Parent Communication/Education with Tele-Audiology
Topics for today’s discussion

- Preparing Families and Professionals for Tele-audiology
  Communicating during testing and regarding results.
- Communicating With Professionals
- Maintaining Medical Records - where?
- Serving Families From Diverse Cultures
- Measuring Outcomes
- Family Centered Procedures
Preparing Families to Participate in Teleaudiology
When do we communicate with families?

(Will vary between programs)

1. Before the appointment is scheduled to explain the program and ensure parents want to participate with a remote evaluation.

2. At the time of scheduling

3. Just prior to date of appointment with an appointment reminder
What do we communicate with the family?

1. Verbal explanation of the program/appointment
2. Verbal instructions for the day of the appointment
3. Written communication:
   - Letter
   - Brochures
4. Media communication:
   - Video of test process for parents to view prior to appointment
   - Pictures of test process
How do we communicate with the family?
1. Appropriate reading level
2. Instructions similar to “in person”
3. Culturally sensitive
4. With an interpreter/translation
Preparing Medical/Intervention Community for Teleaudiology
Introduce your service

**How**

- Letter
- In-service
- Press Release
- Grand rounds
- Website

**Who**

- PCP/pediatrician
- NHSP Coordinator
- ENT
- Local Audiologist
- Speech Pathologist
- Early Intervention Specialist
Communicating with Families During the Diagnostic Evaluation
Introductions are important.

Family does not have the benefit of arriving at your facility.

They need to know who you are, what you do and where you work.
1. All individuals present/entering each site **must** be introduced to the family/patient.
2. All individuals entering the patient site should be introduced to the specialist.
3. When an individual leaves either site this should be communicated to each site.
4. Family **must** agree to all individuals entering either room.
5. It is possible for parents not to be aware that someone has entered the room because they cannot see or hear that person.

6. All observers who are at the specialist site must be invited in the room after the patient/parent has given permission. They should not be in the room when the call is connected because this does not allow for permission.
Prior to starting the program decide what you will communicate to the family and what the telepresenter will communicate.
Counseling Regarding the Results of the Diagnostic Evaluation
What information/recommendations are provided?
- Normal hearing
- Transient hearing loss
- Permanent hearing loss
Normal hearing

Encourage follow up if there is future concern

Normal speech/language/hearing milestones

Provide a contact for questions after the session
Transient hearing loss

Medical evaluation - where?

Audiologist reevaluation - when and where?

Normal speech/language/hearing milestones
Permanent hearing loss

Otologic evaluation

Audiologic reevaluation - when and where?

Normal speech/language/hearing milestones

Discussion regarding modes of communication

Discussion regarding hearing aid use, if applicable
How is counseling different compared to face to face?

- Visuals
- Models
- Audio
- Folder containing handouts/paperwork
- List of resources for families
- Arranging follow up
- Exit letter may be useful
Written test results

Send your report to the parents?
Dictated report + Copy of tracings
Especially important if follow up will be at a separate facility
Questions for Discussion:

- How have your families reacted to remote counseling?
- How have your families reacted to receiving test results later from another professional?
- Are the topics of counseling different with remote evaluation?
- Are your remote discussions more or less detailed?

varies between programs
depends on where follow up will be
parents may need assistance knowing where to start
Communicating Evaluation Findings with Professionals
Which professions should receive written notification of test findings?

- Report to PCP
- Report to referring agency
- Results to the State newborn hearing screen program
- Referral to EHDI

- Must determine how these reports will be sent.
- Will the process be the same as your face to face evaluations?
- If the patient is not returning to you it is especially important to ensure results are shared with other professionals because you will not be managing the case.
Serving Families From Diverse Cultures
Interpreting

**Where** is the interpreter?

Sitting with the patient/family
Sitting with the provider
Third site via video conferencing
Third site via telephone - three way call
Interpreting

Who provides the interpreter?
- Family
- Patient Site
- Specialist Site

Who pays for the interpreter?
- Health insurance
- Grant

Who coordinates scheduling the interpreter?
- Patient site
- Specialist site
When does the interpreter need to be present?

- During the entire appointment
  - This may be too expensive and a waste of the interpreter’s time
- At the beginning and end of session for test preparation and return for counseling
- When the interpreter is needed may vary with the parent’s level of understanding and ability to care for the infant – as in person
- It may be more critical for the interpreter to be present at the beginning of the appointment for introductions and explanation of your program.
If there are routine forms for the parent to sign send them in the correct language to the remote site prior to the appointment to save time during the session.
Measuring Outcomes
What is being measured?

- Family satisfaction
- Provider satisfaction
- Family expense
Family Centered Procedures
Discussion Questions

1. What is the role of family representatives/leaders in guiding procedures and evaluating the extent to which programs implement family-centered procedures?

2. Do you gather input from families during the initial development of procedures?

3. Do you gather input from families to ensure what you do is family centered?