

SUMMARY

The Personal Health Partner is an automated telephone system designed to:

- (1) Gather information about your child before a primary care visit;
- (2) Share this information with your pediatrician (in a very confidential way);
- (3) Follow up with you after the visit to find out how it went and to review things that may have been done during the visit.

Look inside to find out more about the program and how to call before your scheduled doctor's visit.



EXCEPTIONAL CARE. WITHOUT EXCEPTION.

Please contact us with any questions about this project.

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The Personal Health Partner



Please help us evaluate
a **NEW** way to improve
the care your child
receives at
Boston Medical Center!

Boston Medical Center

P E D I A T R I C S



What is the Personal Health Partner?

The Personal Health Partner (PHP) is a talking computer program that asks you questions about your child's health. You can answer these questions using any telephone — even your cell phone. Your answers will be shared with your child's health care team through the electronic health record at BMC. Your pediatrician or nurse practitioner will be better prepared for your visit because he/she will know what your concerns are before the visit.

Why should I call PHP?

You may learn more about your child's health by calling PHP. Also, PHP is a research project, and we need your help! This project may improve the way we care for kids. We need to have parents use the program to see if it works.



What will I get for participating?

We will mail you a \$20 gift card (to either Target, Toys-R-Us, Stop-and-Shop, or Amazon.com) after you have completed 2 phone calls.



What do I have to do if I participate?

- ◆ Call and talk to PHP 2 times. The first call will be before your child's doctor's visit
- ◆ During the first call with PHP, you will have 1 or more of the following:
 - ◇ Assessment and counseling about safety;
 - ◇ Assessment of a full-range of primary care topics and use of medicines at home;
 - ◇ Counseling around primary care topics.
- ◆ In the second call, a research assistant will call you a week after your doctor's visit and ask you some questions about your visit

How long will the calls take?



Each call will be about 20 minutes long. The entire program will take no more than 1 hour

Parents or legal guardians can participate. Your participation is optional. It is completely up to you. If you decide not to participate, your care at BMC will not change in any way.

How do I call?

Call:
617-414-7711

Enter the security code during your first PHP call. You will be asked to give additional pieces of information to check the identity of your child and that you are a parent or legal guardian.

Your child's appointment information:

Please call PHP as soon as you can. To be in the study you need to call at least 1 day before your appointment.

(We need time to transfer your information before your visit).

TIP: Some people find it helpful to have a pen & paper ready before they make the call.

If you have any questions before or after you call PHP, call 617-414-2994 to talk to a research assistant