

Cook Children's School Based Telemedicine Program

Cook Children's Physician Network is excited to be working with your child's school district to offer parents and students a new option for pediatric care. Through high definition telemedicine video and communications equipment, the school nurse can connect with a Cook Children's pediatric provider for quick assessment and treatment to care for your child while at school.

How does the program work?

With the parent's permission, a student may be evaluated by a board certified pediatrician or certified nurse practitioner through a telemedicine conference. The school nurse will quickly evaluate the student in person. After contacting the parent, the school nurse can connect with a Cook Children's pediatrician or nurse practitioner. The Cook Children's provider will complete an assessment of the student to include input from the school nurse and participating parent or legal guardian during the visit.

The school nurse will assist the provider during the evaluation through the use of special equipment as needed. The provider can hear the student's heart and lungs with a digital stethoscope. The provider can closely examine the student's ears, throat, rash, or abrasions with a high definition camera.

Upon completion of the evaluation, the provider will give instructions for follow-up care and submit an order to your pharmacy of choice for prescription medications, if needed. A record of your child's visit will be kept in the student's medical record at Cook Children's for future reference. A copy of the visit summary will also be sent to your child's primary care physician. The parent or legal guardian will have access to all treatment information through the Cook Children's online health record portal.

What are examples of conditions that could be treated?

Examples of conditions that could be treated by telemedicine are:

- Earaches
- Fever
- Coughs and colds
- Rashes and minor skin infections
- Abrasions and scrapes
- Strep throat and Influenza
- Headaches
- Pinkeye

There are medical needs that will require an in person evaluation by a medical provider. You may be asked to schedule an appointment with your child's primary care physician directly if an evaluation by telemedicine isn't enough for diagnosis.

How do I enroll my child for the program?

Please complete the registration for your child. You can complete electronically using this on-line link <http://www.schooltelemed.org> or you can complete a paper packet (available at your school nurse's office) and return to your child's school. Your child's school will submit all required documentation to Cook Children's to enroll your child in the program.

How is the program funded?

Physician/nurse practitioner services are provided on a fee for service basis. Insurance and Texas Medicaid will be billed for those students presenting verified coverage. When eligible coverage cannot be verified, the parent/guardian will be asked for payment. Payments can be made online after your child's visit by accessing your child's Cook Children's health record portal account.

The current cash fees are:

- New Patient Evaluation = \$65
- Established Patient Evaluation = \$50

Rapid Strep Test = \$13
Rapid Flu Test = \$20

A new patient is defined as a patient that does not have an established relationship with a Cook Children's Physician Network pediatrician. Point of service testing or other services ordered by the provider during the visit will result in an additional fee per service.

A current list of Cook Children's Physician Network physicians can be found at www.CookChildrens.org.

How do I register to see my child's visit summary in the health care portal?

Once registration into the program is completed for your child, you will receive an email invitation to the email address listed on your child's registration form that includes a link to set up your Cook Children's portal account.

How will I know if my child has a scheduled telemedicine appointment?

When a student presents to the school nurse's office, the nurse will assess the student's condition and contact the parent or legal guardian to discuss if it is appropriate to schedule an appointment. An appointment cannot be scheduled without the consent of the parent or legal guardian.

How can I participate in my child's appointment?

You may participate in your child's appointment in three different ways. The provider may ask you about your child's medical history or current medications so please have this information ready and available.

- 1) You may attend the appointment in person at your child's school.
- 2) You may listen to your child's appointment by phone call.
- 3) You may request an email link to be sent to you to join the appointment by video.
 - a. Monitor your email queue closely and prepare to join the session promptly. The provider and nursing staff will be moving from student appointment to student appointment as close to the scheduled time as possible.
 - b. Ensure that the camera and microphone on your device are turned on.
 - c. Ensure that you are in a private and quiet location to protect your child's privacy and minimize background noise or distractions.

Who should I contact if I have questions?

Registration or Billing Questions – Please contact Cook Children's Telemedicine Services Coordinator at SchoolTelem@cookchildrens.org or 682-885-3426.

Follow-up questions about my child's school based clinic visit – If you have questions regarding recommendations made for your child's care, medication questions, or to report a change in your child's condition, please contact your child's Cook Children's physician or the school based team at 682-885-3426.

Routine Healthcare Needs – Please contact your child's primary care physician for any routine healthcare checkups/vaccinations.

School Based Healthcare Needs – Please discuss any health care needs your child may have while at school directly with the school nurse at your child's campus.

Please return the following documentation to your school nurse:

- 1. Registration Form**
Demographic and insurance information for your child.
- 2. Medical Consent to Treat**
Authorizes a Cook Children's provider to evaluate and treat your child.
- 3. Telemedicine Consent to Treat**
Authorizes a Cook Children's provider to evaluate and treat your child by telemedicine.
- 4. Acknowledgment of Privacy Practices/Financial Disclosure**
Confirmation that you have received detailed information regarding Cook Children's policies about privacy practices and financial responsibility.
- 5. Notice of Privacy Practices Brochure**
Detailed brochure regarding Cook Children's privacy practices for parent/guardian to keep.
- 6. Authorization to Release/Obtain PHI for School Based Telemedicine Services**
Authorizes the exchange of certain health information between your child's school nurse and Cook Children's.
- 7. Non-Parental Consent to Medical/Surgical Care and Treatment**
Authorizes other adults who are not custodial parent or legal guardian to participate in decision making for your child's care (i.e, grandparent, step parent, nanny, etc.).
- 8. Patient Information and Medical History Form**
Medical history and general health information for your child that the Cook Children's provider will reference during your child's visit.
- 9. Photo Copy of Insurance Card and Parent/Guardian Driver's License**
Copies will be maintained in your child's medical record to reference as needed.