

## Frequently Asked Questions for Families

### **Do I have to pay?**

No. The EC\_COE tools and your private, secure WVP account is free.

### **Does my child's provider have to ask me to use the EC\_COE?**

No. You can use it on your own. Studies show that the Well Visit Planner and Promoting Healthy Development Survey help your child's providers and they like using it! Use the QR codes above. Share this overview of the EC\_COE with your child's provider so they can partner to improve care for you and your child.

### **Can I use the Well Visit Planner (WVP) and Promoting Healthy Development Survey (PHDS) for all my children?**

Yes. Currently, our tools are for children up to age six. Expansion to other ages is underway.

### **Can the WVP and PHDS be used on mobile devices?**

Yes. The WVP and PHDS can be used on a smartphone or similar device.

### **What if I cannot access the internet?**

You can complete the WVP and/or PHDS on devices in your provider's office or during home visits, and you can also complete the WVP over the phone or video platforms.

### **What languages are available?**

The WVP is currently in English and Spanish.

### **Is the data collected secure?**

Yes. We use the highest data security standards. See our easy to read Use Agreement & Privacy Notice for more.

### **How do I send Visit Guides to my child's provider?**

If you use your provider's Patient Portal you can simply upload the Visit Guide to your child's provider directly. You can also email it or bring it with you to visits. If your child's provider has signed up to use the EC\_COE they will automatically get your child's Visit Guide but to be sure they hear from you directly, take the time to share it yourself! Your child's provider wants to hear from you directly!

### **What other benefits do I get by using the Well Visit Planner:**

- ✓ Families report that they learn a lot by using the WVP and PHDS.
- ✓ Families say they learn what to expect from visits and their child's development.
- ✓ Families like getting access to information and resources tailored to their priorities and needs.
- ✓ Families like being able to have other family members use the WVP and compare responses to the WVP and PHDS.
- ✓ Families like being able to share their child's Visit Guide with everyone on their child and family's team –including teachers and anyone else that needs to know about how their child and family are doing and what is important to you!

### **Can I or others sponsor the use of the EC\_COE on behalf of families in our community?**

Yes. You can sign up to become a sponsor and learn about the needs, priorities and well-being of families who agree to join together to use the Well Visit Planner or PHDS.