

Recommendations for EI Tele-intervention Sessions

March 23, 2020



Most of us are accustomed to “in-person” sessions, but these are unique times requiring unique measures to provide services to our families. Much of the direct teaching, reflection and practice with the caregiver can be provided during your tele-intervention sessions. Please consider the following when you provide Tele-intervention services.

High quality HIPAA compliant technology and a good internet connection is key to a quality visit. Make sure that your camera and microphone are working on your computer. If the caregiver is having a difficult time hearing or seeing you, then you will need to troubleshoot to make adjustments. Check in with your caregiver during the session to ensure technical quality.

Dress appropriately for the tele-intervention visit. Your attire should reflect the professionalism that you convey during a face-to-face visit.

Be on time for the visit. If you anticipate a delay, make sure you notify the family in advance.

Consider the room you are in. Limit background noise. Consider if the background of your visit reflects professionalism. Ask the family if they can see and hear you.

Ensure eye contact. Caregiver satisfaction is often hinged on “how the provider communicates” with them. This has always been the case, but even more so during a tele-intervention visit. Eye contact is extremely important to the caregiver’s perception of quality and that you care. Conduct a “practice” session with a friend or family member so that you can adjust the computer to achieve the best experience for your caregiver.

Follow the “Checklist for Home Visits” as a guide for how the visit should unfold. This was covered in the competency. If you have not yet attended the Competency or the last two Foundations classes, see box on this page to access the Checklist, as well as “Conversation Starters,” which guides you to use open-ended questions during each phase of the home visit. These forms can also be found on the TLC

website under “Forms and Tools” and then “Intervention Planning” (TLC Resources link below).

Use caregiver practice as much as possible. Tele-intervention visits require that you focus your intervention strategies directly to the caregiver. This actually supports the need for coaching strategies with the caregiver, rather than provider directly working with the child. This is a good time to reinforce caregiver participation and use of materials available in the home.

Clarify your actions with the caregiver. If you turn away from the camera explain to the caregiver what you are doing, i.e. *I want to pause a minute to make a note of what we just discussed.*

Recap the session for the caregiver, summarizing what you documented in the session note. Explain to the caregiver how your agency is handling the documentation and signature requirements, etc.

Ask the caregiver for feedback on the visit. Reflecting on how the visit “went” for the caregiver is something we should be doing anyway, but is even more important during a tele-intervention visit, as we may not be reading nonverbal cues as clearly, or see what is taking place outside the camera range.

Tele-intervention resources/ references

- [Telehealth Etiquette](#)
- [Tele-Intervention 101](#): free online training for early interventionists
- [SS-OO-PP-RR Home Visiting](#) (Julianne Woods)
- [TLC Resources](#)
 - ◇ [Checklist for Home Visit](#)
 - ◇ [Conversation Starters](#)