



School Based Telemedicine Program

Question: What is Telemedicine/Telehealth and how does it work?

Answer: Telemedicine is a way for your child to see a nurse practitioner (NP) or doctor during school hours while in the school nurse's office. This program has been available to some area school districts since 2016 with a plan to add more schools and school districts in the future. This program is provided to the schools through Cook Children's Physician Network.

The school nurse will let the parent or guardian know if she thinks the child is sick and should be seen by the nurse practitioner or doctor. The Telemedicine equipment can't be used without the guardian giving permission. A nurse practitioner, along with the school nurse, will check your child by internet connection using a special camera to look at eyes, ears, throat, & skin. A special microphone/stethoscope is used to hear lung and heart sounds. This is a real time visit with a medical provider who is in a different area than your child but can see your child by video.

Question: What illnesses can be treated with Telemedicine?

Answer: A few examples of problems that can be seen and managed by Telemedicine: Ear infections, sore throats (including strep throat), pink eye, influenza, sinus infections, upper respiratory infections, allergic rhinitis, asthma flare-ups, skin rashes, impetigo, lice, and scabies.

Question: Who will see my child?

Answer: A certified, licensed nurse practitioner is who will likely see your child. If your child's regular doctor is a Cook Children's doctor and works with the program, then your child may be able to see him/her. There is also a Board Certified Pediatrician available if you child can't be scheduled with the Nurse Practitioner.

Question: Can I be there with my child during the Telemedicine visit?

Answer: After the first check by the school nurse is done, she will call the parent to ask if it is OK to do the exam. At that time, the parent may ask to be there for the exam, or may join the visit by phone or computer.

Question: Will I receive written instructions about my child's diagnosis and plan of care?

Answer: Yes. When you sign your child up for the program, you will be asked to join the Cook Children's Patient Portal. There, the information from your child's visit will be available after the visit is done. When you enter the portal you will choose the "My Health" tab and then chose "Care Summaries." You can even print a return to school letter from the Portal under "Task and Tools", "Health Reminders," then "Print School Letter." A return to school letter will also be faxed to your child's school nurse if indicated.

If you have no computer access or email, then you will need to let the medical provider know so a copy of the information can be sent to your school nurse.

Question: Can the School Based Telemedicine program be used by me or other family members?

Answer: At this time, Telemedicine is only for students who go to schools that are enrolled in the program.



Question: What if I have Medicaid or CHIP, will they pay for a Telemedicine visit?

Answer: Yes.

Question: Does my private insurance pay for Telemedicine visits?

Answer: At this time, most private insurance companies do not pay for Telemedicine visits. If your insurance does not pay for the visit, you will be charged \$65 if this was the first time your child has been seen by a Cook Children's doctor or NP. If your child is already seen by a Cook Children's doctor in the last 3 years, then the cost of a visit is \$50. If you have a health care savings account (HSA), you may be able to request reimbursement from the HSA.

Question: What if I don't have insurance for my child?

Answer: The cash cost for a visit is \$65 for a new patient whom has never been seen at a Cook Children's office before. If your child has been seen by a Cook Children's doctor in the past 3 years, the cost is \$50. If you can't pay this fee, you may be able to work with Cook's Children's financial department for a payment plan.

Question: Do you offer any laboratory testing? How much are the tests if my insurance doesn't pay for the visit?

Answer: Flu Test and rapid strep A tests can be done. Cash cost of Flu test is \$20, Strep A test is \$13. Medicaid/CHIP will pay for the tests. These tests are only done with an office visit, they are not done without your child seeing a provider.

Question: How does my child get prescription medicine if he/she needs it?

Answer: If your child needs a prescription medicine, the nurse practitioner or school nurse will ask which pharmacy you use and if your child has any medication allergies. After getting all the information, the nurse practitioner will electronically send a prescription to your pharmacy. If you do not have insurance, often a lower cost medication can be prescribed.

Question: What happens if the visit cannot be completed by Telemedicine?

Answer: If it turns out that your child needs more testing or an in-person visit, then he/she will need to be seen somewhere else (doctor's office, urgent care, or emergency department). The provider can help guide you to the best place for your child to be seen.

Question: How do I sign my child up for the Cook Children's School Based Telemedicine Program?

Answer: You may be asked to enroll at the time of your child's annual school registration if your child's school participates in the program. An online registration link is available at www.schooltelemed.org. If you are unable to complete the forms online, then you may ask your child's school nurse for a paper packet. The nurse will then send in the packet to Cook Children's to complete the registration. If you have questions or need help, ask your school's nurse to help you.

Question: Who could I reach if I have additional questions?

Answer: You can reach the School Based Telemedicine team by phone at 682-885-3426 or via email at schooltelemed@cookchildrens.org.