

MAKING YOUR VOICE HEARD

Suggestions for youth by youth for use in emergency rooms

HOW CAN I WORK WITH DOCTORS TO GET THE BEST CARE?

Introduce yourself. *Explain why you came in.* Write down questions to ask your doctor. *Ask the staff to explain the process.* Ask the staff what they will be doing, especially if they will be touching you. *If needed, let the staff know you would like a short break from the process.* Assume the staff want to help you. *Be aware of what makes you upset and let staff know when you feel yourself getting angry.* Let them know how to best support you if you become escalated (*for example: cold water, alone time, reminders to breathe*).

WHAT CAN I SAY TO STAFF TO HAVE MY NEEDS MET?

Ask what choices you have regarding your care. *Tell staff your preferred pronouns.* Let staff know what gender you would like your staff person to be. *Tell staff any cultural or religious preferences you have regarding your care.* Tell them what support people you would like in the room. *Ask for food if hungry, water if thirsty, a blanket if you are cold, or where the restroom is.* If a strip search is necessary, *ask for support people in room if wanted.* *Ask for discharge paperwork to be explained before leaving.*

WHAT IS THE BEST WAY TO WORK WITH STAFF?

Ask what information is kept private and what will be shared. *Ask for any information about medication you may be given, and what choices you have about taking it (for example; pill, injection, dose).* If you have a complaint, ask what your options are, or if there is a patient advocate. *Be open and honest with the staff.* Ask how long the expected wait is. *Share information in whatever way is comfortable for you.* Let staff know if you become uncomfortable. Suggest how staff could make you most at ease. *Ask staff for things to keep you busy while you wait.* (*for example; markers, paper, magazines, puzzles*).

This resource was created by Oregon Trauma Advocates Coalition (OTAC) a, youth-led advisory council. For more information on OTAC and/or how to become a member, email info@traumainformedoregon.org or call 503-725-9618.

If in crisis or needing peer support go to:

- <http://oregonyouthline.org/>
- call 877-968-8491
- text 'teen2teen' to 83986