Standards of Practice for Tele-Survey and Enrolling New Participants during COVID 19 Pandemic

Before providing an electronic Parent Survey, the Family Resource Specialist

A. Shall:

(1) Follow the procedures established below:

(a) Verify the identification of the client by asking their full name and date of birth

(b) Identify all individuals present at each location and confirm they are permitted to hear the client’s health information;

(f) Establish safety protocols to be used in the case of an emergency, including contact information for emergency services at the client’s location;

i. FRS shall confirm the address where client is at the time of the electronic Parent Survey

ii. FRS shall request an emergency contact number if any emergency should occur during the electronic Parent Survey

(g) Obtain or confirm an alternative method of contacting the client in case of a technological failure;

(h) Determine whether the client is in Prince George’s County and identify the client’s specific location;

(c) Obtain informed consent specific to Parent Survey services using appropriate language understandable to the client;

i. mail the Consent Form and Grievance Policy to client in advance of electronic Parent Survey

ii. review the Consent Form and Grievance Policy with client or allow client to read the forms

iii. Ask the client if they have any questions or concerns about signing the Consent Forms and Grievance Policy

iv. Ask the client to photograph and send the photo to FRS OR FRS can take a snapshot of the forms for FRS record.

v. If client does not have the capability to conduct a Zoom meeting

(e) The Family Resource Specialist will provide a secure and private electronic connection and complies with federal and State privacy laws; (Zoom account is HIPAA compliant and FRS will use HIPAA practices to protect the confidentiality of the individual.)

(i) For an initial Parent Survey, provide the FRS’s and Supervisor’s contact information and

(d) Prevent access to data by unauthorized persons through encryption, or other means;

(e) Notify clients in the event of a data breach;

and (2) Be held to the same standards of practice and documentation as those applicable for in-person Parent Surveys.

We know that families that are expecting and/or families with newborns still may need support from Healthy Families Prince George’s during this time, the previous procedures will also be used for enrolling a new participant.

These same procedures shall be followed when enrolling a new participant into Healthy Families during the COVID-19 Pandemic period of social distancing.

Before enrolling a new participant, the Family Support Specialist

A. Shall

(1) Follow the procedures established below:

(a) Verify the identification of the client by asking their full name and date of birth

(b) Identify all individuals present at each location and confirm they are permitted to hear the client’s health information;

(f) Establish safety protocols to be used in the case of an emergency, including contact information for emergency services at the client’s location;

i. FSS shall confirm the address where client is at the time of the electronic enrollment/intake

ii. FSS shall request an emergency contact number if any emergency should occur during the electronic home visit

(g) Obtain or confirm an alternative method of contacting the client in case of a technological failure;

(h) Determine whether the client is in Prince George’s County and identify the client’s specific location;

(c) Obtain informed consent specific to Home Visiting services using appropriate language understandable to the client;

i. mail the Consent Form, Grievance Policy, Child Abuse and Neglect Form, to client in advance of virtual home visit if possible

ii. If not possible or reasonable to mail the forms indicated for intake, review the Consent Form, Grievance Policy and Child Abuse and Neglect Form with client or allow client to read the forms

iii. Ask the client if they have any questions or concerns about signing the Consent Forms, Grievance Policy, and Child Abuse and Neglect Form

iv. Ask the client to photograph and send the photo to FRS OR FRS can take a snapshot of the forms for FRS record.

v. If client does not have the capability to conduct a Zoom meeting, FSS will document the following on consent forms: “Participant gave verbal consent to to me, (name of FSS) on (date) via (telephone call/skype/facetime).

vi. At the first face-to-face meeting, the forms will be reviewed and signed again to ensure the participant has signed forms on record.

(e) The Family Support Specialist will provide a secure and private electronic connection and complies with federal and State privacy laws; (Zoom account is HIPAA compliant and FRS will use HIPAA practices to protect the confidentiality of the individual.)

(i) For an initial Home Visit, provide the FSS’s and Supervisor’s contact information and

(d) Prevent access to data by unauthorized persons through encryption, or other means;

(e) Notify clients in the event of a data breach;

and (2) Be held to the same standards of practice and documentation as those applicable for in-person Parent Surveys.