Developmental Medicine Center

In the Developmental Medicine Center at Boston Children's Hospital, we use TriVox Health (formerly known as ICISS Health) for your child's care with Developmental Medicine Center providers.

What is TriVox Health and how does it work?

TriVox Health is an online tool that lets you send important information about your child's symptoms and functioning to your child's provider. This helps the provider take better care of your child. Families find it easy to use. Here's how it works:

1. After you are enrolled, you will receive an email from *TriVox Health* to set up your unique account. When you click on the link, you will be sent to a secure website where you'll create a password and activate your account.
2. Periodically, *TriVox Health* will send you an email with a link to the same secure website. After logging in, you will be guided through questionnaires about your child's symptoms and functioning.

What are the questionnaires and who is asked to share information about my child?

Questionnaires are designed to monitor specific conditions, such as ADHD or autism. Your child's provider requests questionnaires to be sent on a schedule appropriate for your child's care. This can be before every visit, monthly, or even weekly depending on your child's needs. We ask caregivers to fill out the questionnaires, as well as your child if he or she is able and old enough, and your child's teachers if applicable. Each September, TriVox Health will ask you to update teacher contact information. You may also receive information about research studies that you could participate in.

Who can see information about my child?

Members of your clinical care team in Developmental Medicine and Boston Children's Hospital will have access to this information. This information will not be shared with anyone else without your explicit permission, even if they are contributing information to TriVox Health (e.g. teachers). TriVox Health encrypts and protects the information you send through the TriVox Health website with the same technology used to protect online banking information.

When will my provider see my child's information?

Your child's provider will choose when to review the information. This might not be until the day of your visit. **If there is anything you want your child's provider to know right away, you must call the clinic: 617-355-7025. If your child needs to be seen by a provider immediately, call 911 or go to your nearest emergency room.**

Who do I ask for help?

If you have a question about the care of your child, call your provider immediately.

If you have a question about using TriVox Health, contact Dylanne Axelson, DMC TriVox Health coordinator, at 617-355-6509 or Dylanne.Axelson@childrens.harvard.edu. We will try to get back to you within 3 business days. Remember, Dylanne is not a clinician and can help you only with problems using TriVox Health. Dylanne cannot answer questions about your child's care.

How do I start? How do I stop?

To get started, fill out the online enrollment form:
https://redcap.tch.harvard.edu/redcap_edc/surveys/?s=hzpiQYk7Cj

TriVox Health will send you an email so that you can activate your account and fill out questionnaires. If you decide you no longer want to use the system, you can click "unsubscribe" on any of the TriVox Health email notifications.

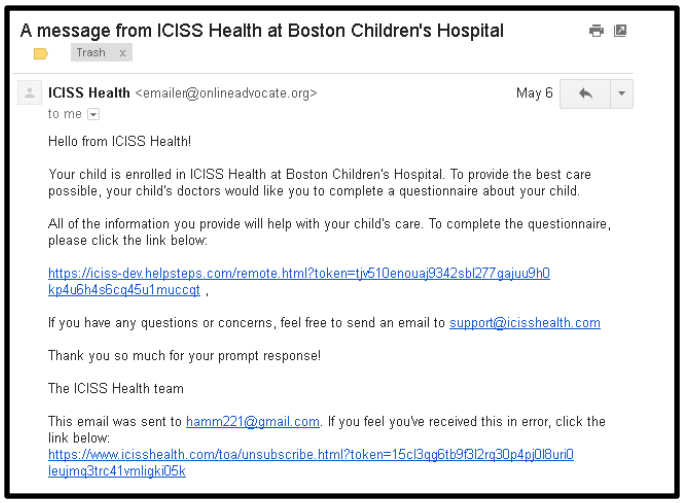
Thank you,
The Developmental Medicine Center TriVox Health team

the Developmental Medicine Center at Children's Hospital Boston

How TriVox Health Looks and Works

First, you will receive an email from TriVox Health that looks like this.

(Usually two weeks before your child's next visit, but sometimes more frequently depending on your child's needs.) Please note that we are in the process of transitioning from our old name (ICISS Health) to our new name, so you will still see "ICISS Health" for a little while longer.



A message from ICISS Health at Boston Children's Hospital

Trash x

ICISS Health <emailer@onlineadvocate.org> May 6

to me

Hello from ICISS Health!

Your child is enrolled in ICISS Health at Boston Children's Hospital. To provide the best care possible, your child's doctors would like you to complete a questionnaire about your child.

All of the information you provide will help with your child's care. To complete the questionnaire, please click the link below:

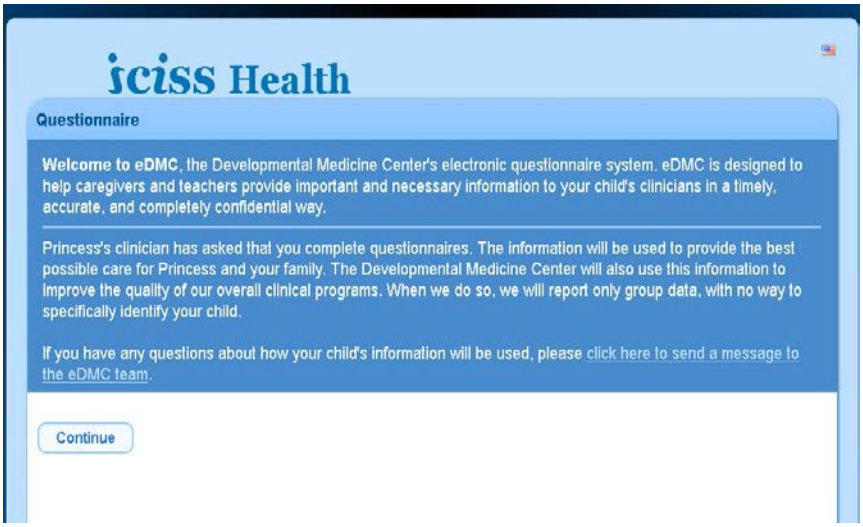
https://iciss-dev.helpsteps.com/remote.html?token=tjv510enouaj9342sbl277gajuu9h0kp4u6h4s6cq45u1muccqt ,

If you have any questions or concerns, feel free to send an email to support@icisshealth.com

Thank you so much for your prompt response!

The ICISS Health team

This email was sent to hamm221@gmail.com. If you feel you've received this in error, click the link below:
https://www.icisshealth.com/toa/unsubscribe.html?token=15cl3qg6tb9f3l2rq30p4pj0l8uri0leujmq3trc41vmligkj05k



iciss Health

Questionnaire

Welcome to eDMC, the Developmental Medicine Center's electronic questionnaire system. eDMC is designed to help caregivers and teachers provide important and necessary information to your child's clinicians in a timely, accurate, and completely confidential way.

Princess's clinician has asked that you complete questionnaires. The information will be used to provide the best possible care for Princess and your family. The Developmental Medicine Center will also use this information to improve the quality of our overall clinical programs. When we do so, we will report only group data, with no way to specifically identify your child.

If you have any questions about how your child's information will be used, please click here to send a message to the eDMC team.

Continue

When you click on the secure link highlighted above, you come to the Welcome Page, which looks like this.

iciss Health

Questionnaire

For each item below, select the option that best describes Princess's behavior over **the past 2 weeks.**

Please make a selection in each row

Fails to give close attention to detail or makes careless mistakes (e.g. homework)

Never or rarely | Occasionally | Often | Very Often

Has difficulty attending to what needs to be done

Never or rarely | Occasionally | Often | Very Often

Does not seem to listen when spoken to directly

Never or rarely | Occasionally | Often | Very Often

Does not follow through when given directions

Never or rarely | Occasionally | Often | Very Often

Has difficulties organizing tasks and activities

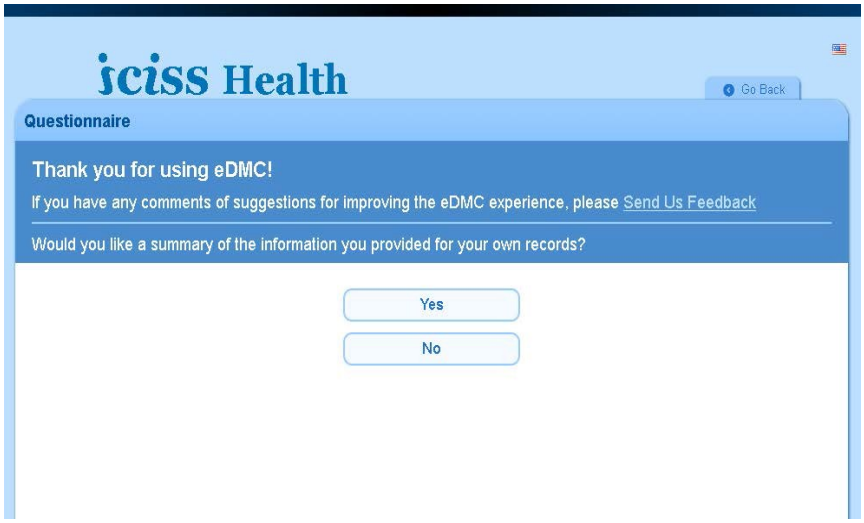
Never or rarely | Occasionally | Often | Very Often

Continue

After you click the "Continue" button, you sign in and begin completing the questionnaire.

Here is a sample of what the questionnaire will look like.

Dylanne Axelson, TriVox Health Clinic Coordinator, 617-355-6509, Dylanne.Axelson@childrens.harvard.edu



After you answer all of the questions, you will come to the end of the questionnaire.

At this point, you can choose to keep a copy of your answers for your records.

After you make a selection, your information will be securely and confidentially transmitted to your child's clinician, who will review the results.

Here are some helpful hints and things to remember when using TriVox Health:

./ When you are completing the form, consider your child's symptoms, behaviors and functioning during the most recent two weeks or as directed by the questionnaire.

./ If you enter data and it doesn't immediately appear on the screen, it's normal for the system to take a moment or two to process your entry.

./Give yourself about 15 minutes to complete the questionnaires the first time. After a few times, most people find that the questionnaire takes five minutes or less to complete.

./Make sure you add TriVox Health to your email contacts so our emails don't end up in your spam folder, and if you don't receive our emails, check your spam folder just in case.

./ The more you use TriVox Health, the quicker and easier it gets.

./Please let your child's teachers know about TriVox Health and why it is so important for them to use the system to help your child. It takes only a few minutes of their time as well.

If you have any questions, comments, concerns, or feedback about TRIVOX Health, please contact:

Dylanne Axelson,

DMC TriVox Health Coordinator

617-355-6509

Dylanne.Axelson@childrens.harvard.edu

PARENT/GUARDAN: PLEASE GIVE THESE TWO HANDOUTS TO YOUR CHILD'S TEACHER(S) OR OTHER CAREGIVERS

Dear Teacher/Caregiver,

Thank you for the many ways in which you care for _ _ _ _ (*insert your child's first and last name)*. **Developmental Medicine Center** at Boston Children's Hospital also helps with his/her care. In its desire to give the best care possible, **Developmental Medicine Center** uses an important tool—TriVox Health.

The TriVox Health tool allows parents, teachers and other caregivers to report quickly and easily on a child on a regular basis. The information collected allows the doctor to monitor progress and adjust a child's treatment plan when necessary. Obtaining feedback from different times of the day provides a more complete picture, which is why your feedback is so important and helpful. You are the only one who can tell the doctor how my child is doing during the school day.

Attached is an explanation of the TriVox Health tool—How TriVox Health Looks and Works—which will help you understand how the tool helps provide feedback. If in learning how to use it you have any questions, please contact Dylanne Axelson, the Developmental Medicine Center TriVox Health Coordinator:

Dylanne Axelson

TriVox Health Coordinator

617-355-6509

Dylanne.Axelson@Childrens.Harvard.edu

TriVox Health is unique to Boston Children's Hospital. Moreover, using it means you can easily provide feedback online to the doctors at **Developmental Medicine Center** —there's no paper form for you to fill out!

After using TriVox Health a few times, I've found it to be a quick and easy way to give feedback to our doctor, and in turn, I know the **Developmental Medicine Center** doctors have found it both a helpful and timely way to receive feedback.

Thank you for your work with _ _ _ _ _ _ (*insert child's name*) and for taking the time to provide your feedback. Please don't hesitate to contact Dylanne with any comments or suggestions you may have.

Sincerely,

_ _ _ _____

(*parent's signature)*

the Developmental Medicine Center at Children's Hospital Boston

For Teachers: How TriVox Health Looks and Works

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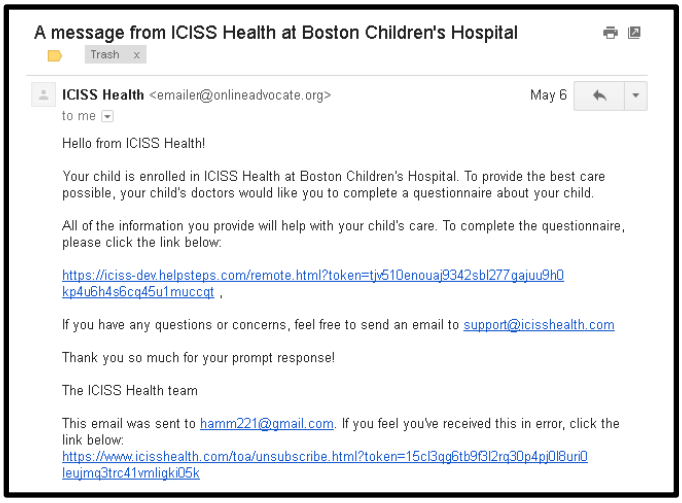

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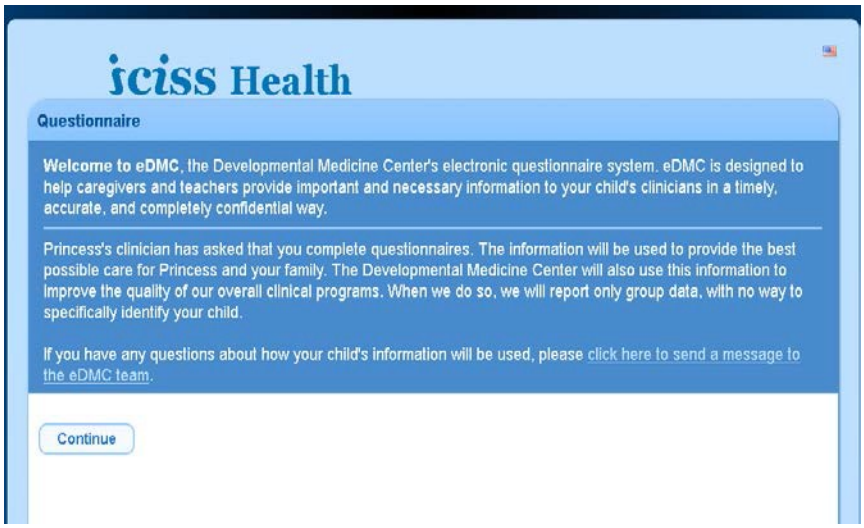

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Continue

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Here is a sample of what the questionnaire will look like.

iciss Health

Questionnaire

For each item below, select the option that best describes Princess's behavior over **the past 2 weeks.**

Please make a selection in each row

	Never or rarely	Occasionally	Often	Very Often
Fails to give close attention to detail or makes careless mistakes (e.g. homework)				
Has difficulty attending to what needs to be done				
Does not seem to listen when spoken to directly				
Does not follow through when given directions				
Has difficulties organizing tasks and activities				

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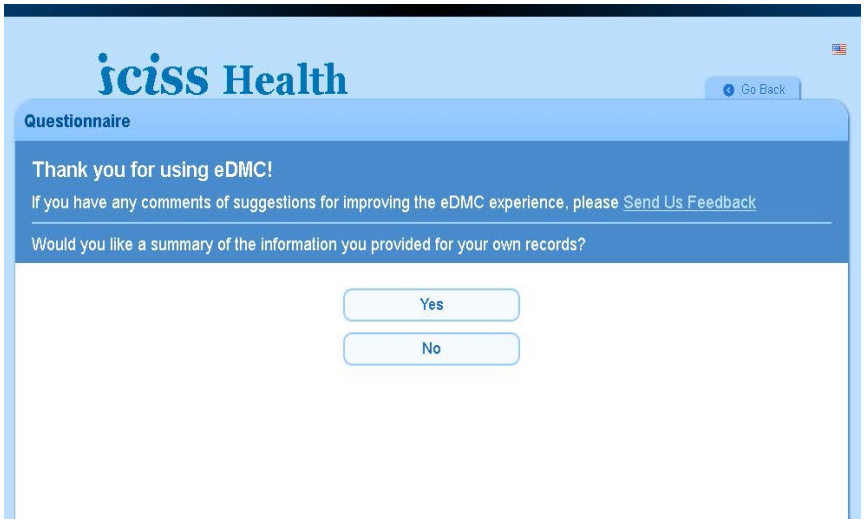

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At this point, you can choose to keep a copy of your answers for your records.

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