

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 can not 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 of 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
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- 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.

Translated Literature

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?