

STAFF ROLES - PEER COUNSELORS: PRACTICE SETTINGS

LEVEL 2 HANDOUT: TYPICAL HOSPITAL ENCOUNTERS

Before the Visit	<ul style="list-style-type: none">• Know the mother's name and her baby's name.• Wash your hands when you enter the room.• Have WIC approved materials, your phone number, and referral forms with you.
During the Visit	<ul style="list-style-type: none">• Greet the mother and her family/friends. Tell them who you are and why you are there.• Ask about her birth experience and how she is feeling.• Ask about her goals for breastfeeding.• Find out the last time the baby fed and for how long.• Ask if she would like you to observe her breastfeeding and offer assistance if needed.• Praise the mother!• Write down the mom's information.• Ask for her permission to call her back later to follow up.• Give her your telephone number.• Give her any WIC approved referral forms.• Remind her to enroll her baby in the WIC Program.• Thank her for allowing you to visit her.
After the Visit	<ul style="list-style-type: none">• Report any concerns or follow-up needed with the mother's nurse or the hospital IBCLC.• Yield the mother who is having problems to your WIC designated breastfeeding expert post discharge.• Document all information on your peer counselor documentation form.• Note when the mother may need a follow-up visit or call.• Conduct appropriate follow-up to assure that the mother has a positive breastfeeding experience with all the support she needs to meet her goals.