



## Scripts and Frequently Asked Questions (FAQs) for Communicating with Families *(English and Spanish)*

The NHSTC team is excited to provide you with updated scripts and FAQs for communicating newborn hearing screening results with families/caretakers. Several different versions are now available to increase accessibility for hospitals and screeners.

The previous version has been expanded by incorporating the FAQs with the scripts. The FAQs provide additional answers to questions families may ask. For easy reference, the FAQs are numbered, and each script references related FAQs by number.

Below is a list and description of the different versions:

- COVID-19 SCRIPTS
  - COVID-19 PARENT HANDOUT
  - SCRIPTS AND FAQs
  - FAQs
  - PARENT HANDOUTS
  - SCRIPT AND FAQ INDEX CARDS
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- All PDF and Parent Handout versions provide a fillable area to customize with contact info.
  - The parent handouts include developmental milestones and references to related websites.
  - The 4X6 script/FAQ index cards are designed to hang off of a ring from the screening equipment for easy screener access
    - To create these cards:
      - Print double-sided on 4X6 index cards in landscape mode or horizontally (English on one side, Spanish on the other), laminate, hole punch small dot on each card, place a grommet in the designated hole and place cards on a metal ring.

Email questions or comments to: [nhstc@infanthearing.org](mailto:nhstc@infanthearing.org)