To better understand the impacts of telehealth on newborn screening during the COVID-19 pandemic, Expecting Health convened newborn screening stakeholders, including representatives from state health department and advocacy organizations, healthcare providers, and parents. Participants shared their stories and expertise in small group discussions focused on different aspects of the telehealth experience: navigating technical aspects, preparing for an appointment, fostering a personal connection, and ensuring quality of care. Each group discussed the perceived benefits and barriers of telehealth and collaborated to generate strategies to improve the family experience.

Prior to the COVID-19 pandemic, only 30% of referral centers in Virginia were using telehealth as a standard of care. During the COVID-19 pandemic, 100% of referral centers were using telehealth as a standard of care.

**PERCEIVED BENEFITS AND BARRIERS OF TELEHEALTH**

**Benefits**
- Easy and quick access to providers
- Increase access and availability to specialists
- Less exposure to COVID-19 and other infections
- No sudden or unplanned travel expenses

**Barriers**
- Challenges with using video platforms
- Feelings of pressure to ask questions quickly
- Mixed messages about the safety of in-person visits
- Difficulty building relationships with new providers

**STRATEGIES TO IMPROVE FAMILY EXPERIENCES**

- Offer technical support
- Assess family needs prior to visit
- Conduct a post-visit assessment
- Build rapport with families

**LEARN MORE**
- Watch the full session on [YouTube](https://www.youtube.com).
- Complete a free online [module](https://example.com) on COVID-19 and newborn screening.
- Check out Family Voices [Telehealth Curriculum](https://example.com).

Want to get involved? Contact Marianna Raia at mraia@expectinghealth.org

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