

Live Video Visits (LVV) Resources, Tips, Scenarios, and Conversation Starters

Families may be uncertain about Live Video Visits (LVV) for a variety of reasons. It could be that they don't know what to expect, they may not understand what it looks like, they might be unsure as to what is required of them, they may not have access to technologies they need to fully participate, etc. Below you will find a number of resources that you may share with families as they explore the possible use of LVV with their EI providers:

- [Tip Sheets For Families](#) developed by the [Early Intervention Clearinghouse](#) including:
 - [Description of Live Video Visits](#)
 - [Introduction to Early Intervention \(EI\) Live Video Visits: Frequently Asked Questions](#)
 - [Technology for Live Video Visits](#)
 - [Live Video Visits, Phone Consultations, and In-Person Early Intervention \(EI\) Services: What's Right for My Family?](#)
 - [Families Can Borrow an iPad and Hotspot for Live Video Visits](#)
- [Videos to Prepare Families for Virtual Visits](#)
- [Mobile Coaching Tips, Videos and Illustrations](#)
- [Welcoming Families to Mobile Coaching](#)
- [Tips for Families on Tele-Intervention](#) (LVV)
- [LVV Resources](#) (EITP website)
 - [Family Technology Checklist](#) (for families)
 - [Preparing for Telehealth Checklist](#) (for providers)
 - [Family Informed Decisions - SC Talking Points](#) (for SCs)

What are some of the reasons family's tell you they don't want to do LVV?

How do you respond?

What questions do you ask?

What resources might you share?

Scenarios:

1. A family reports they only want in person visits in their home because that is what the doctor recommended. What do you say? What follow up questions do you ask? What resources do you provide the family if they choose to wait for a provider that can come to the home to be identified?
2. How do you respond when the family says they don't think their child can stay in front of a computer for an hour? What are the things you do to set the stage so they know what to expect in EI and the role they play?
3. A family contacts you and says the LVV is nothing like what they expected because the provider insisted on having the child sit in a high chair in front of the computer for an hour. How do you respond? What tools/strategies do you suggest to the family? What questions, conversations or resources do you share with the provider?

Conversation Starters:

1. May I share some resources, tip sheets, and/or video examples with you as to what to expect with LVV? Then you can make an informed decision as to if it is something you want to try.
2. Would you like to try LVV and see how it goes? It might help you gain support right now while I continue to search for a provider to come to your home. And when we find someone to come to the home you can make a decision to continue with LVV or make the switch.
3. One of the benefits we've heard from families about LVV is that it gives providers an opportunity to see children and families in their routine, often at times of the day that might not otherwise work for providers and families schedules AND with caregivers that might not always be a part of in person visits. Does that sound like something you might want to try?
4. If scheduling an hour visit seems like it will be too much LVV makes it easier to schedule shorter visits, and in some instances twice a week for 30 minutes works better for families than one 60 minute session. If you think about the typical times of day and routines that you need the most support this could offer some flexibility for those visits to be scheduled at those times so the provider can coach you in the routine. How does that sound?
5. Would you like to try a hybrid approach where your provider sometimes comes in person and sometimes comes via LVV? Families report that being particularly helpful if/when they can't keep their in-person visit because someone in the home is sick or the schedule for the week is just too hectic for a 60 minute in-person visit.
6. Did your physician give you a reason why they recommended in-person visits only? We have heard from some physicians that they encourage in-person visits only and that is something we as a program/system are working on to better understand. Would it be alright with you if someone from my office contacted your physician's office to learn more about those recommendations and provide some education on the EI principles and practices and how that works within LVV? We have found that once we educate them on LVV, and how it aligns well with the EI Principles and coaching practices, that they shift their recommendations. Especially since we have seen so many success stories with families telling us about how they might have been hesitant at first but have really benefited from the coaching support within routines, with family members/caregivers that might not have been able to join an in-person visit, and the confidence that has been gained as a result of support via LVV.
7. Do you have any concerns or reservations about connectivity or technology that I can support you with? (share [Family Technology Checklist](#), [EI Clearinghouse Tips](#) and seek EI Clearinghouse lending program for additional support if needed)

Questions/Prompts to Better Understand Family Perspectives on LVV:

1. Can you share with me a little bit more about your expectations for what visits will look like? (could lead to an opportunity to share more about EI philosophy and coaching model)

2. Is there a time of day or a routine that it would be particularly helpful for you to have some “on demand” or “just in time” support with a provider who could connect with you via LVV to observe the routine while you are in it and coach you through some strategies you might want to try?

Questions/Prompts to better Understand Family Experiences with LVV:

1. Can you share what a typical LVV looks like with your provider(s)?
2. What seems to be working or not working during the LVV?
3. Is there something you would like to discuss further with your provider that could improve the LVV?
4. Is there anything I can do to foster/facilitate communication with your provider with regards to how time is spent during LVV?