

Telehealth Resources and Tips

Lactation supporters – from peer support providers to IBCLCs – may provide lactation care during the COVID-19 pandemic. The following are tips and strategies for providing care via telehealth.

Checklist:



What services will you provide?

Make a realistic list of your areas of expertise and what can be achieved via telehealth.



How much will you charge?

Many argue that virtual and in-home visit rates should be the same because there is no less work. Your expertise has value.



Revise your consent or create a new one for telehealth

Explain benefits, limitations and risks.

Tips for success

- Before visit, ask client to have someone else present if possible to help with positioning device.
- Both parties should be in a well-lit area with low-noise and distraction. Ask client to turn off TV and put device on do not disturb.
- If possible connect computer to Ethernet and turn off WiFi to maintain a strong connection.
- Client should be comfortably seated with gadgets (breast pump, pillows, etc.) and drinking water nearby.
- Consider developing a library of links to video resources to send after the consult.

40-60 min visits:

10-15 min

Client discusses the problem, avoid interrupting

20-30 min

Ask follow up questions, affirm and counsel

10-15 min

Explain care plan and answer questions



What equipment and capabilities do you need?¹

- Strong internet connection
- Webcam in a well-lit area
- Headset (if background noise will be a problem)
- Non-distracting background
- Breast model and doll and other props as needed, like a pump or spoon
- Collection of evidence-based graphics etc to email after call to show various techniques/tips discussed
- Drink for when your mouth becomes dry or you cough

Video Platforms:

- Google Hangouts Meet; free with paid G-suite account (HIPAA)
- Spruce \$24/month (HIPAA)
- Clocktree.com \$29/month (HIPAA)
- Loom free “basic sharing of quick videos”, \$4/month for “advanced/editing” (HIPAA)
- Zoom free (40 min slots) vs Webinar version (only some levels HIPAA compliant)

Resources: Blog post by Annie Frisbie on [“Virtual Consult Best Practices for Lactation Consultants”](#)

“Virtual Consultations: What I’ve Learnt” [Milk and Motherhood Infant Feeding Support](#)

Reimbursement: [Check Health Insurance Provider website for updates.](#)

¹ Source: [Delivering Health Services Online](#)

