

Dear STARband Clinician,

We know many of you are seeing fewer patients in your offices at this time for the safety of your patients, families, and communities. Many of our STARband caregivers turn to social media and other parents for answers to questions if they cannot get in touch with you as their cranial treatment provider. **Some parents are even trying to adjust the STARband on their own!**

Today we sent a message to STARband caregivers through Facebook and Instagram to encourage them to contact their STARband clinician before making any treatment decisions on their own. We encourage you to continue with STARband follow-up appointments by phone or video chat, and to document this as you would a regular clinic visit note.

Suggestions on documentation:

- Who is providing the information and discussing the patient's situation? (e.g. parent, grandparent)
- Is the patient continuing to wear the orthosis full time? Are there any reasons the patient has been out of the orthosis since the last visit?
 - o If the patient is not wearing the orthosis,
 - How long have they been out of the STARband?
 - What was the reason for discontinuing treatment?
- Has the caregiver noticed any continued change in the head shape since the last appointment?
- Does the caregiver have any questions or concerns?
 - o Redness:
 - When did the redness appear?
 - How long does the redness last?
 - Is the redness getting worse?
 - o The helmet is getting tight:
 - What are the signs of the helmet getting tight?
 - Increased redness that is not fading
 - Contact/discoloration of the orthosis in ALL void areas
- Visual documentation: Ask the caregiver to send you photos or take video of the STARband on the patient and any areas of redness on the baby's head.
- Instructions provided:
 - o Remind the caregiver that their child can continue full time wear of the STARband as long as:
 - The orthosis is continuing to sit correctly, and
 - Any redness fades within an hour
 - o Set up another appointment in 2-3 weeks. This may be another phone call or video chat.
 - o Remind the caregiver to be in touch with you if they have any questions about the patient continuing with the STARband before their next appointment.

Many of your STARband patients may be able to continue with treatment full time during this period of social distancing and shelter-in-place, or continue with a few easy adjustments once you are able to see them in your office again. Staying in touch with your patients with regular phone or video chat appointments is instrumental in continuing with successful STARband treatment during this COVID-19 pandemic.

Stay safe and healthy!

A handwritten signature in black ink that reads "Orthomeric*" with a small star above the letter 'i'. The signature is written in a cursive, flowing style.