



Sample Welcome and Orientation of New Young Adults

Six Core Elements of Health Care Transition 2.0

[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 providers do not discuss your care with anyone else unless you ask that we do. We understand that some young adults involve family and close friends in their health care decisions. To allow others to be involved in your health care decisions you will need to complete a signed consent. These forms are available at the clinic. For young adults unable to provide consent, we will need legal documentation about decision-making arrangements.

At our practice, you have the right to:

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

In turn, you are responsible for:

- Keeping appointments and cancelling appointments in advance
- Telling us about your current symptoms and health history to help us treat you
- Following treatment plans that you develop with your health provider
- Asking questions about your care
- Knowing 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.

Q: What services does the practice provide (including preventive, acute and chronic illness care, and, if offered, sexual health, mental/behavioral health, wellness programs, and other specialty care)?

A:

Q: Are services confidential?

A:

Q: Where is the office located (including map and nearest public transportation)?

A:

Q: What providers are available to care for young adults?

A:

Q: What are the office hours (including walk-in options, if available)?

A:

Q: Are there after-hours call-in options?

A:

Q: How do I schedule, reschedule, or cancel an appointment?

A:

Q: What insurance is accepted?

A:

Q: How much do visits cost?

A:

Q: What should I bring for my first appointment?

A:

Q: What resources are available to assist me to learn about wellness and self-care (e.g., nutrition and fitness classes, support groups, special apps or websites, local community resources)?

A: