

COVID-19 and Newborn Screening: Exploring Family-Centered Telehealth Experiences

To better understand the impacts of telehealth on newborn screening during the COVID-19 pandemic, Expecting Health convened newborn screening stakeholders, including representatives from state health department and advocacy organizations, healthcare providers, and parents. Participants shared their stories and expertise in small group discussions focused on different aspects of the telehealth experience: *navigating technical aspects, preparing for an appointment, fostering a personal connection, and ensuring quality of care*. Each group discussed the perceived benefits and barriers of telehealth and collaborated to generate strategies to improve the family experience.



42% of participants identified as advocates and parents



27% of participants worked at state health departments



23% of participants represented the medical system



7% of participants represented other government entities or industry

DATA FROM



Prior to the COVID-19 pandemic, only 30% of referral centers in Virginia were using telehealth as a standard of care. During the COVID-19 pandemic, 100% of referral centers were using telehealth as a standard of care.

PERCEIVED BENEFITS AND BARRIERS OF TELEHEALTH

Benefits

- Easy and quick access to providers
- Increase access and availability to specialists
- Less exposure to COVID-19 and other infections
- No sudden or unplanned travel expenses

Barriers

- Challenges with using video platforms
- Feelings of pressure to ask questions quickly
- Mixed messages about the safety of in-person visits
- Difficulty building relationships with new providers

STRATEGIES TO IMPROVE FAMILY EXPERIENCES



Offer technical support



Assess family needs prior to visit



Conduct a post-visit assessment



Build rapport with families

LEARN MORE

- Watch the full session on [YouTube](#).
- Complete a free online [module](#) on COVID-19 and newborn screening.
- Check out Family Voices [Telehealth Curriculum](#).

Want to get involved? Contact [Marianna Raia at mraia@expectinghealth.org](mailto:mraia@expectinghealth.org)