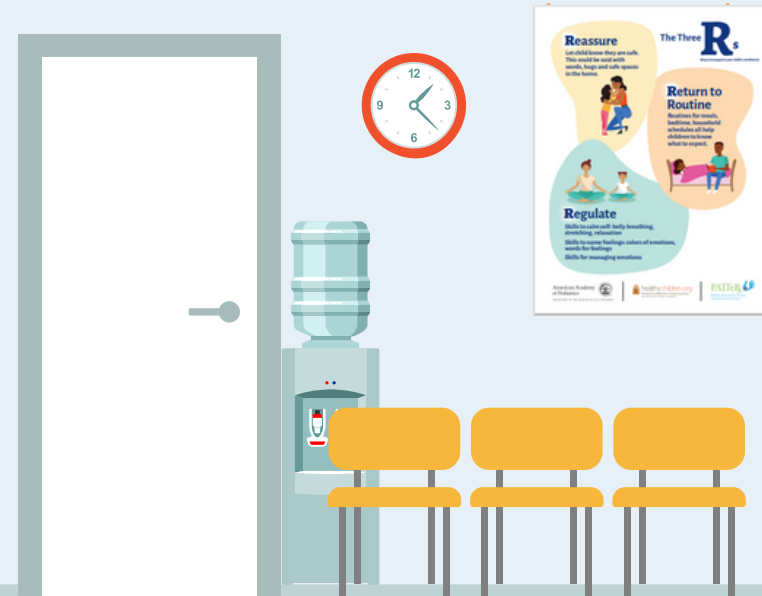


Overview of a Trauma-Informed Pediatric Visit: Staff Version

1 Waiting Room

The waiting room and entry area should be welcoming to the population served, clean, well-lit, and calming. All security personnel and staff should be trained in TI approaches and how to safely calm individuals who are upset or angry.



2 Reception

The reception area should offer enough privacy that interactions with children and families are confidential. Personnel should use TI approaches to greet, assess reason for the visit, name who they will see today, and offer options for any forms needing completion.



3 Nurse's Station

The area should be clean, tidy and physically safe for all ages. Healthcare staff should use TI relational skills to explain what they are doing, listen to families and patients, offer simple choices when feasible, and respond to any signs of stress.



4 Patient Room

The patient room should have enough chairs for adults and children and be large enough for the family. The exam room can have informational pamphlets and posters that are diverse and inclusive. Healthcare workers can ask questions about allergies, medication, and reason for visit after closing the door to ensure privacy.



5 Discharge Area

At the discharge area, provide a calm and supportive environment. Offer the family a copy of the after-visit summary, schedule the next appointment, and ask how they prefer to be contacted, whether by phone call, text, email, or patient portal. Gently remind the family about available practice resources, and address any last questions or concerns. Thank them for their time and trust in care.

