



TEXAS
Health and Human
Services

**Texas Department of State
Health Services**

Thank you for all the work you do on behalf of Texas Newborns. During this public health COVID-19 disaster we realize that there may be alterations to your newborn hearing screening activities. The DSHS TEHDI team is still active, please contact TEHDI if you have questions not addressed in FAQ.

Q: Has DSHS altered guidance on the newborn hearing screening protocol?

A: No. Continue to follow national 1-3-6 guidelines and best practices. However, DSHS recognizes that healthcare providers may need to adjust newborn hearing screening protocols.

Notify the TEHDI Program at TEHDI@dshs.texas.gov about protocol changes.

Q: My facility is suspending all hearing screening. What should we do?

A: Providers still need to create records in the TEHDI MIS for each birth at their facility. If resources don't permit doing this daily, contact OZ Systems for assistance.

Once your facility resumes hearing screening services, contact families to bring their infant back for the screen.

Q: Will my certification status be impacted by changes in hospital operations?

A: Changes in protocol as a response to COVID-19 will not affect your facility's certification status.

Q: My facility is suspending outpatient screening services. What should we do?

A: For infants who do not pass the birth screen inform the PCP and the family following normal protocol. If there are no other community outpatient screening services available for a referral, wait until your facility resumes outpatient screening services and contact families to bring their infants back for the follow-up screen.

Q: I have an infant who needs audiological assessment, but the audiology clinic is closed. What should I do?

A: For infants who need an audiological assessment and there is no provider in the community available to perform the evaluation, maintain a list of those infants so that you can initiate a referral once the audiologist resumes normal protocol.

Q: How should I document in the TEHDI MIS?

A: [Download detailed instructions](#) on how to properly document in the TEHDI MIS during the COVID-19 disaster.

Questions?

TEHDI Program

tehdi@dshs.texas.gov

OZ Systems

1-866-427-5768, select option 3

ozhelp@oz-systems.com

