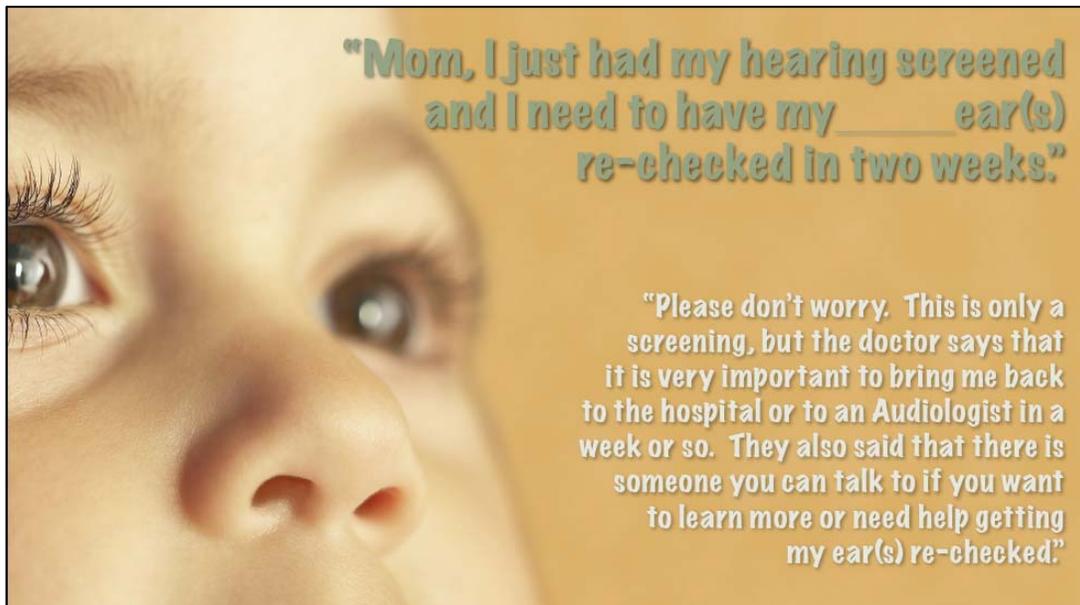


# Let's Talk About the Guide By Your Side Follow-Through Program: Talking Tips for Nurses



- ▶ Present the Guide By Your Side Follow-Through Program at the same time that you inform families that their newborn did not pass the hearing screening by adding the results of the screen to the Follow-Through card pictured above. To order more cards or to learn more about this program contact Laurie Nelson, GBYS Program Coordinator at (608) 822-3756.
- ▶ Remind families that there may be temporary issues that caused the baby to refer (i.e. vernix or middle ear fluid) on the screening; however, it could be a sign of a more permanent hearing loss. The sooner they find out for sure, the better off their baby will be. Without causing undo stress it is important to stress this “sooner the better” message.
- ▶ Inform families that the Guide By Your Side Follow-Through Program is offered to all families of babies who do not pass the inpatient hearing screening and/or the outpatient hearing screening. The program allows parents to connect with someone that can answer screening or follow-up questions they might have after they get home with their baby, and will encourage the family to attend the follow-up appointment.
- ▶ Remind families that this is a Program run by the State of Wisconsin and that they will not receive solicitations or unwanted contacts.
- ▶ Inform families that a trained Parent Guide will try to contact them within three weeks of hospital discharge. (Remember you must send the completed cards to your Parent Guide immediately in order to assure that this contact can happen.)
- ▶ Ask families to fill out the card with the **best** way to contact them and with clear and accurate information. Point out that **they must sign the bottom** to indicate that they are giving their consent to be contacted by (insert Guide's Name), the Parent Guide. Also encourage the parents to print their name for clarification.



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