

Topic	Trigger	Group	Answer(s)	Counseling message	Activation Message	Follow-up Questions
Depression	Positive PHQ2 question	PHP+C	Yes	(1) Pediatricians can support parental depression. (2) Talk to <u>your own</u> PCP.	(1) Commit to bring up in visit w/ pediatrician.	(1) Was depression discussed? [IF YES] Who initiated discussion? Did the pediatrician help get counseling or other services? (2) [IF parent has own PCP] Did you see or talk to your own PCP about these feelings?
Smoking	Caller is a smoker	PHP+C	Yes	(1) Pediatricians can help with cutting down or quitting. (2) There is a 1 800 Quit line.	(1) Commit to calling quit line before visit to pediatrician.	(1) Did you call quit line? [IF NO] Do you plan on calling in the next month?
TB	If due for TB test as per recommendations (look at TB test history in EMR) and answered positively on one of the risk questions	PHP+C	Yes	(1) Experts recommend that you get a TB test. Tell them that we'll pass info to pediatrician.	(1) Have parent ask the doctor if the child is due for a TB test.	(1) Did your child get a PPD skin test ("small shot into their forearm")? *We can also see in record to see if they got PPD.
Safety	low use of car seats/booster seats/seatbelts (depending on child's age)	PHP+C	sometimes, never	(1) Evidence that using car seats/booster seats/seatbelts all the time is helpful. (2) Some other motivational message to increase use.	(1) If they don't have a car seat/booster seat, ask if they can buy one. (2) If they have one but don't use it all the time, ask if they can commit to using it more. (3) If child should be using seatbelt, ask if they can	(1) [If no car seat/ booster seat] Did you buy one? (2) [If have one or child old enough for seatbelt] Did you use more?

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					have child wear seatbelt each time they ride in a car.	
Safety	low/no use of bike helmets (kids age 5-11)	PHP+C	No	(1) Evidence that using bike helmets all the time is helpful. (2) Some other motivational message to increase use.	(1) If they don't have a bike helmet, ask them to buy one. (2) If they have one but don't use it, ask parent to make child use it every time.	(1) [If no bike helmet] Did you buy one? (2) [If have one] Did you use more?
Obesity	Ages 2+ with excess TV time, all weights	PHP+C	More than 2 hours	(1) Experts recommend that children watch less than 2 hours of TV per day. TV time beyond the two hours can be replaced with other activities such as walking, running, or playing outside.	(1) Have parent help child substitute an activity for TV watching.	(1) Did your child substitute an activity for TV. [IF NO] Do you plan on changing on your child's TV habits?
Obesity	Ages 2+ with excess juice/ soda, OW/ O	PHP+C	Greater than 12 oz per day	(1) Experts recommend limiting juice to less than 12 oz. a day. (2) A single serving of juice or soda can have up to 100 calories and a tablespoon of sugar. (3) Limiting sugar-sweetened juice and soda can be an effective way to help your child lose weight. (4) Water is best.	(1) Have parent help child limit juice and substitute w/ water.	(1) Did you try changing the amount of juice that your child drinks? [IF NO] Do you plan on changing the amount of juice?

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Obesity	Ages 5+ with limited PA, OW/O	PHP+C	Exercises outside of school for 30 min less than 5 times per week	(1) Experts recommend 1 hour of physical activity every day to keep your child healthy. (2) Physical activity is good for the health of a child's muscles, bones and heart. (3) Parents can do activities with children.	(1) ?	(1) Did your child change his/her active play time? [IF NO] Do you plan on changing on your child's exercise habits?
Obesity	Less than 5 servings of fruits and veggies a day	PHP+C	Less than 5 servings	(1) Experts recommend 5 servings of fruits and vegetables to keep children healthy.	(1) ?	(1) ?
Dev	Failed PEDS screen (1 or 2 predictive concerns)	PHP+C	failed	(1) Ask if the child is currently in EI (6-35 mos only). [IF NO] Give info for EI if they have 2 predictive concerns. (2) Repeat back to the parent all of the concerns they had (not just predictive ones).	Ask parent to bring up all concerns with doctor even if the concerns are not predictive.	Ask if they talked to the doctor about concerns. Ask if they talked to doctor about EI. Ask if a referral to EI was made.
Dev	Failed ASQ screen (age 0-5)	PHP+C	failed	(1) Each child is different. Some children are doing most of the skills we talked about at this age, but others are not yet. (2) Pediatricians are ready to help with development. (3) Your pediatrician will want to know that [child's name] is not yet [list lowest level skills not yet doing] to talk with you about it.	(1) Ask parent to bring up all concerns with doctor in areas where they failed. (e.g. "Would you be willing to commit to talking with the pediatrician about your child's development in the area of ___?")	(1) Ask if they talked to the doctor about concerns. (2) Ask if their questions about ___ were answered by the doctor.

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Med Safety	caller abuses otc meds	PHP+C	yes	Over the counter medicines are sometimes dangerous, especially if too much is given too frequently.	Talk with your dr about exactly how much cold or fever medicine you are giving and how often	Did your dr talk with you about cold meds? Do you plan on changing how you use cold meds?
Med Safety	caller has error with RX med	PHP+C	yes	It is important that prescription medicine be used exactly right. If not used exactly right, the medicine can hurt the child or may not help keep the child healthy.	Talk with your dr about exactly how much medicine you are giving and how often	Did your dr talk with you about prescription meds? Do you plan on changing how you use prescription meds?
Med Safety	caller has prob with Rx compliance	PHP+C	yes	Most parents forget medicine sometimes. However, usually medicine doesn't work if it isn't used very often. COUNSEL ON HOW TO REMEMBER.	Bring medicine to your doctor's office. Talk with your doctor about how to remember.	Did your dr talk with you about prescription meds? Do you plan on changing how you use prescription meds?
Med Safety	caller doesn't understand asthma med	PHP+C	yes	Asthma medicine can be confusing	Bring medicine to your doctor's office. Talk with your doctor about what medicines you use for what, when.	Did you bring your child's asthma meds with you? Did your dr talk with you about your child's asthma meds?
Med Safety	caller has prob asthma med compliance	PHP+C	yes	It is very difficult to remember asthma meds and they can be confusing to use. Describe what each is for.	Bring medicine to your doctor's office. Talk with your doctor about how to remember.	Did you bring your child's asthma medicines to the appointment? Did your dr talk to you about how to use asthma meds?

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Med Safety	med rec wrong	PHP+C	yes	I am looking at your child's medical record from your doctor's office. Your doctor's list of medicines is not the same as the medicines you told me about. It is very important that your doctor know about all the medicines your child is taking in order to keep your child safe.	Bring your rx meds. Talk with your doctor about	Did you bring your child's rx medicines to the appointment?