

the family health line

1.800.451.2229

what it is

The Family Health Line (formerly the Healthy Baby Hotline) is a statewide toll-free number (1-800-451-2229) established by the Department of Health (DOH) and the Florida Healthy Mothers/Healthy Babies Coalition. TDD services are also available through this toll-free number.

purpose

The Family Health Line provides basic information and referrals for prenatal and infant care. It also assists with other pregnancy-related issues to help assure continued participation in prenatal and infant health. The Family Health Line also provides information on the Healthy Start initiative, Florida's statewide community-based program to improve the well being of mothers and babies.

goals

The Family Health Line improves the health status of Florida's infants and pregnant women by:

- Educating communities regarding the significant value of early and

continuous prenatal and infant care;

- Encouraging healthy lifestyles – including smoking cessation, and alcohol and drug avoidance;
- Providing linkages with and referrals to private, public health promotion groups;
- Advocating on behalf of women who are trying to maneuver through a system of care that may be, at times, overwhelming;
- Assisting pregnant women to gain access to prenatal care when they have not been able to do so;
- Assisting women and infants to gain access to health and social services when they have not been able to do so;
- Assisting women to gain access to family planning services including the Family Planning Waiver;
- Assisting pregnant women to gain access to substance abuse treatment;

- Providing information on Healthy Start, breastfeeding education, WIC, immunizations, family planning, well baby care, interconceptional care and education, Medicaid programs, the MomCare Program and other maternal and child health programs
- Providing interested individuals with a contact name and number to their local Healthy Start coalition.

process

Each caller is greeted by a well trained counselor and is offered assistance based on the need expressed. Counselors have the ability to access interpreters when faced with callers who do not speak English.

who uses the hotline

The majority of calls are from pregnant women or their partners. The calls are answered by trained counselors who are available from 8:00 a.m. to 11:00 p.m. Monday through Friday and from 10:30 a.m. to 6:30 p.m. Saturday and Sunday. Counselors provide referrals to local health professionals as well as to supportive counseling.

follow-up

All callers are encouraged to call the Family Health Line again if they do not receive help from a referral source. A Family Health Line social worker, working with a contact person in the caller's community, provides more assistance to those who were not able to access care after their first referral.

contact

For further information, please contact the Department of health, Family Health Services, at (850) 245-4465 or Suncom 205-4465.

