

Family Voices Telehealth Communities of Practice (CoP)

familyvoices.org/telehealth

Strategies to Help Families Overcome Barriers to Telehealth

- Watch the [Family Voices Nuts & Bolts of Telemedicine: Essentials for a Family-Centered Experience](#) (available in English and Spanish). Customize and share with families in your state, territory, and Tribal nation.
- Share the Family Voices [Barrier Busters](#) (available in English and Spanish) to help families overcome barriers to accessing and participating in telehealth services.
- Collaborate with other partners, such as the [Telehealth Resource Centers](#), to increase knowledge of telehealth technology for organizational staff.
- Partner with libraries, technology loan programs, schools, universities, and telecommunications companies to increase family access to devices and internet services for families.
- Address issues of confidentiality and privacy up front to reassure families the information they share is secure and providers, staff, and others won't share their information without first asking for permission.
- Provide peer mentors, front office staff, or other office staff to help families sign up for and use telehealth.

Strategies to Reach Families Who Are Diverse During COVID and Beyond

- Use data sources to understand the demographics of the population in your state and territories.
- Use snail mail, radio announcements, and announcements in multiple languages in local newspapers to reach families who represent the race, ethnicity, language, and geography of the country.
- Create partnerships with community leaders, cultural liaisons, food banks, WIC programs, and other community services to reach families.
- Co-create telehealth materials with cultural liaisons and other community leaders to ensure they are culturally and linguistically appropriate.

Best Practices to Engage Families in Telehealth Services

- Send appointment reminders to families.
- Help families understand releases and telehealth technology.
- Help families prepare for telehealth visits by sharing the Family Voices [telehealth resources](#) in English and Spanish (i.e. Family-Centered Telehealth; Telehealth Rights and Responsibilities, and Preparing for a Successful Telehealth Visits) to ensure the telehealth appointment addresses the needs of the child and family.
- Follow up with families to see how the visit went.
- Continue to offer telehealth options even after COVID.

Resources for Promoting Family-Centered Telehealth

- Visit [the Family Voices Telehealth webpages](#).
- Explore translation and captioning services to make information and resources more readily available to all families.
- Are you [Tele-Ready? Making the Most of Telemedicine Visits](#), from Family Voices of Wisconsin.
- Connect families with the [Assistive Technology Project](#) in their states.
- Connect families to the [Family-to-Family Health Information Center](#) in their state, territory, or Tribal nation.