

Frequently Asked Questions Texas Early Hearing Detection and Intervention (TEHDI) Referrals

Do I have to accept every referral in the TEHDI system?

Every record entered into the TEHDI system and assigned to an ECI program is a referral and should be processed accordingly.

Do I accept referrals that come from screening done on an infant before they are 10 days old?

Yes. While there are varying professional opinions on the validity of tests done less than 10 days from the date an infant initially failed the first hearing screen, ECI services are available for children birth to 36 months with a suspected developmental delay. The expectation is that your program would follow up on all referrals to connect with the family to explain ECI and offer case management services, if appropriate, to facilitate getting to the next step in determining a hearing loss for their child.

What if we get a referral in TEHDI but notice there is not an outpatient screen, do we accept the referral?

Yes. Not all infants will have an outpatient screen. If there are other risk factors (like a NICU stay, etc.) the infant will be referred directly to audiology.

How often do I have to log into the TEHDI system to check for new referrals?

While some programs log in daily, that may be too much for others. A good practice would be to log into the TEHDI system weekly to check for new referrals, update dispositions for those you obtained consent, etc.

Can I have more than one person in my program set up in TEHDI?

Yes, a program can have up to three individuals set up to access the TEHDI system. The daily email notifications sent by the TEHDI system for referrals can only be sent to one email address, but you can have up to three TEHDI users.

How can I get staff set up or change my TEHDI users?

To add or remove staff in TEHDI please send an email to the state office so that we can work with TEHDI system staff to make the change and update our list of TEHDI users.

What if there is missing information that prevents me from being able to contact the family?

If the system does not contain enough information for you to contact the family and process the referral, please send an email with the Confidential Identification (CID) to the state office at ECI_TEHDI@hhsc.state.tx.us. **DO NOT REMOVE YOUR PROGRAM THE REFERRAL**; however, you should not accept the referral until the information is provided. State office staff will connect with the TEHDI program and notify you when the information is corrected in the system.

What if the child's name does not match what we have or what the family gives us?

Sometimes the child's name may not be accurate in the TEHDI system, but you are still able to connect with the family. You will need to use the correct name when entering in TKIDS, but before updating TEHDI please send a notice to the state office at ECI_TEHDI@hhsc.state.tx.us with the CID number and the correct name in an encrypted email so we can have TEHDI updated before you enter the disposition.

Do I need to get parental consent signed before updating TEHDI?

You must get a consent form signed before you enter the disposition in the TEHDI system. The only exception is if you are not able to contact the family at all. In those cases, and only in those cases, you can update the disposition with unable to contact even though you do not have signed consent.

Can I use Docu-Sign for the consent forms?

If your program uses docu-sign for other forms and consents you can also use it for the TEHDI consent. The key is that you must have parental consent before updating the TEHDI system with any disposition other than "could not contact"

What do I do if I get the referral from another source like the Pediatrician or the parent first?

If you get a referral in TEHDI and from another source for the same child, you would handle the referral as you normally would, using the date of the first referral received, making sure to get the parent to sign the TEHDI consent and updating that system with the appropriate disposition. Remember that the 45 days begins when the referral is first received (regardless of the source).

Why do I have to update TEHDI when I keep the data in TKIDS current?

TEHDI is used by the Department of State Health Services (DSHS) Newborn Screening program for data and record keeping. DSHS staff do not have access to TKIDS. This information is used to compile their annual report, required by the Center for Disease Control (CDC) - so it is important to keep TEHDI data updated and accurate. It is important that you update the information for all referrals in the TEHDI system, as appropriate.

What about those children who are older than 3 in the TEHDI system now?

The TEHDI system is currently working on some archiving features that may move these, so they are not viewed on your daily screen; however, for the immediate time please do not remove or edit these referrals. You can sort the referrals in the TEHDI system by date of birth so that these move- down to the end of the list – but please **DO NOT REMOVE THEM**.

What if we get a referral in TEHDI for a family who is not in our service area or has moved to an address in the service area for another program?

You should complete the steps for transferring a referral to another ECI program. Make sure you contact the ECI program you are referring to, so they can be aware of the transfer since the TEHDI system will not automatically generate an email. To help with this we have attached a contact list for those who work in the TEHDI for each ECI program.

When transferring a referral, what happens if I accidentally remove my program before I have added the correct ECI program?

If you remove your program before selecting another ECI program you will not be able to see or edit the record. Should this happen, it is important that you notify state office by email at ECI_TEHDI@hsc.state.tx.us immediately with the CID and any other information you have.