



## **Telehealth for Schools Program**

### **FAQs**

#### **What is telehealth?**

Telehealth is when a doctor or nurse treats a patient in another location through telephone or video technology. Telehealth lets patients access healthcare without having to go to a clinic or hospital. With the Telehealth for Schools program, students at Transformation Waco schools can have appointments with doctors and nurses at Waco Family Medicine clinics using a secure video platform (Zoom for Healthcare).

#### **Will telehealth replace, reduce, or eliminate the need for any of the existing health services for WISD?**

Telehealth for Schools is like a regular doctor's office appointment at Waco Family Medicine. It does not replace, reduce or eliminate any of the health services Waco ISD provides.

#### **Will the program have an effect on academic performance?**

We hope that being able to see a doctor without leaving the school will help students succeed academically by lowering absences and making sure students feel their best when they're at school.

#### **What types of health conditions can be evaluated and treated through a telehealth platform?**

Many common conditions can be evaluated and treated through telehealth. Some examples are nausea, allergies, headaches, and rashes. Waco Family Medicine has created a list of conditions that can be treated by telehealth and conditions that cannot. Illnesses or injuries that require a physical exam for evaluation cannot be treated by telehealth. Also, in some cases the Waco Family Medicine clinician may decide during a telehealth visit that an in-person visit is necessary to provide appropriate care.

#### **Will my child be able to be tested for COVID-19? Will my child be able to do a visit if it's suspected they have COVID-19?**



COVID-19 tests cannot be done at the school or through telehealth. A child with COVID-19 symptoms should visit his/her primary care provider (PCP) or a community COVID-19 testing site.

### **Who will be providing the telehealth services?**

Clinicians employed by Waco Family Medicine— including fully-certified physicians, nurse practitioners and physician assistants—will provide healthcare through the Telehealth for Schools program. These are the same clinicians who see patients in Waco Family Medicine’s Waco-area clinics. In some cases, students who are already Waco Family Medicine patients will be treated by their regular doctor through the telehealth program.

### **Who will be in the campus health room serving students?**

Transformation Waco schools employ a full-time school nurse. The school nurse will help with the telehealth program. The school nurse or another school staff member will be present with the student throughout the telehealth visit. From time to time, Waco Family Medicine staff may be present to provide support for the telehealth program

### **Does my child have to change doctors in order to access telehealth services?**

No. All students may keep their current primary care provider (PCP), even if they are not a Waco Family Medicine doctor. By completing the program registration packet, students become Waco Family Medicine patients for the purpose of the Telehealth for Schools program, but they may continue to see any PCP they choose. Waco Family Medicine will send medical records for telehealth visits to the student’s PCP. Any student who does not currently have a PCP or wants to switch their PCP to a Waco Family Medicine doctor may do so at any time.

### **Will a parent be contacted prior to the telehealth visit?**

Transformation Waco schools will contact each student’s parent/guardian (or other authorized adult) before scheduling a telehealth visit. Waco Family Medicine will not directly contact the parent/guardian prior to each visit. By completing the telehealth registration packet, parents/guardians authorize Waco Family Medicine to provide telehealth services even if the



parent/guardian is not contacted in advance or the parent/guardian cannot participate in the telehealth visit.

**Can a parent be included in the telehealth visit?**

Yes, Waco Family Medicine encourages parents/guardians to participate in telehealth visits, either by coming to the school or by using Zoom from another location. (While we do our best to ensure connectivity, there may be times that technology challenges make it difficult for a parent/guardian to participate via Zoom from another location).

**Will telehealth provide parents/caregivers with a visit summary and, if needed, a school note? Will this program have an effect on attendance?**

Yes, parents/guardians will receive a summary of their child's visit, including information about diagnosis and treatment. Students will not be counted absent because of the telehealth appointment. We hope that seeing a doctor while at school will reduce the need for students to leave school because they are sick and lead to fewer absences

**What kind of prescription medications will be provided through the telehealth program?**

Prescription medications will not be dispensed at the school. Students may receive a prescription for medication from the telehealth visit. Prescriptions can be filled at Waco Family Medicine's pharmacy, or another pharmacy chosen by the student's parent/guardian. Prescription costs will vary based on the type of medication, insurance coverage and pharmacy chosen. Some over-the-counter medications may be distributed by the Transformation Waco school nurse at the direction of the Waco Family Medicine clinician providing telehealth services.

**What does it cost?**

A telehealth visit is like a regular office visit at Waco Family Medicine. Waco Family Medicine doctors and nurses provide the same level of care through telehealth as they do in the clinic, so the same charges apply. Waco Family Medicine will bill insurance plans for the telehealth visit just as for an office visit. Uninsured students will be charged based on Waco Family Medicine's



sliding fee scale (charges as low as \$10). No payment will be required at the time of service; however, bills for copays and coinsurance will be sent to parents/guardians.

In some cases, the Waco Family medicine clinician may evaluate the child but recommend that the child receive treatment in person at a clinic or hospital. When this happens, there will still be a charge for the telehealth visit. Waco Family Medicine is committed to ensuring that cost is not a barrier for any student in accessing the Telehealth for Schools program. If you have questions about cost or eligibility, please call Waco Family Medicine's Eligibility Department at (254) 313-4450.

### **Can uninsured students participate in this program?**

Yes. Any student enrolled at a Transformation Waco school can sign up for the Telehealth for Schools program by completing Waco Family Medicine's registration packet. Parents/guardians of uninsured students will be asked to complete eligibility screening for Waco Family Medicine's sliding fee scale, which gives significant discounts (as low as \$10/visit) for all healthcare services offered by Waco Family Medicine.

### **Will parents have to send money to school with their student to pay a visit copay if it is required by insurance?**

No, money will not be collected at the school. Waco Family Medicine will bill the student's insurance, and a bill for any copay or coinsurance amounts will then be sent to the student's parent/guardian. Parents/guardians of uninsured students may receive a bill for a nominal fee or a percentage of charges (depending on their eligibility for Waco Family Medicine's sliding fee scale). Waco Family Medicine is committed to ensuring that cost is not a barrier for any student in accessing the Telehealth for Schools program. If you have question about cost or eligibility, please call Waco Family Medicine's Eligibility Department at (254) 313-4450.