

## Improving Adolescent Wellness Visits

Coronavirus disease (COVID-19) can affect adolescents directly and indirectly. Beyond getting sick, many adolescents' social, emotional and mental well-being has been impacted by the pandemic. Trauma faced at this developmental stage may have long-term consequences across their lifespan.

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### INNOVATIVE INTERVENTIONS FOR PROVIDERS

#### INNOVATING WELLNESS VISITS



- ▶ Use [Community Health Workers](#) (CHWs) to conduct outreach to socially isolated families through telehealth, home-based, or office visits.
- ▶ Connect members to needed [social services](#) via technology to support patient interaction.
- ▶ Increase incentives for self-collected specimens and other virtual activities through reloadable credit cards such as [ClinCards](#).
- ▶ Ask to enlist a trusted person or loved one to provide support during the virtual session.
- ▶ Augment telehealth or telemedicine clinics with [daily two-hour in-person clinic sessions](#) or nurse-only visits for vital signs and lab work for members.
- ▶ Ask members to use, during the virtual visit, [video chat services and headphones](#); allow the use of the chat function to type in responses to yes/no questions, and upload photos via the electronic records.

#### ENGAGING THROUGH DIGITAL PLATFORMS



- ▶ Send patients links to [animated and video tours](#) of the intervention technology.
- ▶ Use online interventions (i.e., [P3, YouTHrive, TechStep](#)) that provide spaces for social interaction and social support.
- ▶ Use [virtual currency systems](#) (e.g., Venmo or Zelle) or online retailer gift cards as incentives.
- ▶ Allow patients, without their parents/guardians, video visit access from the [member portal](#) for sensitive history taking.
- ▶ Review an [innovative teen outreach workflow](#) using portal access, a follow-up call and virtual rooming.
- ▶ Use [social media shareable and messaging](#) examples on vaccination from the National HPV Vaccination RoundTable.

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Compared with 2019, the proportion of mental health-related visits for children aged 5-11 and 12-17 years increased approximately 24% and 31%, respectively. Monitoring indicators of children's mental health, promoting coping and resilience, and expanding access to services to support children's mental health are critical during the COVID-19 pandemic.

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### RESOURCES FOR TEENS AND PARENTS

#### SELF-CARE TOOLS AND COMMUNITY SUPPORT FOR TEENS

- ▶ Use of social media graphics and animations for [adolescents](#) to share with peers that encourage taking care of their [physical](#), [social](#), [emotional](#) and mental well-being.
- ▶ Use a [series of self-care videos](#) that offer adolescents' perspective on how to maintain positive mental health while adhering to public health measures.
- ▶ Support of [digital community](#) for which teens can share their mental health struggles and triumphs (i.e., [Brave Teens](#); [Voices from Isolation](#)).
- ▶ Use of storytelling through [Well Beings](#) campaign, a mental health resource (e.g., [Preventing Teen Suicide in a Pandemic of Isolation](#)).
- ▶ Use [resource guide](#) to stay connected at home during the pandemic; apply for low-income internet service, qualify for free or discounted computers, mobile plans and phones.

#### MENTAL HEALTH SUPPORT FOR TEENS

- ▶ Learn [how to communicate](#) with teens when supporting resilience development (i.e., helpful phrases; [healthy activities](#)).
- ▶ Support teens' emotional well-being through CDC's [COVID-19 Parental Resource Kit](#).
- ▶ Understand the [psychological impact](#) on teens during the pandemic (e.g., trauma, grief) and learn to use [key messaging and advocacy](#) in protecting their mental health.
- ▶ Use [reliable resources](#) for teens and parents when addressing teens' social, [mental](#) and sexual [well-being](#).

#### MCP PRACTICE HIGHLIGHT

- Kaiser Permanente in Washington**
- ▶ Promotion of easy to access [tele-counseling](#) services.
  - ▶ Video-counseling on [contraceptive options](#) with follow-up.
  - ▶ Virtual or clinic visit to check HPV [vaccination](#) status and advice on HIV/STI risk reduction.