



Welcoming and Supportive Clinics: A Checklist

As individuals or as a team (including staff, clinicians, patient and family advisors), think about your clinic and how it is experienced by patients and families. Answer the following questions and provide suggestions for improvement, where applicable.

	YES	NO	SUGGESTIONS FOR IMPROVEMENT
First Impressions			
1. The clinic creates positive and welcoming first impressions for patients and families.			
2. First impressions specifically are welcoming to patients and families from diverse cultural and linguistic backgrounds.			
Check-In			
3. Staff members welcome patients and families warmly and respectfully.			
4. Patients and families are asked to share their priority goals for the visit.			
Signage and Art			
5. Signage/wayfinding is accessible and clear.			
6. Signage/wayfinding is in the languages of the communities served by the clinic.			
7. The art shows people, symbols, and scenes that are relevant to patients and families served by the clinic.			
Waiting Room			
8. The waiting room conveys that it is a place of learning rather than just a place to wait.			
9. Current and colorful bulletin boards, television programming, and computers have information about vaccines; tips for health, including nutrition, exercise, safety; and community health events.			
Exam Room			
10. Seating is comfortable for patients of all ages and supports a child and parent sitting together.			

	YES	NO	SUGGESTIONS FOR IMPROVEMENT
11. Current and colorful bulletin boards have information about vaccines; tips for health, including nutrition, exercise, safety; and community health events.			
12. Computers have screensavers or short videos about vaccines and other health information relevant to patients and families.			
13. Age-appropriate toys are available.			
Information and Education			
14. Written, audiovisual, and web-based informational and educational resources are provided in the languages of the communities predominantly served by the clinic.			
15. These resources are at the appropriate literacy level for patients and families served by the clinic.			
16. Opportunities are offered for discussion groups, peer conversations, and community health events to learn about vaccines and other health issues.			
Staff and Other Personnel			
17. Staff members are representative of the communities predominantly served by the clinic.			
18. Lay health workers (e.g., CHWs, doulas, navigators, peer mentors) are available to connect with patients and families.			
19. Lay health workers partner with clinicians in discussions about vaccines.			
Check-Out			
20. Visit follow-up steps are shared clearly with patients and families.			
21. Take-home information about vaccines and other health information is provided to patients and families.			

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