HealthySteps and Remote Work Plan as developed by Children’s Home Society of NC

- HSS are providing business cards for clinical staff to give families as a referral to HS, advising families to call them. Clinical staff refer families to HSS via agency issued phone using their business cards.
- If possible, practice is giving HSS access to EMR.
- Clinical staff will use the EMR to communicate referrals (Staff messaging and CCing Charts) to tag patients and send follow-up messages to HSS.
- HSS can call tier 3 and newborn families based on their visit scheduled using the EMR.
- HSS ensuring commonly used educational materials and resources are printed and available for clinical staff to distribute as needed.
- HSS printed materials to mail to families as needed from phone consults.
- HSS will call commonly used community resources to update on current access and distribution protocols. Create a shared document on SharePoint that HSS are adding in their learning for respective sites.
- HSS are developing a resource directory to give providers. If one is already developed they are leaving it in an easy to access location.
- Documentation – each phone call to be entered SharePoint with comment in notes section “COVID 19 Remote work”. Fill in with data as you can, knowing you’re without access to the EMR.
- Share with site any resources relevant to the impact of COVID-19 on families.

Professional Development Opportunities:

- EMR training modules
- Relias Professional Development trainings
- Mt. Sinai modules