

School Health Clinic FACTS & FAQ

Your school has chosen to participate in a program to provide a healthcare clinic inside your child's school building. Below is a list of facts and frequently asked questions that we hope you will find useful.

What is a school health clinic?

Your school's health clinic is a CoxHealth clinic in which your child can be seen by a provider for common illnesses (see attached flyer with types of illnesses). The clinic will be operated by a Patient Care Navigator located inside the school building and connect back with a CoxHealth provider via virtual care.

Your child will NOT receive care without consent from a parent or legal guardian at each visit.

How can my child be seen?

When your child is sick they will be sent to your school's nurse for evaluation. If the nurse finds that your child's ailment is able to be treated by a provider through telemedicine, they will contact you. A licensed nurse practitioner or physician will examine your child via web camera and specialized equipment. Parents will participate in this visit in person with your child or remotely through a video connection.

Does this change the role of my school's nurse?

No, your school nurse is an employee of your child's school district and will continue to provide care for the children in their normal fashion.

Benefits of having a school healthcare clinic:

Having a school healthcare clinic connects you and your child to medical care while they remain in school, resulting in faster access to care, fewer missed school days, and fewer missed work days for parents.

How much will this cost me?

The cost of the visit varies based on your insurance provider. Out of pocket cost is determined by your insurance provider. In most cases you can expect to pay your normal office co-pay at the time of the visit.

What is a Virtual Visit?

A virtual visit is the ability for a licensed nurse practitioner, or physician to examine a patient using a webcam and other specialized equipment to evaluate and treat a patient.

What provider will my child see?

Virtual services are provided by CoxHealth licensed physicians and nurse practitioners. Much like a visit to an urgent care facility, virtual visits at your school's healthcare clinic will not change your child's primary care provider.

What are the types of services available?

Services include diagnosis and treatment of common acute illnesses, such as cough, cold, sore throat, ear infection, or pink eye with rapid testing for Strep.

Can my child get a prescription through this service?

Yes, if the provider finds that your child's illness requires prescription medication, they will send the prescription to the pharmacy of your choice. A prescription may not be needed in all cases and future care plans will be reviewed with the child's parent and/or legal guardian. If you are having difficulty paying for your child's prescription, please contact your school nurse or patient navigator to find out more information regarding financial assistance.

What if my child does NOT go to CoxHealth?

You are still able to receive care at your school's clinic. Out-of-pocket expenses are based upon your insurance carrier, not where your normal doctor is located. Please see your school's Patient Care Navigator for more information regarding your coverage. Records can be sent to your normal doctor upon your request.

How can I participate in my child's visit if I cannot be there in person?

Parents are required to participate in the child's visit. You may join in person by coming to the school or by video. If you have a smart phone, tablet or computer with a webcam and internet connection you can join your child's visit without leaving your workplace or home. Don't worry, our Patient Care Navigators will assist you to get connected.

What are the hours of operation?

Your school clinic hours will cover the bulk of your child's school day, however they vary from school to school. These hours are determined by the school in collaborative with CoxHealth. Please contact your patient navigator or school administrator for more information on hours.

If my child DOES use a CoxHealth primary care provider, will he/she receive information regarding my child's visit through this program?

Yes. This information is documented in your child's medical record. Your CoxHealth provider will be able to see what care was received and the specific care plan for that visit.

Will my child's health information be shared/secured?

Your child's health information will remain completely private and will not be shared without proper consent from the parent or legal guardian. CoxHealth follows all the proper guidelines and procedures mandated by federal law and HIPPA.

How will I get records from my child's Virtual Visits?

A summary of your child's visit will be sent via secure message to the email address provided on your child's enrollment form. If you do not have email access, visit information can be mailed or made available for pick up from our Health Information Records department.

How do I enroll my child?

Simply complete and return the Virtual Visits enrollment and consent forms provided by your child's school. Students must have signed enrollment and consent forms on file prior to visit.

Note: This does not mean your child will be treated without your consent at the time of service and your participation. You will be contacted prior to any visit with a Virtual Visits provider