Dear Expectant Parents,

Thank you for your interest in The Doula Touch program at GBMC. It is my pleasure to send you the enclosed information that explains how Birth Doula, Postpartum Doula, and Massage Therapy support can benefit you and your family.

This package contains registration forms and documents for doula support and massage services at GBMC. Our doula services are very popular; therefore, it is very important that you return your registration form with a non-refundable deposit of $75.00 once you and your partner have made the decision to obtain our services. Upon receipt, I will contact you to confirm receipt of your paperwork. With the exception of last minute submissions, a prenatal interview will be scheduled 3-4 weeks prior to your due date.

We are a full service, in house, staffed program. All of our doulas are hired through GBMC and are not subcontracted. There is not a licensure process to become a doula but training and experience are mandatory for all of our hired staff. Through our staffing process we are able to pass on the benefit of providing you and your family with personnel that have been cleared through our employee health department and are up to date on all required vaccines including the yearly flu and Pertussis (Whooping Cough). A background investigation, including references are required for employment. It is always very reassuring to know a large organization like GBMC performs these critical tasks with your family and our program in mind.

The staff at the GBMC Doula Touch program feel honored to provide you and your family with our knowledge, education and continued compassion. We are looking forward to making your birth and postpartum experience a memorable one. Please feel free to contact me if you have any further questions.

My very best wishes,

Lanny Dowell
Doula and Parent Education Coordinator
443-849-6287
mdowell@gbmc.org
Doula Touch Program
Birth Doula Services & Massage Services

Birth Doula & Massage Therapy services are designed to offer expectant parents continued comfort, support and education. Doulas work to enhance your birth experience as patient advocates, encouraging partners and family members throughout the birthing process. Birth Doulas fully support your choice of pain medication during labor and delivery.

Package 1 “Birth Doula Assistance” cost ~$625.
Our Birth Doulas have all attended a Birth training course in addition to childbirth education, Infant Care, lactation and massage therapy education. We offer full time support in massage, relaxation techniques, breathing exercises, acupressure (noninvasive), visualization, labor and delivery positioning, childbirth education and breastfeeding support. Clients who hire doulas are looking to enhance their birth experience. Through encouragement, support and personalized instruction, doulas assist partners and family members throughout the birth process. Several comfort techniques include the use of birth balls, squatting bars, private showers, rocking chairs, massage oils and massage tools. Your doctors’ approval may be necessary for mobility, the use of a birth ball and certain labor and delivery positions.

Package 2 “Cesarean Section Support” cost ~$150.
A GBMC Birth doula will arrive with you two hours prior to your scheduled c-section. She will work with you on relaxation, help to answer questions and concerns, provide emotional support and offer relaxation massage services prior to your surgery. After the delivery she will assist in breastfeeding support if you choose to breastfeed. Cesarean doula support provides a constant presence of reassurance for you, your partner and your family. If you choose to have pictures of the delivery or your newborn after the delivery, your doula will gladly be your photographer as well.

Package 3 “Pre and Postnatal Massage” cost ~ $95. (1 hour)
Pamper and reward the expectant or new mother with a full body massage before or after the delivery. The GBMC Doula Touch program is staffed by certified massage therapists. This service is offered on the antepartum and postpartum units at GBMC. Appointments are first come first serve so set your appointment now. A doctor’s permission slip is required prior to service.*If you have been discharged and would like the massage service at home there will be an additional fee of $15.00. A doctor's permission slip is required prior to service. Please contact the office for possible travel fees.

Name: ______________________________ Partner:_____________________________
Address: _________________________ City: _________________ Zip Code:_________
Phone #: ______________________ Age: _______ Due Date:____________________
Obstetrician:______________________ Pediatrician: __________________________
Email Address: __________________________ Other contact:______________________
How did you hear about the GBMC “Doula Touch” program:________________________
Service Contract: I plan to use The Doula Touch at GBMC and have included:
☐ My choice of package # ___________
☐ A non-refundable $75 deposit with the remainder due at 37 weeks or
☐ My entire payment of ____________ for package # ___________
Contracts will not be accepted without Credit Card Information
Signature: _________________________ Credit Card #:________________________
MC Visa Amex. Disc. Exp. Date________ 4 digit ID # (front of your card)___________
Check #: _______________________Amount: ___________ Date:_____________________

Services: We recommend that you contract at least 2 months prior to your due date so that a birth interview can be completed 3-4 weeks prior to your due date. Please contact Lanny Dowell the Doula Coordinator with any questions.
mdowell@gbmc.org Fax: 443-849-8904 Forms can be mailed to: GBMC Parent Education Attn: Lanny Dowell 6701 North Charles Street Baltimore, Md. 21204
The GBMC Doula Touch Program  
Professional Birth Assistance and Liability Statement  

This agreement is between The Doula Touch at GBMC and ___________________ for the purpose of providing birth doula services. The Doula Touch agrees to accompany you through labor and birth, providing emotional support, physical comfort measures, and enhanced communication with your medical team. Services include help with breathing, relaxation, massage, acupressure, comfort techniques including suggestions for (labor and delivery positioning), breastfeeding support, resource information, and support for your choices as long as they do not conflict with the medical advice from your obstetrical staff.

Our fee for attending your birth is $625. A $75 non-refundable deposit is required upon signing this agreement; the balance of $550. is due by your 37th week of pregnancy. We will contact you to arrange a birth interview about 3-4 weeks prior to your due date. We are here for you during your pregnancy and would certainly enjoy providing you with the best possible postpartum care. The GBMC Doula Touch Program is a non-clinical department within GBMC. We do not provide third party reimbursement. We make every effort to work with our clients and their insurance company. We will provide a detailed invoice and any additional support records that you request or provide to us for this process. GBMC is the provider for many different insurance carriers but the Doula Touch Program does not have CPT, Diagnostic codes and we are not a participating provider for any insurance carriers due to our non-clinical title. The invoice provided for services used, in no way, implies, suggests or makes any guarantee that your insurance carrier will provide a reimbursement. Many carriers have included doula support within their coverage plan but each individual program has its own set of guidelines and restrictions for coverage. It is the client’s responsibility to fill out any required documentation from their insurance company.

Once you are in labor and have been admitted to GBMC, we ask that you contact the contact numbers provided during your birth interview or contact Lanny Dowell directly 443-882-0994. If you are admitted but not laboring, we strongly suggest you allow your labor to build into a regular pattern before activating doula support.

The Doulas staff will make every reasonable effort to provide the services described above. If, however, the primary doula does not attend the client’s birth due to circumstances beyond their control (example: extremely rapid labor, failure of the client to call the answering service, or an emergency cesarean section once the doula has been activated), the Doula Touch reserves the right to retain the fee. Partial refunds will be decided on a case by case evaluation. If your obstetrician has scheduled you for a cesarean prior to activating the doula service, a full refund will be issued. Clients will certainly have the option of converting the birth doula support to cesarean support and in most cases they will elect to purchase postpartum hours. We do advise you to prepare for these services in advance if you have the option.

I/We hereby acknowledge that during the performance period of this agreement, services will be provided to me/us in the GBMC hospital setting. The Doula Touch has not represented to me/us that for contracting for his/her services guarantees in any way, a risk free or emergency free labor and birth experience. I/We understand that my/our doula does not make medical or nursing decisions on our/my behalf. The Doula Touch at GBMC is not responsible for the performance of clinical tasks to include medical or nursing decisions regarding the inclusion or exclusion of treatments available to me/us and my/our baby.

Choosing the GBMC “Doula Touch Program” to help support you during labor is your first step towards a rewarding and memorable delivery. We have been supporting families in Labor and Delivery for over 18 years and have helped to enhance a more positive birthing experience for our clients. Best of wishes to you and your family!

_________________________________________             _______________________________________
Signed                                                     Date                       Signed                                      Date
GBMC Doula Touch Program
Postpartum Doula Packages

Postpartum daytime and overnight packages were designed to offer new mothers and family members continued in home support and education. Our daily maximum for postpartum daytime support is 5 hours. Overnights are offered in 8 hour shifts. We offers hours of respite care which will allow you to catch up on sleep, enjoy time with other siblings, and relax, while our trained staff care for your family and supports the daily functions of your household. Postpartum daytime and overnight packages were designed to offer new mothers and family members continued in home support and education. GBMC Doula's are trained and experienced in providing:
- Infant Care
- Breastfeeding Support
- Nursery and Home Organization
- Safety Tips
- Emotional Support
- Sibling Care
- Laundry
- Light Housekeeping
- Errand Runs
- Meal Preparation
- Transportation
- Companionship
- Massage (Additional)

Package 1 "Fast Start"
4 hours (1 day of care)
Cost- $100.

Package 2 "Confidence Builder"
12 hours of care (3 hours minimum a day)
Cost- $300.

Package 3 "Total Reassurance"
20 hours of care (3 hours minimum a day)
Cost- $500.

Package 4 "Extended Care"
40 hours of care (4 hours minimum a day)
Cost- $1,000. (Most Popular)

Package 5 "Ultimate Elite"
60 hours of care (4 hours minimum a day)
Cost - $1575. This package includes a 1 hour full body massage and allows for moms day out (Spa, Doctors visit, Luncheons, School programs etc.)

Package 6 "Wake me in the Morning"
10pm-6am (8Hours)
Cost- $240. Singleton
Cost- $250. Twins
Cost -$260. Triplets
Additional hours may be purchased. Reasonable accommodations must be provided for the doula to rest while the baby is sleeping. (Extremely Popular)

Name:______________________________  Partner:______________________________
Address:__________________________ City:__________________ Zip:_____________
Phone#:________________________  Age:__________ Due Date:__________________
Obstetrician:_________________________ Pediatrician:__________________________
Email Address: ____________________________ Other Contact: ___________________
How did you hear about the GBMC “Doula Touch” program:________________________

Service Contract: I plan to use The Doula Touch at GBMC and have included:
- My choice of package #______________
- A non-refundable $75 deposit with a remainder balance due at 38 weeks
Hours must be completed by 3 months postpartum. No refunds/ transfers or credits for time not used.

Contracts will not be accepted without credit card information
MC          Visa          Amex.          Disc.          Signature:_________________________________
Exp. Date:__________________   Credit card #:_______________________________________
Check to (GBMC Doula Touch) #:_______ Amount:_______________ Date:_______________

Services: are provided on a first come first serve basis. Please contact Lanny Dowell the Doula Coordinator with any questions. GBMC Doula Touch office: mdowell@gbmc.org  Office:443-849-6287  Fax:443-849-8904. Please forward your registration and deposit to:

GBMC Parent Education Attn: Lanny Dowell
6701 North Charles Street Baltimore, Maryland 21204
The GBMC Doula Touch Program
Professional Postpartum Doula Assistance Agreement

This agreement is between The Doula Touch at GBMC and ________________ for the purpose of providing Postpartum Doula services. Please take some time to fill out the enclosed postpartum interview. Doula hours may be used prior to your upcoming birth for needs such as pre-term labor, bed rest, driving restrictions or just additional support needed at home.

Postpartum doulas provide non-medical support to ante partum mothers, new mothers and family members. Our services include errand runs, nursery and home organization, meal preparation, light housekeeping, laundry and transportation. We offer guidance in newborn care, sibling care, breastfeeding support, safety tips and emotional support. Our mission is to provide families with emotional and physical support during the postpartum recovery period.

A non-refundable $75. deposit is required upon the submission of this agreement and will be applied to the package balance. The balance of your package is due prior to the start of service. Should your account become delinquent, postpartum hours may not be guaranteed. All clients must provide a valid credit card at the time of registration. Payment by check, cash, money order or credit card will be accepted. Payment for support will need to be paid prior to the scheduled hours contracted. For long term cases, payment plans may be arranged at the discretion of the Doula Coordinator. If at any time your credit card is denied or a check or debit card show insufficient funds, support hours will be temporarily suspended allowing time for you to make the necessary payments.

The GBMC Doula Touch Program is a non-clinical department within GBMC. We do not provide third party reimbursement. We make every effort to work with our clients and their insurance company. We will provide a detailed invoice and any additional support records that you request or provide to us for this process. GBMC is the provider for many different insurance carriers but the Doula Touch Program does not have CPT, Diagnostic codes and we are not a participating provider for any insurance carriers due to our non-clinical title. The invoice provided for services used, in no way, implies, suggests or makes any guarantee that your insurance carrier will provide a reimbursement. Many carriers have included doula support within their coverage plan but each individual program has its own set of guidelines and restrictions for coverage. It is the client’s responsibility to fill out any required documentation from their insurance company.

Client agrees to contact the Doula Touch office within 48 hours of their birth experience. This will allow us time to prepare for your homecoming and accommodate your desired schedule. Immediate service cannot be guaranteed for pre-term deliveries. We look forward to providing you and your family with positive emotional support and continued reassurance.

As a courtesy to our dedicated staff and their non-compete agreement with GBMC, we kindly ask that you do not contact the Doulas for private additional hours or future cases. All contracts and scheduling must be completed through the GBMC Doula Coordinator. As your family continues to grow we hope to provide future support services with the staff you have grown to depend on and respect, through the “GBMC Doula Touch” Program.

You will be contacted upon receipt so that a meeting between you and your postpartum doula can be arranged.

______________________________________            ________________________________________
Signed                                                  Date                     Signed                                             Date
Policies

Are doulas licensed? There is not a national licensure process for a doula position. Doulas are non-clinical birth and postpartum care providers. We are a full service, in house, staffed program. All of our doulas are hired through GBMC and are not subcontracted or independent care providers. Through our staffing process we are able to pass on the benefit of providing you and your family with personnel that have been cleared through our employee health department and are up to date on all required vaccines including the yearly flu and Pertussis (Whooping Cough). A background investigation, including references are required for employment. As a hospital and as care providers we mandate a certain level of experience and education of our doula employees. This ensures all of our staff have met yearly competencies including HIPPA, CPR training, Infant Care, Breastfeeding support, Childbirth Education and Massage techniques. It is always very reassuring to know a large organization like GBMC performs these critical tasks with your family and our program in mind.

Do you provide coverage on Holiday dates? We do not provide Birth or Postpartum doula support on the following Holiday days: Thanksgiving Christmas Eve Christmas Day New Year’s Eve New Year’s Day Good Friday Easter Sunday Labor Day Memorial Day Independence Day A full refund will be provided to Birth Doula clients that deliver on a holiday.

Do you Provide Sick Care? We do not provide coverage if adults or children in the household are sick. This includes colds with productive mucus, flu symptoms, viral illness and/or fevers.

Do you provide support during inclement weather? If accumulated precipitation or reports of freezing rain is expected, the doula staff will contact you to reschedule your postpartum dates. Once the main roads and roads in your neighborhood have been safely cleared the doula support will resume. In the event of a snow emergency or dangerous road conditions, Birth Doula services will be cancelled. If you should deliver during a snow storm and we are unable to provide you with birth doula support, a full refund will be issued. We do not provide postpartum support during a power outage.

Do you provide weekend coverage? If you have extenuating circumstances please contact the doula coordinator for availability. Most of our doula staff have families and we strongly encourage they take this weekend time to refresh and recharge.

Who pays for private parking garage fees or metered parking? The cost for parking in a private garage or metered parking area will be reimbursed to the doula by the client. If you are outside of our general serving area, a $10 a day transportation fee may be assessed but will be discussed prior to support.

If I feel the need for additional postpartum hours, can my hours be extended? We will make every effort to extend your postpartum hours should you feel the need for continued support. Extensions will be based solely on availability. Please keep in mind postpartum doulas are not long term child care providers.

Schedule Changes? To avoid charges for scheduled hours, as a courtesy, we ask you to provide us with 48 hours advanced notice of any schedule changes. Please keep in mind that your doula clears her schedule for your family. It is always very reassuring to know a large organization like GBMC performs these critical tasks with your family and our program in mind.

All clients will be charged your full scheduled hours for any last minute changes.

How is overtime handled? All of our doula staff are permitted to work an 8 hour shift and a 40 hour work week. A charge of $35. Per hour will be accessed if your hours go beyond the scheduled shift.

Signature __________________ Date _____ Signature __________________ Date _____
The GBMC Doula Touch Program
Postpartum Interview

Name:____________________________   Age:______  Due Date:____________________
Partner:___________________    Home Phone #:______________ Cell #:______________
Address:__________________________________________________________________
Apartment Complex:___________________ Email Address: _________________________
Birth Site:__________________  Pediatrician: ________________Obstetrician:___________
First Baby?  Yes or No              Multiples?  Yes or No          Scheduled C-Section?  Yes or No
Are you planning on:     Breastfeeding        Bottle feeding       Pump and Feed       Formula Only
Smokers in your Household:  Yes or No     Pets:  Yes or No  If yes type of pet: ____________
Name and ages of other children: _________________________________________________

What areas do you feel a doula will be able to provide you with the most support:
Infant Care ~ Breastfeeding Support ~ Nursery and Home Organization ~ Safety Tips
Emotional Support ~ Sibling Care ~ Laundry ~ Light Housekeeping ~ Errand Runs
Meal Preparation ~ Transportation ~ Companionship ~ Catching up on Sleep
Massage Services (additional)

1. Do you have any physical, emotional or medical conditions we should be aware of?  
   Yes or No   Please Explain:__________________________________________________

2. Do you have family members, friends or hired staff available to help you after the baby is born? Yes or No  
   Please Explain:____________________________________________

3. Do you or any family members have any dietary restrictions, food allergies or a particular style of cooking they prefer? Yes or No  
   Please Explain:_________________________

4. Please list two emergency contact friends or family:______________   _______________
   _______________   _______________

Postpartum Schedule Desired
( Please estimate the following information, we understand this may change)

How long do you anticipate needing Doula care?   ______ Days   ______Weeks  ______Months
What time of the day are you looking for care?    Morning     Early Afternoon      Overnight
Directions to your home (use Beltway):
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
The GBMC Doula Touch Program
Transportation Agreement

GBMC understands that many new mothers may not be permitted to drive their automobiles for the first few days or weeks after delivery. As a result, they may require transportation to and from a physician’s appointment or their siblings may require transportation to and from school or day care. This transportation may be provided by their assigned doula under the following guidelines:

1. Client agrees that their personal vehicle will be used for the transportation of any family members, friends or relatives.

2. The assigned doula must consent to transporting passengers and must feel comfortable driving the client’s vehicle. The car must be in good working order and up to date with repairs.

3. The client is responsible for the installation of any and all child safety seats.

4. The client is responsible for properly harnessing any and all children in a safety seat.

5. The client understands that client’s automobile insurance will provide primary coverage in the event of an accident or other claim.

Client's Name_____________________________  Phone #:___________________

Insurance Carrier: ____________________________ Phone #:_________________

Policy #:_____________________________ Agents Name:____________________

Client's Signature:________________________________  Date:________________

7 out of 10 parents think it easy to install a child safety seat. 8 out of 10 child safety seats are installed incorrectly. These are alarming statistics gathered by "AAA". If you are not comfortable with the installation and would like to have your child's safety seat installed please register for an installation through the GBMC Parent Connection store www.gbmc.org/parented (Additional fees apply).