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Call **(877)-968-8491** or text **'teen2teen** 'to **83986** or go to **OregonYouthLine.org**

Visit **youthera.org** or call **(971)-334-9295**

This resource was created by Oregon Trauma Advocates Coalition (OTAC), a youth-led advisory council.

For more information, visit **traumainformedoregon.org**

HOW CAN I COLLABORATE WITH DOCTORS TO GET THE BEST POSSIBLE 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 doctor 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: water, alone time, reminders to breathe).*

MAKING YOUR VOICE HEARD

Suggestions for youth by youth for use in emergency rooms

trauma informed oregon
Promoting Prevention Committed to Wellness

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

Ask what choices you have regarding your care. **TELL THEM YOUR PREFERRED PRONOUNS.** *Let staff know what gender you would like your staff to be.* **TELL STAFF ANY CULTURAL OR RELIGIOUS PREFERENCES 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 needed. **ASK FOR DISCHARGE PAPERWORK TO BE EXPLAINED BEFORE LEAVING.**

Ask what information is kept private and what information will be shared. **ASK FOR ANY AVAILABLE 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.** Offer suggestions on how staff could make you most comfortable. **ASK STAFF FOR THINGS TO KEEP YOU BUSY WHILE YOU WAIT** (for example: markers, paper, magazines, cards, puzzles).

WHAT IS THE BEST WAY TO WORK WITH STAFF?

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