

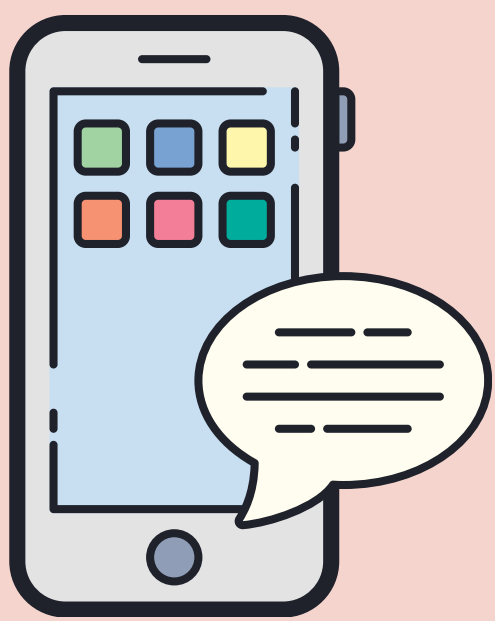
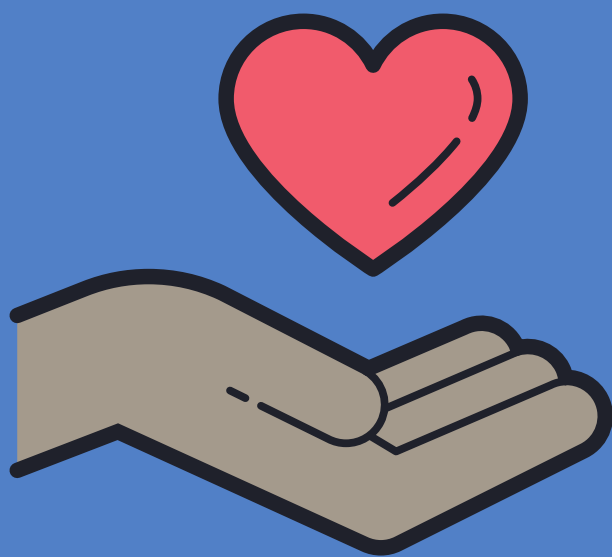
FAMILY-CENTERED TELEHEALTH

What Is It?

Family-centered telehealth is a way of providing services through a variety of digital platforms that assures the health and well-being of children and youth with special health care needs (CYSHCN) and their families through respectful family/professional partnerships.

DIGNITY AND RESPECT

- Everyone brings different perspectives - honor them.
- Who is there, what participation looks like and how decisions are made are defined by the family.
- Your family is the constant in your child's life.
- Empower your children to participate in their own care.



INFORMATION SHARING

- Open and honest communication in both directions is crucial.
- Timely, complete, and accurate information is required to foster shared decision-making.
- Celebrate family successes, so discussions are not limited to just symptoms and clinical information.

PARTICIPATION

- Work with providers to come up with creative, flexible, modifications or accommodations your family needs in order to participate.
- Actively participate in care and shared decision-making with your care team.
- Encourage and support youth to learn how to participate in telehealth.



COLLABORATION

- Trust is fundamental to family-centered telehealth.
- Families are members of the care team.
- Value celebrations, challenges, and needs as part of care and shared decision-making processes.
- Encourage family-to-family support to navigate telehealth.
- Share family-centered perspectives to create and guide telehealth policy.

