

Autism Spectrum Center

In the Autism Spectrum Center at Boston Children's Hospital, we use TriVox Health. We are using TriVox Health to facilitate your child's initial appointment as well as for follow-up care in the Autism Spectrum Center. We want to share some important information about the system before you start using it.

What is TriVox Health and how does it work?

TriVox Health is an online tool that lets you send important information about your child's symptoms and side effects to your child's provider before your visit. This helps the provider take better care of your child. Our families have found it easy to use. Here's how it works:

1. After you are enrolled, you will receive an email from *TriVox Health* to set up your unique account. When you click on the link, you will be sent to a secure website where you'll create a password and activate your account.
2. Before each visit with your child's provider, you will receive an email from *TriVox Health* with a link to the same secure website and you will be guided through some questions about your child's symptoms and functioning since your last visit.

Who can see data about my child?

The information you enter into the TriVox Health website will be kept secure. Members of your clinical care team in the Autism Spectrum Center department will have access to this information. This information will not be shared with anyone else without your explicit permission, even if they are contributing information to TriVox Health. TriVox Health protects information you send through the TriVox Health website using the same technology used to protect online banking information.

Who can share data about my child?

The primary caretaker will answer questions before each visit. Other caretakers can answer questions as well. If your child is old enough to answer questions about his or her health, your child might answer questions as well. Sometimes your child's provider might want to ask your child's teacher for information.

When will my provider see my data?

After you use TriVox Health, your child's provider will choose when to review the information. This might not be until right before your visit. If there is anything you want your child's provider to know right away, you must call the clinic: 617-355-7025. If your child needs to be seen by a provider immediately, call 911 or go to your nearest emergency room.

Who do I ask for help?

If you have a question about the care of your child, call your provider immediately.

If you have a question about using TriVox Health, contact one of the TriVox Health coordinators: Dylanne Axelson (Dylanne.Axelson@childrens.harvard.edu) or Madeline Chiujea (Madeline.Chiujea@childrens.harvard.edu). We will try to get back to you within 3 business days. Remember, Dylanne and Madeline are not clinicians and can help you only with problems using TriVox Health. Dylanne and Madeline cannot answer questions about your child's care.

How do I start? How do I stop?

To get started, fill out the online enrollment form: https://redcap.tch.harvard.edu/redcap_edc/surveys/?s=hzpiQYk7Cj

TriVox Health will send you an email so that you can activate your account and fill out questionnaires. If you decide you no longer want to use the system, you can click "unsubscribe" on any of the TriVox Health email notifications.

Thank you,

The Autism Spectrum Center TriVox Health team