

## Telehealth Frequently Asked Questions

While telehealth is not a new concept, it is new to school-based clinics in the state of Indiana. Members of the community may have many questions. Below are some of the most commonly asked questions we have encountered.

**What is it all about?** Telehealth is a way to connect your child to medical care while they remain in school. A physician or nurse practitioner, along with the school nurse, examine your child via web camera and using a special camera to examine eyes, ears, throat, and skin. A special stethoscope is used to hear heart and lung sounds.

**We have insurance, so we don't need that.** Even with good insurance, parents have to take time off work to attend doctor appointments. Even with good insurance, it can be difficult to get an appointment with your preferred doctor.

**We have a doctor, so we don't need that.** The School-Based Telehealth Center is an additional option for busy parents and busy doctors' offices. Sometimes it can be hard to get in to see your regular doctor. Sometimes a child may not be so sick such that they need to miss a whole day of school to travel to their regular doctor. Telehealth is available at school, all school days, and appointments can be arranged during non-core classes.

**I want to be there when my child gets treatment.** After the initial screening to determine if a telehealth exam is needed, the school nurse will call the parent for permission to do the exam. At that time, the parent may request to be present for the exam, or if unable to be present a full explanation of findings and treatment will be reported by phone to the parent.

**Does this replace the school nurse?** No. This is a tool for the school nurses to use to enhance what they can offer students. The school nurse is needed on the student-end of the conversation to facilitate the appointment.

**Why do the schools have fancy new telehealth equipment when budgets are so tight?** The schools did not buy the equipment. The equipment was provided by the Indiana Rural Health Association which has the goal of improving health for kids. Healthy kids learn better. Kids who can avoid missing school do better in school.

**Will it mess up our Medicaid?** No. Your child's Medicaid Primary Medical Provider will not be changed. We will notify (with permission) your child's regular doctor of any findings and treatment, but it will not change which practice they are assigned to.

**Who pays if my child is seen at the School-Based Telehealth Center?** Services will be billed to child's Insurance (private, Medicaid, Health Insurance Exchange) by the provider. If child does not have insurance, a sliding scale fee will be implemented. No child will be turned away for services.