

Einstein Medical Center, Philadelphia

Script for calling families who did not join the CenteringParenting Virtual Zoom sessions

As you know, due to the COVID-19 (Coronavirus) pandemic we have needed to change our CenteringParenting groups to virtual groups using Zoom.

We are reaching out to our Centering families who were unable to join the Zoom Centering visit to get a sense of what would make it easier for families to join the Zoom visits.

Thinking back to the Centering visit on (date of the visit they missed) can you give me an idea of why you were unable to join the Zoom visit. Possible reasons:

- Not a convenient time
 - No one to help with children while I was on the call
 - Work conflict
 - Other responsibilities
 - If not a convenient time – ask what might work better for them
- Technology issues
 - Do not have Wifi,
 - Phone not working
 - Not sure how to use Zoom app
 - Not enough minutes on the phone
- Other reasons:

For future visits, would you be interested in joining a virtual visit and if so, what would make it easier for you to join?

- Different time of day
- Different Virtual platform
- Help with getting Wifi

Thank you for your time, are there any other ideas or thoughts you might want to share about how to make the virtual Centering sessions easier for families to join?