



A PROGRAM OF EXPECTING HEALTH

Supporting Families Through Telehealth

Secretary's Advisory Committee on Heritable Disorders in Newborns and Children

Thursday May 13, 2021

Thank you to:

**Health Resources and Services Administration
Association of Maternal & Child Health Programs**

Meeting Parents Where They Were...

- High levels of stress
- Uncertain/ unstable employment
- Conflicting perspectives on risk of accessing healthcare
- Crunch Generation – Caring for children and older parents

...And Still Are

- Balancing benefits and concerns around telehealth
- Protecting medically sensitive children while navigating more options for other children/ family members
- Limited focus on parents' needs
- Continued disparities in resources access

Telehealth Additions to Online Covid-19 Module

1. **Telehealth resources** from other supported programs.
2. **Key questions** to ask during follow-up appointments.
3. **Considerations** for quality telehealth appointments.



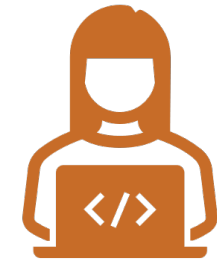
Virtual Triage Platform



Years of collecting and answering parent questions



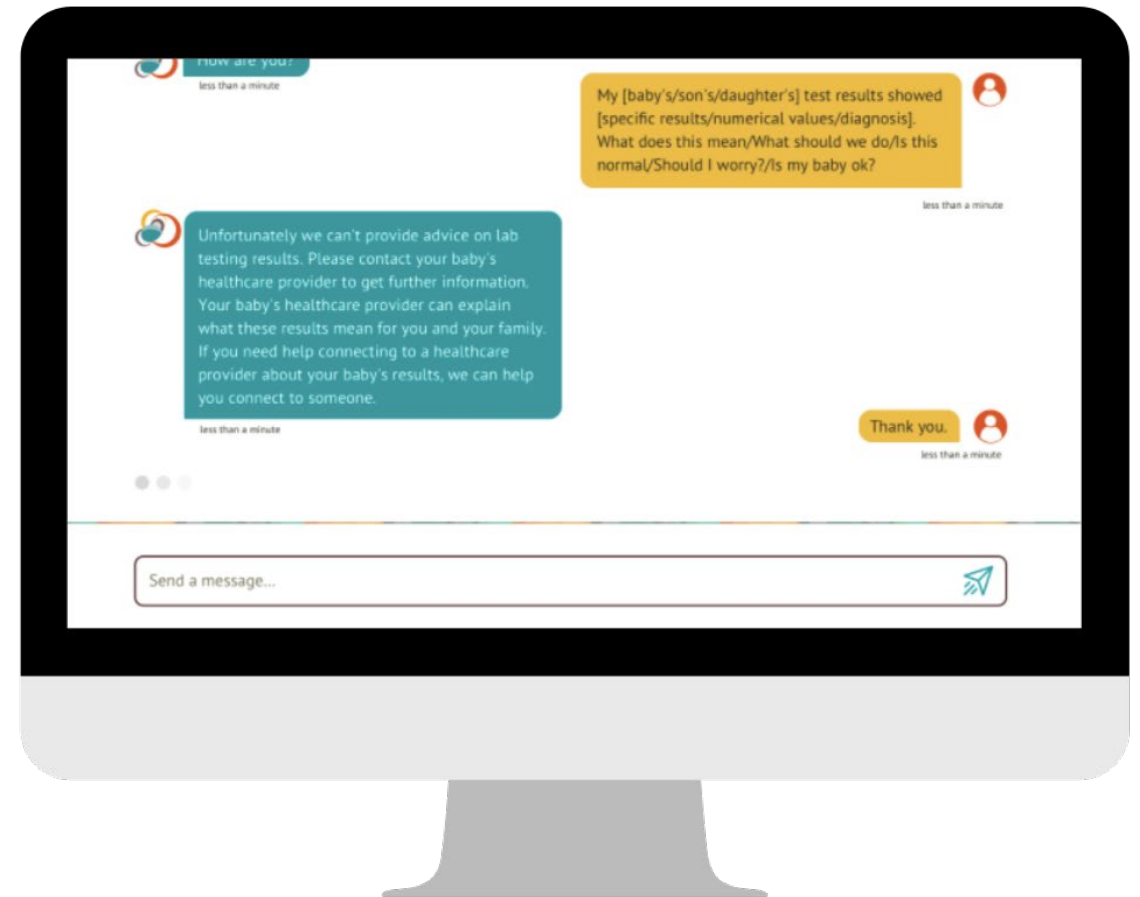
Use of real time technology to triage questions



Connect families to just in time information

Virtual Triageing Platform

- Stand alone site for parents to submit questions
- Ongoing addition of questions and answers that arise
- To be used for this and potentially other public health emergencies
- State-specific details



Meet Fin

Family Information on Newborns is here to connect families to the right information.



Fin (Family Information on Newborns) is here to help by connecting you to the information you need.

The screenshot shows a chat interface with a teal header bar containing the 'Ask Fin' logo. The chat history includes:

- A yellow message bubble from the user: "Hello" (less than a minute)
- A teal message bubble from the assistant: "Hello, how can I help you?" (less than a minute)
- A yellow message bubble from the user: "With everything going on in the world I don't really want to stay in the hospital longer than I have to. Does my baby really need to get newborn screening or can we Do it later?" (less than a minute)
- A teal message bubble from the assistant: "Thank you for your question. We understand that you are trying to keep yourself and your baby safe. Newborn screening does just that by finding serious health problems early so you and doctors are able to provide the best treatment. Staying in the hospital long enough for your newborn to get all its screenings can help prevent bigger problems later. In the hospital you can always ask when newborn screening is going to happen and how long after your family can get back home." (less than a minute)
- A yellow message bubble from the user: "OK thanks I am just nervous. It's our first one!" (less than a minute)
- A teal message bubble from the assistant: "Completely understandable, and congratulations! Let us know if you have any other questions." (less than a minute)

At the bottom of the chat window is a text input field with the placeholder "Send a message..." and a blue paper plane icon to the right.

Grantee Round Tables

- In partnership with Parent to Parent USA
- Focused on short- and long-term strategies for material development

Key Areas

- ✓ Ongoing Family Engagement
- ✓ Sustainability



What Still Needs to be Done?



Understand the impacts and outcomes **over time**



Participate in and encourage **ongoing** discussion and reflection



It is never too late to **ask and answer** lingering questions



Stay Connected

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