



**A virtual school-based health service provided by Holzer Health System**

Medical attention cannot be delayed, even for school or work. Holzer Health System is now able to provide students and staff with a convenient option to access high-quality care using virtual health technology while at school.

Upon completion of this packet, a school nurse will use live video technology to connect with an off-site Holzer Health System provider. The provider will have the ability to diagnose, order basic labs and send any needed prescriptions to the patient's pharmacy all without leaving the school nurse's office.

Our goal is to provide excellent healthcare that reduces time away from school or work.



## FREQUENTLY ASKED QUESTIONS

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### **How does a school-based virtual health visit work?**

With the help of technology, an off-site provider can receive information related to a patient's medical condition. With the assistance of the school nurse, an off-site provider will interact live with the patient through a computer, view images of their throat/mouth, ears, eyes, skin rashes and so forth, as well as order basic labs and send prescriptions to the patient's pharmacy, if needed. Our virtual health providers are doctors, physician assistants and nurse practitioners employed by Holzer Health System.

### **What is offered through this school-based virtual health service?**

We offer primary care services to students and staff, including the diagnosis and treatment of:

- Abdominal pain
- Allergy symptoms
- Cold/flu symptoms (cough, runny/stuffy nose, etc.)
- Ear pain
- Fever
- Limb sprains/strains/contusions
- Nausea/diarrhea
- Skin irritation/rash/wound Inflammation

### **As a parent or guardian, can I attend the visit?**

Yes, we encourage a parent/guardian to attend the visit in-person or remotely. The school nurse will contact you to invite you to the visit, and provide a link if you prefer to join remotely. If you have completed the proper paperwork and can't be reached in a timely manner, we will proceed with the virtual visit.

### **What happens after a telemedicine visit?**

Our providers will follow up with the parent/guardian after the visit. If your child needs further treatment, this will be communicated to the parent/guardian by the school nurse. We will also forward a copy of the report to the patient's primary care provider if this is indicated on the enrollment paperwork. If prescriptions are needed for treatment, the provider will electronically prescribe them to your preferred pharmacy.

### **When can a virtual visit be scheduled?**

This service will be available Monday through Friday during normal school hours.

### **Will my child be able to stay at school after a virtual health visit, and will a doctor's note be provided?**

Whether your child will be able to finish the day at school depends on your child's medical condition and symptoms. If applicable, a doctor's note will be sent to the attendance records office.

### **Does my insurance cover the virtual health visit?**

While most insurances cover virtual health visits, please check your plan coverage or call the customer service number on the back of your member ID card to confirm coverage.

### **Billing your insurance**

Please remember, if you have not met your deductible for the year, you will be responsible for the out-of-pocket portion determined by your plan.

### **If I don't want my child to use this service, can he/she still see the school nurse?**

Yes; simply disregard the enrollment forms. If your child becomes ill at school, he/she cannot use this service if the enrollment forms have not been completed.

### **How do I sign up?**

Complete, sign and return all of the enrollment forms (patient information form, consents and history) in your back-to-school packet, or contact your school nurse. Please include a copy of your insurance card (front and back).