



What are School Based TeleHealth Services?

August 2019

Dear Parent/ Guardian,

Bay District Schools and PanCare of Florida, Inc. are very excited to implement an innovative TeleHealth Program for your child's school, _____. **Below you will learn more information about the program, but please know that these services will only be provided to students whose parents/guardians opt in by providing written permission and completing the attached consent form.** Services will **NOT** be provided to students without a parent/guardian's consent.

TeleHealth (also referred to as "telemedicine" or "e-health") allows the school health nurse to consult with PanCare medical professionals through the use of telecommunication technology. This new telehealth program will make healthcare for students more convenient and accessible, avoid delays in treatment, and enhance learning by decreasing absenteeism.

The telehealth school health model has become a standard medical practice and is in use across multiple states. If you want your sick child to have access to the telemedicine services while your child is in school, you will need to complete the TeleHealth Services Consent form and return it to your child's school.

With your consent, the School-Based Telehealth Clinic will give your child the opportunity to be seen by a PanCare Florida licensed healthcare provider without having to leave school. An explanation of services offered by the Telehealth school clinic is listed below. **You do not have to be present for your child to be seen; however, a consent form must be signed by you in order for any telehealth services to be rendered.**

DESCRIPTION OF TELEHEALTH SERVICES:

- Diagnoses and treatment for acute illnesses and minor injuries such as strep throat, ear infections, rash, and influenza
- Behavioral health services including Psychiatry, Medication Management, and Therapy

INSURANCE/MEDICAID:

If you do not have insurance, the fees for the services provided will be waived. If you do have insurance/Medicaid, PanCare will bill for services provided in the telehealth clinic with parental consent. No child will be refused treatment due to inability to pay. If you still have questions, please contact PanCare Billing Department at **850-215-3178**.

SCHOOL TELEHEALTH HOURS:

The School-Based Telehealth Clinic will be open when students are in school.

School-Based TeleHealth Frequently Asked Questions

What is School-Based TeleHealth? School-Based TeleHealth is an innovative and established model to complement and expand existing school health services to meet the needs of children through the use of technology, i.e. interactive audio, video, or other telecommunications or electronic technology that connects the child and the nurse in the school to a health care provider in another location.

What is the goal of the School-Based TeleHealth program? The program's goal is to keep children healthy, in school, ready and available to learn.

Who is eligible to access services in the School-Based TeleHealth program? Students at participating Bay District School locations are eligible to enroll in the School-Based TeleHealth program.

What services will be provided by the School-Based TeleHealth program? The program will provide acute care services such as checking for ear infections and sore throats. If needed the health care provider examining the child will write a prescription that can be sent electronically to the family's pharmacy.

How do children enroll in the School-Based TeleHealth program? Parents/Guardians have the option to complete the *TeleHealth Services Consent form* that will be sent home with students. Consent forms will also be available on the school's website and in the school nurse's office.

Is there a cost for the School-Based TeleHealth Program services? If you do not have insurance, the fees for the services provided will be waived. If you do have insurance/Medicaid, PanCare will bill for services provided in the Telehealth clinic with parental consent. No child will be refused treatment due to inability to pay. If you still have questions, please contact PanCare Billing Department at **850-215-3178**.

When will health services be available in the School-Based TeleHealth program? Medical Services will be provided during the school day, with the exception of school holidays, at participating school locations.

Does a parent/guardian have to be present for the TeleHealth appointment? **With your consent**, the School-Based Telehealth Clinic will give your child the opportunity to be seen by a PanCare Florida licensed healthcare provider without having to leave school. An explanation of services offered by the Telehealth school clinic is listed below. **You do not have to be present for your child to be seen; however, a consent form must be signed by you in order for any telemedicine services to be rendered.**

What if the telehealth provider orders labs for my child? Strep, Flu, and Urine Analysis may be performed at the school clinic. If additional labs are ordered by the telemedicine provider, you may take your child to the lab at PanCare of Florida, Inc. or any lab you prefer.

Will my child still be seen by the school "nurse" if I do not participate in the School-Based TeleHealth program? Yes. Students will be seen in the school health room by the school health tech. However, they will not be seen by a telehealth provider unless the *TeleHealth Services Consent form* is completed for the School-Based TeleHealth program.

Who will be providing the School-Based TeleHealth Program? PanCare of Florida, Inc. medical professionals in conjunction with the school nurse will provide medical services for the School-Based TeleHealth program.

How will the School-Based TeleHealth program be monitored? Monitoring of the TeleHealth system will be done in accordance with Florida State guidelines/regulations and standards of practice for TeleHealth. Protocols will provide guidance on the implementation of the project and to assure compliance with State medical regulations regarding but not limited to HIPAA, FERPA, and medical practice. Confidentiality of medical records will be maintained according to electronic health records standards and regulations.

Who owns the School-Based TeleHealth program medical records? Medical records will be maintained by PanCare of Florida, Inc. As typical of any other health care provider, parents always have access to their child's records.