

# Questions to Ask Providers

*Effective communication is the key to building strong relationships with your child's Early Intervention Service Providers.*

## Tips for Communication

Get to know your providers by building relationships and communicating often. Ask questions that are important to you and your family. How we ask questions is important, make sure to pay attention to your nonverbal communication. Make sure you are practicing active listening skills. After getting to know your provider, if it seems like the match is not a good fit, you can contact your Early Intervention Service Coordinator to discuss your options.

### Building Relationships

- Ask the provider what they prefer to be called.
- How long have they been working in this field?
- What led them to this career?
- You may want to ask if they smoke (children can be exposed to toxins on hands and clothing).
- If you have pets, ask if they mind being around animals.
- Ask any questions that are important to you and your family.

### Nonverbal Communication Matters

- Your body language and tone of your voice can make the person you are speaking with more or less responsive to hearing your point of view.

### Practice Active Listening

- Active listening involves paying close attention to what the other person is saying. You can ask clarifying questions and repeat back to them what you heard them say.

## Questions for Service Coordinators

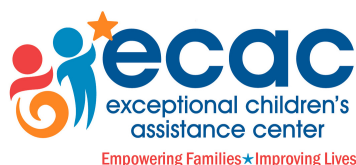
- Do I need to pay each session or will you bill me?
- Are these services covered by my insurance?
- How often will we review the services my child receives?
- How should I contact you if I have concerns?

## Questions About Communication

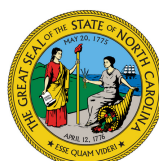
- Will appointments be scheduled in advance or do I need to schedule after each visit?
- What happens if we need to reschedule?
- How do I reach you after hours or in an emergency?
- Do you communicate with our child's physician?

## Questions about Services

- What is the goal of this type of service and how does it help?
- How will I be involved with my child's services?
- Do I need to get any special items or do you provide materials for us?
- Are there resources where I can find equipment to borrow or rent?
- How will you respond if my child gets upset or frustrated?
- What happens if the problems get worse or I do not see any improvement?
- If I don't agree with the service plan, what do I do?



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