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Questions To Ask Your NICU Social Worker





Before We Begin

GLO Premies™ seeks to raise the voice of black families in the NICU and post-NICU in terms of creating racial and health equity through policy advocacy, professional educational initiatives, family educational initiatives, and family support for African American families for continuous 18 years and public outreach for assistance. GLO Premies provide national care boxes, case management, workshops (virtual), Doulas, Mental Health Support, Transportation, Tutoring, and provide racial and health equity on the ground in real-time.

Ashley Randolph, a 3-time preemie mom, saw a strong need to change the conversation when it comes to how Black NICU Families are treated in the NICU, at home and in school.

GLO Premies invites you to join our movement to create real change on the ground in real-time. We are all about making a difference not only with the community but also with parents as our partners too.





Now, let's get to know your NICU Social Worker

1. What is their name?

2. Male or female?

3. How do you contact them?

4. How often do they visit the NICU??

Do you only have access to one social worker?

6. Are they able to give a list of resources?



7. Do they have assistance with transportation to and from the NICU?

8. Do they have assistance or resources for siblings?

9. Is there food coupons for the hospital cafe for NICU Parents?

10. Is there a program or resource to get a car seat?

11. Is there resources for financial support?



12. Is there assistance with enrolling into the WIC Program?

13. How can you find a list of pediatricians to pick for your NICU Infant?

14. How can you access a milk bank or breast pump program?



15. Is there educational material for Postpartum Depression?

16. Does the hospital have a connected NICU Support Group?

17. How can you access a language translator?



18. Do the hospital have services for the family?

19. Is there short-term or long-term housing assistance (like Ronald McDonald House, GLO Premies)

20. How do I know what my Insurance Plan covers?

21. Can I switch my healthcare insurance during a NICU Stay?

22. Is there a counselor available for NICU Parents?



23. Is there a time frame when parents can't be at the NICU?

24. Are parents allowed when the doctors do their rounds?

25. What are their struggles, challenges and concerns for my child?



26. Will I be able to touch or hold my baby?

27. Can I sleep in the NICU with my baby?

28. What medicine is my baby getting?



29. What type of tests will done or have been done?

30. What is my child's daily plan?

31. How often does my baby eat?



32. What time is bath time for my baby?

33. Can I help with bath time for my baby?

34. Is there a timeframe for how long my baby will be here?



35. What happens if my baby has to be transferred?

36. What hours are best to reach the social worker department?

37. What services are offered to parents with long term NICU stays?



38. Does my child qualify for SSI (Supplemental Security Income)?

39. Is there any stress relief techniques they can offer?

40. Recommendations for parenting books, preemie books, etc.?



41. Tax information for medical-related deductions?

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42. Is there a list of local places for eating, getting gas, or the closest shopping plaza for basic necessities?

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43. Is there policies on what a NICU infant can go home?

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44. Is there information on PTSD or PPD?

45. Is there a hospital branded NICU medical terminology list?

46. Can visitors come visit the baby outside the parents?

47. Is there assistance with Early Intervention referrals?

48. Where should I go to safely vent?



49. Is there assistance with parking?

50. Is there assistance with diapers and wipes once discharged?



Now you know your Social Worker and what they can help with. Remember to always keep him or her in mind when:

1. Thinking of parenting support

2. Thinking of Lactation support

3. Creating a stress relief plan

4. Finding resources to assist you and your family

5. Deciding on discharge plans

6. Connecting with mental health support

7. Thinking of Chaplain support

8. Finding financial resources

9. Finding a car seat

10. Understanding tests, policies, and procedures in the NICU