

Parent FAQs

Frequently Asked Questions for Parents and Caregivers about CHADIS and Developmental & Behavioral Screening

1. "What is CHADIS?"

CHADIS is an online system that delivers questionnaires that help your child's doctor review the health and development of your child. Using CHADIS before the visit will help your doctor take better care of your child. Mental health and other medical specialists also use CHADIS for their patients.

2. "What is the goal of the questionnaires?"

Your child's doctor uses the questionnaires to help determine if your child is developing on schedule and without health risks. These questions can help detect issues early before some signs are present. When issues are caught early, children are able to receive help earlier and treatment is often more effective. National expert guidelines for "best care" have increasingly revealed that the more detailed information about a child a doctor has, the more opportunities there are for early preventive action. However, when doctors spend valuable visit time attending to important developmental issues by asking more and more detailed questions, the time available to properly address the priority issues, and your own questions, is lost. CHADIS allows parents to set the agenda and also not overlook important details.

3. "When should I use CHADIS?"

You should complete CHADIS questionnaires according to the schedule discussed with your doctor. Many general pediatricians or family doctors will want you to use CHADIS before every well-child visit and many will use it for a variety of other special visits, such as for asthma or ADHD.

4. "How do I get started?"

You can get started by registering at www.chadis.com. Your doctor's office will provide you with a registration letter and an invitation code. The code is usually the phone number of your doctor's office. (See below for account questions)

5. "Who can help me with technical issues?"

CHADIS has a toll-free technical assistance line. Please call (888) 424-2347 or email support@chadis.com.

Our Commitment to Keeping Your Information Safe and Secure: To ensure the safety and security of your private health information that we collect through this process, both

legally and ethically, we have put security rules and procedures in place. Sometimes these rules add to the effort of using CHADIS, but the safety of your Health Information is our utmost concern, and its importance to us cannot be overstated. Here are some details about CHADIS and the measures we have in place:

6. "Is CHADIS HIPAA Compliant?"

Absolutely! CHADIS is fully HIPAA compliant.

7. "What is HIPAA?"

HIPAA is the federal Health Insurance Portability and Accountability Act of 1996. The HIPAA Privacy Rule provides federal protections for individually identifiable health information held by covered entities and their business associates and gives patients an array of rights with respect to that information. At the same time, the Privacy Rule is balanced so that it permits the disclosure of health information needed for patient care and other important purposes.

8. "Who has access to my CHADIS information?"

Only your doctor and the staff in the office have access to your information. You will have a personal username and password to access the CHADIS questionnaires. We will never supply this information to anyone.

9. "I have more than one child. Do I need multiple accounts?"

You may register all of your children under your account. Please look for the "Add another child/patient" link once you log into CHADIS.

10. "I do not see any questionnaires. How can I see and complete the questionnaires for the doctor?"

If you click "Go" beside "Take Questionnaires" and you do not see a questionnaire, please check your child's birthdate for errors. The CHADIS questionnaires are assigned based on your relationship birthdate can be edited by clicking the "edit" link at the top of the patient page.

11. "I am getting CHADIS emails to my old account. How do I change my information?"

To change your CHADIS email and username, please update your email on your CHADIS profile and email support@chadis.com to request a username change.

12. "My doctor asked me to invite my child's teacher to use CHADIS. How do I invite the teacher?"

CHADIS allows parents and caregivers to invite others to provide additional information to the doctor. Some people you might want to invite are teachers. Teachers spend time with your child in an educational setting. If your child has any issues that affect learning or behavior, getting information from teachers about his or her progress can make a big difference in the care the doctor provides.

- You may give a teacher the required permission to use CHADIS and ensure that the teacher can answer questions in the system.
- Teachers will not have access to your profile. They are only prompted to answer teacher questionnaires.
- All information goes to the doctor to discuss at your visit.

In order to send a teacher an invitation, please follow these instructions:

1. Login to CHADIS
2. Click on your child's name
3. Click "Invite another Person to do CHADIS" on the questionnaires page

13. "How do I invite my teen to use CHADIS?"

CHADIS allows parents and caregivers to create and send invitations to their teen to provide additional information to the doctor. Adolescents take age-appropriate questionnaires that are assigned by their healthcare provider.

In order to send a teenager an invitation, please follow these instructions:

1. Login to CHADIS
2. Click on your child's name
3. Click the red "Invite (Teen) to do CHADIS" link on the questionnaires page questions about your child quickly and securely.

14. Who can help me if I cannot remember my username & password?

CHADIS offers multiple ways for you to access your account. Our alternate login process will allow you to reset your password via email – you will have to answer a security question. You may also call (888) 424-2347 or email support@chadis.com.