



Finding the Family essentials




Remember

- We make **four** attempts to get in touch with the family.*
 - 3 telephone calls on different days at different times of day
 - 1 letter
- If there is more than one telephone number, the number of times you call each telephone number is at the discretion of the most responsible health practitioner (MRHP)*, usually a nurse.
 - * The MRHP is the health practitioner who has responsibility and accountability for treatments and procedures provided to an infant.

For more information

visit www.ahs.ca/newbornscreening

Staff Education

-  Following Up
-  Using the Parent Information Sheets
-  Special Situations when Following Up

Clinical Policy Suite

Newborn Blood Spot Screening
Follow-up Procedure



First steps

- look at the parent's phone number and/or address on whatever sources you have
 - the notice of birth
 - the infant's health record (example: Connect Care)
 - Netcare
 - the mother's health record

Telephone calls

- make three telephone calls on different days at different times of day
- leave a general message for the parent if possible, then call again on the next consecutive business day
- use numbers from other sources when there is no voice mail or answering machine, or the telephone number is out of service

If you get in touch with the family

- tell the parent the infant needs a newborn blood spot screen
- talk with the parent about collecting the blood spots (consent process), see the *Using the Parent Information Sheets essentials* 
- let the parent know what options your zone has for collecting the blood spots (if the infant has moved out of Alberta, see the *Special Situations when Following Up essentials*) 
- document in the infant's health record all attempts to get in touch with the family about collecting the blood spots
- communicate your actions to the Alberta Newborn Screening Program (ANSP)

Letter

- if you can't get in touch with the family after the telephone calls, let the infant's physician or midwife know that you couldn't get in touch with the family and the number of times you tried
- send the parent a letter that tells them
 - a newborn blood spot screen is needed
 - why the newborn blood spot screen is important
 - the number of attempts to get in touch with the family
 - your name and telephone number (or the name and telephone number of someone who can arrange the newborn blood spot screen)
 - the infant's physician or midwife has been told
 - see the *ANSP Sample Letter for Contacting Parents* available through www.ahs.ca/newbornscreening (click on *Information For Health Professionals* then *Collection Resources*)
- include a copy of *Why does my baby need to be screened?*
- document in the infant's health record all attempts to get in touch with the family
- communicate your actions to the ANSP

