

COVID-19 TELE-HEALTH LACTATION CONSULTS

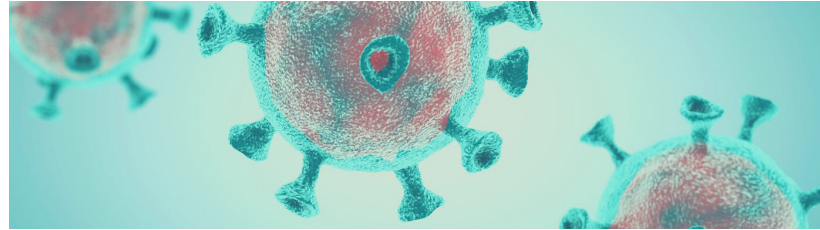


Lactation professionals across INDIA can provide **lactation support and care** during the COVID-19 Pandemic.

CHECKLIST

The following are strategies for providing lactation care using tele-health consultation.

- ✓ **What services will you provide?**
 - Make a list of your skills and the services which can be provided through tele-health.
- ✓ **How much will you charge?**
 - Many professionals charge the same for virtual consults and home visits, as your time and amount of work is similar.
 - What are the fees for a medical consult in your area and region?
 - Please make it clear before the consult the charges and how you will accept payment.
- ✓ **Update a patient consent form or create a new one.**
 - Explain benefits, risks and limitations.
 - Send the form through email with a place for a signatures.
 - Your client can take a photograph and send back to you through the email.



What equipment do you need?

- Strong internet connection
- Webcam in a well-lit area
- Headset (if background noise will be a problem)
- Non-distracting background
- Breast model and doll and other equipment as needed, like a spoon and bowl
- Collection of evidence-based graphics or videos to send after call
- Drink for when your mouth becomes dry or you cough

Video Platforms in INDIA

- WhatsApp Video chat
- Zoom free (40 min)
- Skype
- Google Hangouts Meet; free with paid, G-suite account

Sample Virtual Consult

- 10-15 min
Client discusses the problem, avoid interrupting
- 20-30 min
Ask follow-up questions, affirm and counsel
- 10-15 mins
Explain care plan and answer questions

Resources

- Blog post by Annie Frisbie on "Virtual Consult Best Practices for Lactation Consultants"
- "Virtual Consultations: What I've Learnt" Milk and Motherhood Infant Feeding Support

TIPS FOR SUCCESS

- Before the appointment, ask client to have someone else present to help with positioning the phone or computer. It may help to use 2 phones in the consult.
- Both the client and the lactation professional should be in a well-lit area with no noise and distraction.
- Ask client to turn off TV and put the phone on do not disturb.
- Use the quickest internet possible to ensure the best connection.
- Client should be comfortably seated with equipment necessary (pillows, etc.) and drinking water nearby.
- You can create a library of links to video resources to send after the consult related to the client's challenges.

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Adapted by Begin Ed India with permission from LER, "Telehealth Resources and Tips"
<https://www.lactationtraining.com/covid-19>

Delivering Health Services Online

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