices. To allow others to be involved in your health care choices, you will need to complete a signed consent form. These forms are available at the practice. For young adults unable to provide consent, we will need legal forms about their decision-making needs.

At our practice, you have the right to:

- Be treated in a caring way
- Have things explained in a way that you understand
- Make your own health choices
- Talk to your doctor alone
- Have access to your medical information

In turn, make sure to:

- Keep appointments or cancel them in advance
- Tell us about your current symptoms and health history to help us treat you
- Ask questions about your care
- Follow treatment plans that you develop with your doctor
- Know what your insurance covers

Below is a list of frequently asked questions and answers about our practice. If you have a question that is not listed below, feel free to ask any of our staff. We look forward to having you in our practice.

- Are health services confidential?
- What services does the practice provide (including preventive, sick and chronic care, and, if offered, sexual health, mental and behavioral health, wellness programs, and other specialty care)?
- Where is the office located (including map and nearest public transportation)?
- What doctors are available to care for young adults?
- What are the office hours (including walk-in options, if available)?
- Are there after-hours call-in options?
- What if I need to refill my medicines?
- How do I access my medical record?
- Do you share an after-visit summary with me?
- How do I contact my doctor (e.g., by text, phone, or email)?
- How do I make, change, or cancel an appointment?
- What insurance is accepted?
- What should I bring for my first appointment?
- What resources are available to help me learn about wellness and self-care (e.g., nutrition and fitness classes, support groups, special apps or websites, local community resources)?