



Healthy Students. Healthy Schools.

Questions & Answers About School-Based Telemedicine Services

Why Offer Telemedicine Services at School?

School-based telemedicine services have demonstrated they improve the overall health and well-being of those who participate and help reduce absenteeism.

How do Telemedicine Services Work?

With permission from a parent/legal guardian, trained staff will use secure video technology to connect with a nurse practitioner. A school nurse or non-medical staff member will be the telemedicine visit proctor. Parents can join the visit in person or the provider can call after the visit is over.

What services are offered through telemedicine?

Acute care services are offered through telemedicine (i.e. sore throat, ear infections, cold or flu symptoms, headaches, head lice, rashes, allergies, fever, pink eye, etc.)

What Does It Cost?

All children are seen regardless of their ability to pay. To cover the cost of providing school-based telemedicine services CHC/SEK does bill private insurance and KanCare (Medicaid). Those families without insurance are asked to complete a financial assistance application. However, there is no out-of-pocket expense for students. If you receive a bill for your child's telemedicine visit please contact the school nurse so they can contact our billing department to make sure that charge is removed from the account.

How do you obtain Consent for Treatment?

CHC/SEK only provides care to children with the parent's/legal guardian's consent. Parents/legal guardians have the option to sign a permission form at the beginning of each school year saying that your child can get treatment at the school-based health center (if available in your district) or through telemedicine services. You can also give your consent on a visit-by-visit basis. Regardless of which option you choose, your child will never be seen without consent being verified on the day of the visit.

What If My Child Already Has a Physician?

School-based telemedicine services are not designed or intended to replace your private physician and we urge you to maintain that relationship.

Do I Need to be There When My Child is Seen?

Ideally, yes, but not always. If requested by parents/legal guardians, we can go ahead and assess their child who is complaining of a problem (e.g. sore throat) and help determine whether they can remain in school or need to be picked up. If parents/legal guardians are unable to make it for the visit, the provider will call after the visit is over to update and answer questions.