



Commonly Asked Questions

Parent Education Programs

MetaMD's **Parent Education Series** consist of three separate "Libraries", each containing a large number of Lessons to help new or expectant parents/families. Each Library may be licensed individually or two or more may be bundled together. The Libraries are:

NICU Knowledge

Newborn Knowledge

Facing an Early Delivery

These Libraries contain dozens of Lessons, in both English and Spanish. (Optional services include translating Lessons into additional languages.) All Lessons are presented both visually and verbally and at a comprehension level that appeals to all educational levels and socio-economic groups.

How do our parents access these Libraries while in the hospital?



Libraries are pre-loaded onto computer tablets (**CareSlates™**).

We provide these as single purpose devices specifically for parent education. Programs are hard-loaded so that no internet connection is required. This approach assures that users have the best experience possible and the devices are always available for their intended use.

Do **CareSlates™** have a warranty?

Yes. Our standard **CareSlates™** come with a three year "repair or replace" warranty for functionality, telephone support, and periodic updates to the software and/or Lessons.

Can we put the Libraries on own tablets?

Typically, no (but, there are occasional exceptions). There are several reasons for this.

- It is important that your parents have the best learning experience possible. By controlling the device on which your Libraries are loaded and controlling the installation and set-up, we are better able to assure the quality of the user experience.
- We are unable to provide our gold-standard repair-or-replace warranty and support on devices we do not supply or devices with other software. Other's technical specifications and software may conflict with ours, interrupting the educational experience.
- Because of the nature of our proprietary "engine" that runs our educational programs and the extensive number of videos and audio files, we require more storage space than is standard on

most tablets. Further, to enhance the performance of the educational programs, as well as to protect our proprietary content, we do not load files onto removable media storage.

If our hospital already has networked TV's or computers in each patient room, can we run the *Parent Education Series* through our existing network?

That is possible but since hospitals usually have both technical and policy issues that we must take into account, we must talk to your IT department to make sure we can comply with their requirements.

Is there a way for parents to access these educational programs from home?

Yes. We offer an add-on **Family APP/Web** service whereby your parents may download an "App" to most personal "smart" devices to access your *Parent Education Libraries* remotely. Or, they may visit a website to access your Libraries online. The license for this service is strictly for personal consumer use and may *not* be used on hospital owned or controlled devices or for commercial purposes.

It seems that these educational series could be a tool for community and physician relations. Is there a way to use them for that purpose?

Yes. We offer an extended **Community APP/Web** license that allows you to promote the APP/Web versions of your *Parent Education Libraries* to local physicians and the public. We also provide a supply of professionally designed and printed materials, branded with your logo, that you may distribute freely.

Why can't we use the App/Web service to download Apps to hospital-owned tablets instead of using MetaMD's tablets?

The most important reason is to assure that parents have a quality educational experience. The APP/Web service requires an internet connection and while most hospitals offer public access to Wi-Fi, the connections in many of the rooms in hospitals are inadequate to accommodate the large amount of continuous data transfer required to stream our videos and slideshows. This may be a function of walls, construction materials used in the hospital, equipment interference or other reasons. This situation seldom occurs in a person's home or in doctor's offices that provide Wi-Fi.

Parents of newborns are already stressed and face multiple hurdles to learning all the new things they need to know about caring for their babies and themselves. Imagine yourself as a parent of a newborn, sitting in the stressful environment of a NICU, trying to watch an important video about taking care of your baby and that video is interrupted repeatedly as it "buffers" so that it can be seen. It would be self-defeating for a hospital to provide such a valuable resource as our *Parent Education Series* and then have parents frustrated by a poor presentation of quality material. This is yet another reason that we "hard-load" our programs directly onto tablets or computers for in-hospital use.

Can we track results and generate reports about patient usage?

Yes. The system tracks which lessons each patient completes and places 'checkmarks' on completed lessons. This allows parents to view a few lessons at a time and resume where they left off. Further, the nursing staff may track each patient/parent to know which lessons have been viewed and where additional help might be needed. Reports may also be extracted to show both global and patient specific usage.

How extensive are the Libraries that comprise the Parent Education Series?

Following is a high level overview of the content of each Library. At an appropriate time, we will provide you with a complete outline of the contents of each Library. To accommodate different learning styles, each Lesson “speaks” to the user at the same time it provides readable text with an illustrative video or slideshow.

NICU Knowledge Overview

NICU Knowledge is designed to assist hospital staff in providing educational information about the NICU, the NICU baby and the parent’s role in the care of the baby and themselves. It provides a 24-hour information source, containing dozens of Lessons. The information is organized in a modular format focusing on the NICU team of health professionals, commonly used terms, NICU equipment, family emotional issues and typical follow-up care.

NICU Lessons are organized into four main categories. These are:

- **A New Life in NICU** – this group of Lessons helps parents understand the roles of the various professionals they will encounter, the terminology used by these professionals, the technology they may encounter and will help prepare them for the NICU experience.
- **Caring for Your Baby** – a series of videos and “slideshows” helps parents understand the “signals” their babies give about their condition, comfort level, hunger, anxiety and more. It also educates parents about feeding the baby (breast or bottle), Kangaroo Care, the mother’s milk supply and collecting, transporting and storing breast milk.
- **Help for Families** – these lessons help parents understand the emotional roller coaster, how interfamily relationships may be affected among family members and services that are available to assist on their NICU journey.
- **Going Home** – twenty easy to understand lessons that help parents understand medical care, day-to-day care of their baby, safety topics – from car seat safety to infant CPR to “shaken baby” to preparing their home for their little one.

Newborn Knowledge Overview

Newborn Knowledge teaches the basics of both **Mother Care** and **Baby Care**.

- Mother Care includes information about getting enough rest, diet and exercise, caring for your body, medical care, and more.
- Baby Care topics include well baby care, healthcare concerns, day to day care, feeding your baby, safety, and understanding your baby’s body.
- Each topic typically includes *Questions of Understanding* at the conclusion of each Lesson to help increase parent attention and reinforce key concepts.

Facing an Early Delivery Overview

Facing an Early Delivery was developed by a Neonatology Fellow to help improve the consistency, completeness and understanding of discussions with parents possibly facing an early delivery. This Library provides detailed information about prematurity, risk factors, common challenges, and how the NICU will be involved in the care of the baby. *Facing an Early Delivery* is designed to educate and prepare parents before and during this stressful time.

Is it possible to customize any portions of these Libraries?

Yes. Several standard customizations are included in the base price. Among them:

- We will brand the home page of each Library with your logo and provide a link to a welcome message or special instructions for parents.
- You may include or omit any particular Lesson
- You may add up to three videos provided by your facility (they must meet certain technical specifications)
- We can show a customized “checklist” of important Lessons that you require parents to complete. This checklist shows parents which Lessons they have completed and links them directly to Lessons they need to view.

In addition, we can provide custom programming, add additional videos, provide language translation services and perform other custom work. Fees for these services are quoted separately, based on the nature and complexity of the tasks.

Can you help me explain the various benefits of the *Parent Education Series* to my management team and/or to external funding sources?

Yes. We will work with you to help you navigate your particular approval, budgeting and funding processes. The primary benefits of our program fall into the following broad categories.

- **Clinical benefits** - stimulates greater patient and caregiver involvement
- **Parent/Patient Compliance** - improves effectiveness of educational efforts
- **Patient satisfaction** – improves overall experience of hospital stay
- **Discharge Planning support** – supports your discharge planning initiatives and goals
- **Economic benefits** - maximizes professionals’ time and productivity and encourages improved patient satisfaction scores

What do hospitals that have used your services say about them?

The proof is in the pudding. Over the years, most hospitals that have used our services continue to re-subscribe and to add more of our units. Many have incorporated our Lessons into their formal discharge process and require parents to view them. Following is one nurse manager’s view of our programs and approach. We couldn’t have said it better ourselves!

“Healthcare is intensely personal and people are often overwhelmed - even embarrassed - when being “taught” or given instructions, especially if they don’t understand, can’t keep up, have questions, can’t hear, can’t focus at the moment, etc. We have used your older touch screen computers for years and are excited about the new tablets [CareSlates™] and the APP/Web service. What a perfect combination to allow people to self-pace, have information repeated an unlimited number of times, see and hear the information they need, and do so at any time that is convenient to them.”

For additional information, call 804-327-1113