



Newborn Screening News

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Family Health Services Information & Referral Line

1-800-422-2956

What is the Family Health Services (FHS) Information & Referral Line?

The Family Health Services (FHS) Information & Referral Line was developed statewide in 1993 to respond to the need for a single access point for information concerning family services. The information and referral service seeks to find services appropriate for the needs of the people of Texas and advise them of those services available within their geographic area.

May We Use the FHS Line for Newborn Screening Information?

Yes. The FHS operators compile and maintain a database of maternal and child health programs and services to children, including children with special health care needs. They respond to calls from families and providers, and provide referral information from the database. The Newborn Screening Case Management Program has been utilizing the FHS Line for many years. This line provides a toll-free number for parents that receive correspondence from program staff alerting them that their child may have one of the birth defects for which we screen. Recently, through *Newborn Screening News*, the FHS Line was advertised as a source for providers to request and receive free literature and general information about newborn screening.

But I Need Information on Newborn Screening Specimens. Can the FHS Line Help Me?

Yes. The FHS Line script will now be modified to include directions to access Newborn Screening Laboratory Services. The reverse side of this newsletter provides a

telephone directory for the Texas Newborn Screening Program including both Case Management and Laboratory Services.

What Will the New Script Include?

By *July 1, 2001*, the announcement will state the following:

You have reached the Family Health Services Information & Referral Line at the Texas Department of Health

* To continue in English, Press 1

[after pressing #1, the following is announced]

* Press 1 for Information & Referral for Health Care Services

* Press 2 for the Medically Dependent Children Program

* Press 3 for the Newborn Screening Program

[after pressing #3, the following will be announced]

* Press 1 if you know your party's extension

* Press 2 for General Information

* Press 3 for Newborn Screening Laboratory Services

* Press 4 for information regarding Sickle Cell Disease or other Hemoglobinopathies

* Press 5 for Thyroid information

* Press 6 for information regarding PKU, Galactosemia, and Congenital Adrenal Hyperplasia

What is the Most Expedient Method of Getting the Information I Need?

Press **1** for English, **2** for Newborn Screening, and **1** for entering your party's extension. On the back of this newsletter, we have provided the direct extensions to program staff with a brief description of the information that is available from the person at that extension.

Texas Newborn Screening Directory

1-800-422-2956

Laboratory

The Laboratory can provide help in the following areas:

- / Requests for collection forms, envelopes, and provider labels; payments for these supplies.
- / Specimen collection procedures and techniques to avoid unsatisfactory test results.
- / Requests for test results.
- / Status of specimen arrival and test completion.
- / Technical information on test procedures and reports.



<u>General Information</u>	2471
Technical Information	
Specimen Collection & Handling Procedures	
<u>Supplies</u>	7661
Forms (filter paper)	
Envelopes	
Provider Labels	
<u>Billing</u>	7317
Payments - NBS4 Forms	
<u>Reporting</u>	7578
Routine Specimen Reports	
<i>(Abnormal screens: Call Case Management for the abnormal disorder reported)</i>	
<u>Quality Assurance</u>	3233
Unsatisfactory Specimen Collection	

Case Management

The Case Management team can provide help in the following areas:

- / Newborn screening literature (English and Spanish available)
- / Instructions for follow-up of abnormal screening results, i.e. what type of specimen to submit for additional testing, where, and when.
- / Referrals to pediatric specialists for diagnosis and management of newborn screening disorders.
- / Referrals for financial resources available to assist with covering the costs of medical management and special dietary needs for diagnosed cases.
- / Information on requirements for newborn screening in Texas.

<u>General Information</u>	2129
Free Literature Orders	
<u>Hypothyroidism</u>	
Nurse	7715
Administrative Technician	2057
Public Health Technician	2630
Public Health Technician	2011
Public Health Technician	2627
<u>Congenital Adrenal Hyperplasia (CAH)</u>	
Nurse	2128
Public Health Technician	2633
<u>Galactosemia</u>	
Nurse	2128
Public Health Technician	2020
Public Health Technician	2138
<u>Hemoglobinopathies (e.g. Sickle Cell Disease)</u>	
Nurse	2071
Public Health Technician	2682
Public Health Technician	2022
<u>Phenylketonuria (PKU)</u>	
Nurse	2128
Public Health Technician	2020
Public Health Technician	2138

