



BIRTH TO 3

TELEHEALTH FAMILY FLYER

Why are telehealth early intervention (EI) visits used?

The current COVID-19 pandemic has resulted in a need to provide early intervention services remotely using virtual technology methods instead of through in-person visits.

What is a telehealth EI visit?

Also known as telehealth, visits are a method for providing EI services via the internet. Telehealth EI visits can be provided through a personal computer, laptop, tablet, or smartphone using a secure network. The EI professional and family or caregiver are both present in real time.

Providing EI visits this way allows your services to be continued during the COVID-19 pandemic while protecting your child's and family's health and that of the providers.

Telehealth EI visits:

- Allow you to gain access to early childhood professionals who may be far away, specialized, or not allowed to conduct in-person visits for health safety reasons
- Focuses on parent-child relationship and interactions, increasing parent confidence in supporting their child
- Allows you with internet access the flexibility to work with EI professionals from a secure location
- You can schedule times that are convenient and may include other family members

What should you know about using your personal devices to receive telehealth EI visits?

As with any internet-based communication, there are potential risks regarding security or technological problems. You should use a secure Wi-Fi network with password and install any

necessary device protections. It is out of scope for EI staff or contractors to provide technical assistance to you regarding your personal device equipment used for telehealth EI sessions. Therefore, the Department and Birth to Three Program are not liable for any damages to your home computer or other devices.

You will need a internet speed of 1.5 Mbps to participate in telehealth EI. Use the following link to test your bandwidth <http://www.bandwidthplace.com>. You should also check with your internet or wireless provider for any monthly limits on your data usage plan. The Birth to Three Program is not responsible for any additional data cost incurred as a result of receiving EI services through telehealth visits.

Health Insurance Portability and Accountability Act (HIPAA), Family Educational Rights and Privacy Act (FERPA) and telehealth EI visits

All EI services are confidential. Telehealth visits comply with all FERPA and HIPAA privacy requirements when specialized software is utilized. Your EI professional will ensure secure software is used.

Want to learn more?

For more information regarding telehealth visits, please review the Tele-Intervention 101 Families video at <https://www.infanthearing.org/ti101/families/index.html> developed by the National Center for Hearing Assessment and Management (NCHAM) at Utah State University.