

Teleconsult 101

Changes in the health care system during COVID-19 mean more than just delivering care over an iPhone.

You may find yourself providing lactation support to new families whose care would have typically occurred in the hospital. Or you may be familiar with community support and you see the need to step up your services to fill an unmet need in the taxed health care system.

Here are some strategies for providing comprehensive lactation support in this new setting.

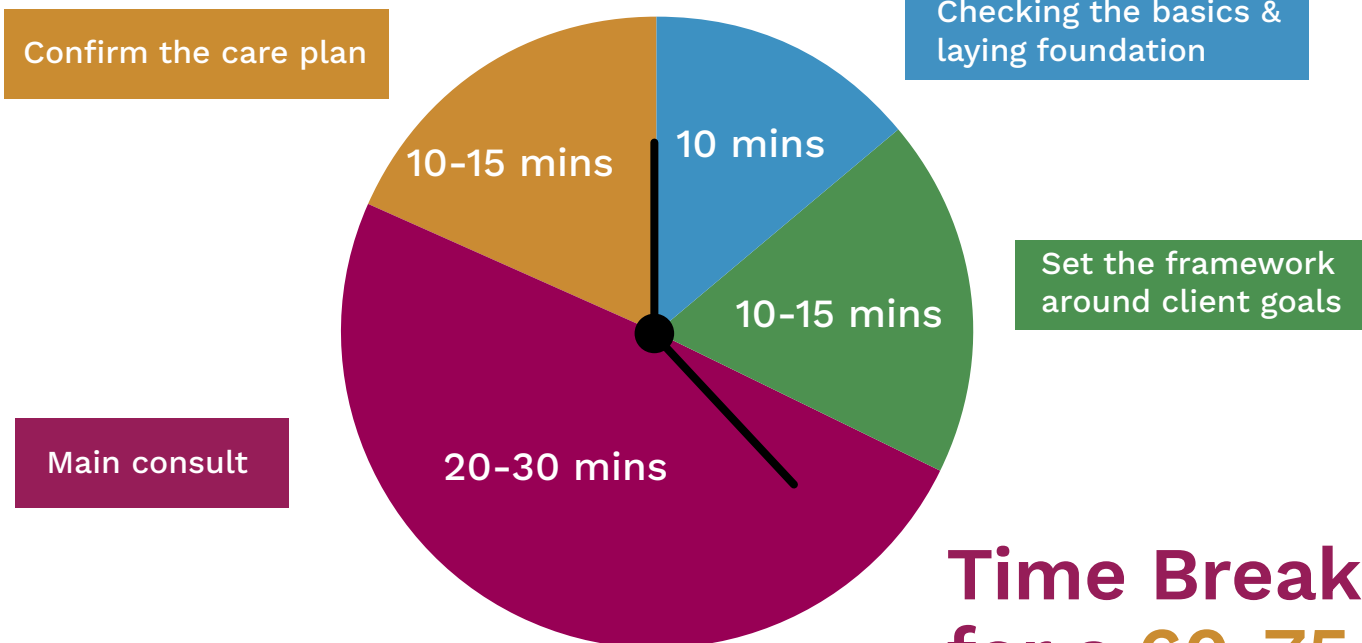
Develop resources and skills to ensure you can meet client needs

- Evaluate your skills
- Cultivate reliable resources for your clients
- Ask a friend to fill out your intake forms - do they make sense?
- Try practicing in a mirror, recording yourself, or video messaging a friend



Keys to Success via Video

- Use descriptive, plain language
- Patience and positivity
- Strong internet connection



Time Breakdown for a 60-75 Minute Consult

Time Breakdown 60-75 minute Consult

Checking the basics/laying foundation

Checking the basics

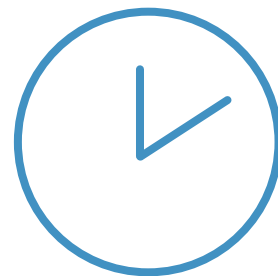
- Tech check (ensure good lighting, sound, connection)
- Explain how the technology works
- Parent is seated comfortably with all needs nearby

Intros

- Capture names/preferred pronouns and acknowledge everyone including baby, partner, and those present for the consult

What to expect

- Briefly describe how the session will run



10 minutes

Set the framework around client goals

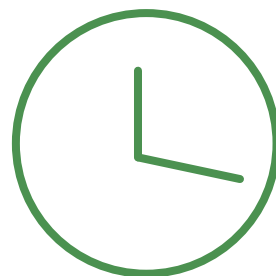
“So, what brings us all here today?” or “How can I help?”

Allow client to discuss the problem

without interruption

Breast/chestfeeding goals

Human milk feeding goals



10-15 minutes

Main consult

Ask probing questions to learn more about how these factors may be impacting lactation

- Birth story
- Ongoing challenges
- Previous experiences

Encourage and affirm [just one or two examples]

- “You’re doing amazing.”
- “How lucky your baby is to have a parent so willing to get this right!”
- “It’s ok if it takes a little time: you’re both new to this.”
- “You’ll get into a rhythm soon.”



20-30 minutes

(continued on next page)



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Time Breakdown 60-75 minute Consult

Main consult (continued)

Develop strategies, demonstrate on breast model/doll

Use clear, gentle instructions to guide parent's movements [just one or two examples]

- "Let's try the other side now."
- "Bring baby in close, tummy to tummy."
- "Nipple to nose!"
- "Wait for baby to open waaay up like a yawn."
- "Sandwich the breast like this..."
- "Great job!"



20-30 minutes

Confirm and/or adjust strategies as needed

- "You look comfortable in this position."
- "It seems like it took a lot of work to get into this position. How can you make it easier?"
- "It looks like you are still feeling discomfort. How would you rate your pain now?"

Use clarifying questions

- "Does this work for you?"
- "What do you think of this strategy?"
- "Is this something you could do for 24-48 hours?"

Confirm the care plan

"Here are *three* things I want you to focus on until we talk again."

"I'm going to send you links/videos on..."

"Can you tell me what you understand about your next steps?"

- Correct/clarify if needed
- "What are you doing now that is different from how you were doing it before? What words can I add to the notes I'm writing for you to remind you of what you did in this moment? Would you like to take a picture?"

"Great! You've got this. Just take it one day at a time and reach out if you need anything."

- Confirm your contact info and availability

Answer any final questions

Ask for feedback - how did the virtual format work?

Anything that could make it easier or more productive?

End the call



10-15 minutes



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