Dear Medical Student:

Welcome to the Operation House Call Program. This program is offered in a partnership between The Arc of Massachusetts and Tufts Medical School. It is designed to support doctors in building confidence, interest, and sensitivity in their work with individuals with developmental challenges and their families.

To complete therequirements for Operation House Call you are expected to:

* **Attend class. Visit the OHC website. Do readings, check resources and videos.**
* **Contact your assigned family *by early in Week 2 of your rotation* to schedule your 2 hour home visit.**
* **Deliver your student evaluation form to your family during your visit.**
* **Post the date of your home visit in your Block’s Forum on the OHC website and contribute a comment (400 word min.) on your experience.**

***Special note****:* ***Please contact your host family as soon as possible, and by early in Week 2 of your rotation, to schedule your home visit.***The visit time should be at a time that is convenient to your host family. If there are difficulties you cannot resolve, contact your OHC Program Coordinator promptly (contact information below). Remember these are busy families who have volunteered their personal time to help you learn. Your respect and professional behavior will be appreciated, and is expected by your medical supervisors*.*

**Your home visit**: During class you and a partner are given your home visit assignment. This gives you the opportunity to meet an individual with a disability and their family during a time uncomplicated by the need for acute care. A visit lasts two hours.

During your home visit you are expected to interact, to ask questions, to listen and observe. You are not required to do any personal care or to advise the family on medical issues. Reading the student evaluation form before your visit will help you understand basic expectations about your visit. Visiting the OHC website will further prepare you for your time with your family.

**The OHC Forum**: Please use the OHC Forum to share your observations and your home visit learning with your peers. You are encouraged to read about your classmates’ visits and support their learning, and your OHC Program Coordinator will read and respond to your comments there. The OHC team and Dr Mary Brown will have access to your Block’s Forum, but our volunteer families do not access it in order to provide privacy for our students.

Remember the families volunteer to be part of this program; they look forward to meeting you. So relax, have fun and enjoy!

Melanie McLaughlin, Tufts OHC Program Coordinator

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**Operation House Call Learning Objectives:**

1. Model person first behavior, and understand person first thinking and language.

2. Review supportive ways to deliver unexpected or difficult news to parents.

3. Practice building rapport in a home visit to a family who has a child with intellectual/developmental disability.

4. Monitor personal or subjective bias that might affect an evaluation or treatment of a child with IDD.

5. Demonstrate sensitivity to sibling and family issues during the family visit or in class discussion.

6. Increase awareness of resources available to families, including a broad overview of public education support.

**Logging in to the Operation House Call website:**

* Go to [**www.operationhousecall.com**](http://www.operationhousecall.com)
* **Select Tufts**. You will have access to this website for the full academic year.
* Log in to the ***general*** Tufts OHC website by using your first part of your [tufts.edu](http://tufts.edu) email address (up to the @; so, [jane.smith@tufts.edu](mailto:jane.smith@tufts.edu) would log in as 'jane.smith') and use the login password "Pediatrics" to enter the site.
* Review class readings and resources on the Operation House Call website prior to your home visit. Note: some students have told us they wish they had done this prior to their visit!
* **Forum:** Post your home visit date with your comments (400 word min.) by going to the OHC website, clicking your pediatric clerkship block Forum and using your Block ­­­­­­Forum password: \_\_\_\_\_\_\_\_\_\_

Note: posting a home visit comment is required as part of the OHC program. Your Parent Instructor will respond to all comments by the end of the rotation. Do be sure to post your comments as soon as possible after making your home visit while it is fresh in your mind. The volunteer OHC families do not access this resource to preserve privacy for our students.

**OHC Home Visit: Sample questions to ask parents/families\***

***\*These are questions to inspire your own. Playing and talking with all the children during your home visit is encouraged. Enjoy your visit, listen, be curious, and learn.\****

How did you learn of your child’s diagnosis?

What help or advice did you receive at the time?

How did your physician respond to your thoughts and feelings at the time?

Can you tell me something about your family’s response to the news?

Has your doctor helped you learn about what to prepare for? Who has helped you understand these issues?

How has your physician addressed the needs of others in your family?

Who do you turn to most often for help or advice regarding the needs of your child?

Who in the family is the primary care giver? Are siblings expected to give care in any way?

Do you feel comfortable talking with your doctor about your concerns for any of your children?

What does your doctor do to establish a good working relationship together?

What helps a visit to the doctor go smoothly?

Do you have a favorite doctor, and why?

What does your family do for fun?

What does your child/your children enjoy doing most?

Can you tell me about how your children get along with each other?

Can you tell me about friendships? (school, special therapies, hobbies, sports)

Do you have the amount of support that you need?

How has your experience affected your marriage? Adult relationships?

Are there positive or negative aspects that stand out?

How has the experience of your family changed you?

What is a good day in your household?

What makes a day difficult in your household?