



The Youth-Friendly Pharmacy: Meeting Teens' Reproductive Health Needs at the Pharmacy

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Objective

Improve access to reproductive health services in pharmacies for youth by 1) advancing youth's awareness and knowledge of services available and 2) facilitating pharmacists' capacity to better attract, serve and retain youth clients.

Rationale

The Youth-Friendly Pharmacy Model seeks to make pharmacies a useful access point to meet teens' reproductive health needs. Pharmacies are a logical place to provide EC to women and teens because they are geographically accessible, some are open late and on weekends/holidays. Now that Plan B is available over-the-counter for consumers 18 and over, teens can still access EC via *pharmacy access* (where they can go directly to specially trained pharmacists without being required to get a prescription from a doctor/clinic first). Youth-friendly pharmacy services are designed to address the unique obstacles facing adolescents, including convenience and ease of access.

Background Data

- Teens tend to wait longer than adults to seek EC.
- Teens don't always have a provider or money for services.
- California women under the age of 16 take more than 24 hours longer to get EC from the pharmacy than older women.

Focus Group/Community Forum Research & Findings

- Pharmacy Access Partnership conducted 10 focus groups/ community forums with African American, Latina, Asian Pacific Islander adolescent girls in California.
- Over half of participants frequented the pharmacy regularly, but only 15% knew they could obtain EC directly at the pharmacy.
- Lack of awareness about EC in general appears to be higher among young women than their adult counterparts.
- Teens suggested ways pharmacies can attract, serve and retain teens as reproductive health clients, including:
 - train providers to address adolescents' specific biological, psychological and health needs
 - offer reasonably priced services
 - keep flexible hours
 - respect confidentiality
 - provide in-store privacy
 - ensure provider respect
 - offer accurate information
 - provide culturally competent services.

Components of the Youth-Friendly Pharmacy Model

Youth Workshops

- Collaborate with youth CBOs to develop/host workshops to educate youth about EC and reproductive health services at pharmacies
- Conduct interactive sessions including role plays
- Facilitate discussions on EC – what it is and how/where to get it, EC pharmacy access, minors' right to confidential reproductive health services
- Seek youth input on important aspects for youth-friendly pharmacy services
- Recruit 2-4 youth leaders to assist in development of toolkit for pharmacists' training



Pharmacist Training

- Develop training for pharmacists to attract, serve and retain youth clients
- Collaborate with pharmacy chains/ associations to conduct pharmacy training, including toolkit
- Implement youth-friendly pharmacy model in select participating pharmacies
- Evaluate training effectiveness to determine impact and ensure participating pharmacies implement model
- Export model to organizations nationally

"The responsibility should be put on the provider, for as long as there are not teen-friendly services available, teens won't feel comfortable accessing them." Asian Pacific Islander youth community forum participant



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