

## **DIAGNOSTIC EVALUATION**

A diagnostic audiological evaluation is generally completed at a center close to where the family lives. Centers are selected for their ability to provide appropriate testing for infants. Staff at the centers are trained on the required paperwork completion and follow-up protocol and have agreed to follow recommended procedures.

### **A. Procedures for reporting information to the EHDI program:**

1. The diagnostic center informs parents of the results of the evaluation.
2. Completes an Audiological Diagnostic/Follow-up Report Form # 53 (Exhibit 5) within 48 hours of the evaluation and faxes/mails to EHDI-M office.

### **B. Procedures for “No Shows”:**

1. The diagnostic center must:
  - a. Reschedule the appointment
  - b. Complete the Audiological Diagnostic/Follow-up Report
  - c. Fax/mail the report to EHDI-M indicating the date of the rescheduled appointment.
2. If the family is a “no show” for the second appointment and rescheduling is believed to be futile, then the diagnostic center should complete an Audiological Diagnostic/Follow-up Report and fax/mail it to the EHDI Diagnostic/Intervention Coordinator requesting that EHDI-M initiates tracking procedures.

### **C. Completing the Audiological Diagnostic/Follow-Up Report:**

1. The Audiological Diagnostic/Follow-Up Report will indicate the nature of the results, failure to show for the appointment, and/or date of the next scheduled appointment.
2. The Audiological Diagnostic/Follow-Up Report will also indicate recommendation(s) for plan of care.

**NOTE:** Each diagnostic center that evaluates the child is responsible for submitting an Audiological Diagnostic/Follow-Up Report that relates to the visit scheduled at their clinic even if the child is a “No Show.”

3. Audiological Diagnostic/Follow-Up Reports should be faxed or mailed to EHDI-M within 48 hours for any child under the age of three years who is identified with permanent hearing loss regardless of the referral source.

## **DIAGNOSTIC/INTERVENTION COORDINATOR MONITORING & TRACKING PROCEDURES**

### **A. Procedures for infants who are “No Show” for diagnostic evaluations:**

1. The Diagnostic/Intervention Coordinator attempts to contact the family by phone to reschedule the appointment and attempts to solve any barriers the parents may have in rescheduling the appointment.

2. If the family cannot be contacted by phone, the Diagnostic/Intervention Coordinator will mail a certified letter to the parent/caregiver stating the importance of completing the diagnostic evaluation. A copy of the letter will also be mailed to the child's listed PCP if this information is available. All available MSDH data resources (PIMS, Genetics, local health department, etc.) will be checked to verify contact information. A referral will also be made to the District Genetics/CMP Coordinators and /or District Social Worker to assist with follow-up.
3. If no response from the family is received, the child is considered to be "Lost to Follow-up." The child's file is kept in the EHDI-M office with documentation that at least three attempts have been made to contact the family and the PCP has been notified. A letter will be sent to the child's PCP as notification that the parents did not show for their diagnostic evaluation.
4. If the Audiological Diagnostic/Follow-Up Report form has not been received at the EHDI-M central office within five (5) days of an audiological appointment, the Diagnostic/Intervention Coordinator will contact the diagnostic center to confirm that the appointment was kept and to request a completed form.

**B. Procedures for infants with conductive hearing loss or pending:**

The Diagnostic/Intervention Coordinator tracks these babies by logging the file into a notebook labeled "Conductive/Pending" results by date of birth until hearing loss is confirmed.

**C. Procedures for infants who "pass" diagnostic evaluation:**

The Diagnostic/Intervention Coordinator enters the information into the database from the Form #53 and logs the file into the "Passed" Notebook.

**D. Procedures for "SICK" infants:**

The Diagnostic/Intervention Coordinator receives the Form #288 from the Hearing Screening Coordinator to file and periodically monitors the Form #288 to track if/when the diagnostic assessment is done, the results of the assessment, and indicated follow-up.