



How to Tell Parents and Families about The Well Visit Planner Online Tool

Introduction to the WVP Script: In-Person, by Telephone or via Email

We're using a new tool called the Well-Visit Planner. The tool asks you questions about each of your children, their developmental level, and how they are doing. At the end, the tool gives you a **visit guide** to help you when you go to the doctor for a well-child visit.

If you have access to a computer please go to the website, www.WellVisitPlanner.org, **before [child's name]'s next visit**. It will only take about 10-20 minutes. If you don't have access to a computer please let me know and you can use the computer at our office.

After completing the tool remember to bring the **visit guide** to **[child's name]'s** next visit. You can save the **visit guide** as a PDF or email it to yourself. If you have trouble printing, you can come into the office to do it.

Please let me know what you think of this new tool. I am happy to answer any questions you may have.

Upcoming Well-Visit Reminder and Introduction to the WVP Script: In-Person or by Telephone

Staff: Hi *[Parent's Name]* how are you doing?... I notice that *[child's or children's names]* is/are due for his/her/their [month or year] well-baby/child visit. Have you made that appointment yet?

Parent: No, I actually haven't, I'm in the process of scheduling it now.

Staff: Oh great, well perfect timing. We are introducing a new online tool called the Well-Visit Planner. The tool asks you questions about each of your children, their developmental level, and how they are doing. It takes about 10 minutes to fill out, and at the end, it gives you a visit guide to help you when you go to the doctor. The visit guide will help you develop questions or concerns you might have to communicate to the doctor. Would you be interested in doing that?

Parent: Yes, definitely.

Staff: Ok, I will give you the website. Do you have a computer?

Parent: Yes, I have a computer.

Staff: Ok, the website is www.wellvisitplanner.org. It is pretty easy to navigate the website, but if you have questions don't hesitate to call me. And if you like you can come into the office and we can go through the tool together. How does that sound?

Parent: Great, I will do it here at home.

Staff: Wonderful, just remember that at the end of all the questions, the tool generates of visit guide you can save as a PDF or email. You can bring this to the doctor to help improve visit. Do you have a printer at home?

Parent: Oh, no I won't be able to print the visit guide.

Staff: That's ok, when the tool generates the visit guide just email that PDF to yourself or bring it into the office on a USB drive and we will print it here.

Parent: Ok, thanks so much, bye.

For Negative Responses: Upcoming Well-Visit Reminder and Introduction to the WVP Script: In-Person or by Telephone

Staff: Hi [Parent's Name] how are you doing?... I notice that (child's or children's' names) are due for his/her/their [month or year] well-baby/child visit . Have you made that appointment yet?

Parent: No, I actually haven't.

Staff: Oh great, well perfect timing. We are introducing a new online tool called the Well-Visit Planner. The tool asks you questions about each of your children, their developmental level, and how they are doing. It takes about 10 minutes to fill out, and at the end, it gives you a visit guide to help you when you go to the doctor. The visit guide will help you develop questions or concerns you might have to communicate to the doctor. Would you be interested in doing that?

Parent: No thank you.

Staff: I understand. So, we are trying to better understand what might be getting in the way for parents to try this out. Would you mind telling me why you are not interested?

Parent: (possible responses)

- I don't have time
- I don't have a computer
- I'm too stressed out right now
- I can't do one more thing – this just sounds like another gimmick.
- I already know what I want to talk about with the doctor

Staff: possible response(s):

I really understand. But just to let you know, it's designed to make things easier for both you and your doctor. It's short and really easy to fill out. And it was nationally recognized by the medical community and people who certify us.

Would you be interested in hearing about some of the benefits of the WVP? [Assuming the parent says yes...]

- It's geared to your child's age so it only asks about issues relevant to your child's age and development.
- It might raise some issues that you didn't realize you might want to ask about.
- It's a tool that really helps the doctor know in advance exactly what you want to talk about so she/he can be fully prepared to answer all your questions.
- It gives you a document that you can put in your child's records so you can see over time how specific issues might be changing over time
- If you don't have a computer you can come in and use ours, or the local library usually has computers you can use for free.

Maybe in a few days or week if you are feeling better and less stressed, if you would like to know more about the WVP, please feel free to call me at [phone number].

Do you have access to email? If you would like, I could email the website to you and you can check it out whenever you feel up to it (the website is www.wellvisitplanner.org.) It is very easy to navigate the website, but if you have questions don't hesitate to call me. And if you would prefer you can come into the office and we can go through the tool together.

Is there anything else I can help you with today?

Parent: No thanks. Bye.

Upcoming Well-Visit Reminder and Introduction to the WVP Script: Via Email

Dear [Parent's Name],

[Child's Name(s)] is due for their next well-(baby/child) check with the doctor. Have you scheduled your appointment yet? Please schedule it as soon as you can if you have not already.

I also want to tell you about a new exciting tool we are using called **Well-Visit Planner**. It's an online tool that asks questions about your child's development and then generates a **visit guide** that you can take to your doctor to help ask questions and improve the visit.

We would like to invite you to **try this online too before your child's visit** with the doctor. It takes about 10 minutes and is very easy.

Simply visit the website at www.WellVisitPlanner.org. If you have trouble accessing the internet let me know. You can come into the office to use our computer.

Remember to bring the **visit guide** to your next appointment with your child's doctor. At the end of the tool you can save the **visit guide** as a PDF or email it to yourself. If you don't have a printer, you can print it in our office.

This process helps you prepare for your child's well-visit and helps your doctor make sure your child receives the best care possible by focusing on what is most important to you and your family.

If you have any questions about the tool don't hesitate to contact me. If you like, we can go through the tool together in our office.

Thank you and we'll see you soon!

[Signature]