

## NEW CASTLE COMMUNITY SCHOOL CORPORATION

### Telehealth

#### What Area Offers this Service?

This service is available in collaboration with the New Castle Pediatric Office and the New Castle Community School Corporation. Telehealth is currently offered in the following New Castle Schools: New Castle High School, Eastwood Elementary, Parker Elementary, Riley Elementary, Westwood Elementary & Wilbur Wright Elementary. We will be adding New Castle Middle School soon.

#### What is the TeleHealth Service?

TeleHealth is a service that provides a convenient family practice provider – online – for your sick child while they are still at school. With your permission and the assistance of the school health assistant or Corporate RN, your child can be seen by a family practice provider by using telehealth technology. TeleHealth brings affordable health care to your child's school, so that they can feel better, faster.

#### Who is Eligible for a Telehealth Visit?

All students who have a non-emergent medical condition and have completed the telehealth enrollment requirements are eligible for a TeleHealth visit.

#### How Can My Child Receive Telehealth Services?

You must fill out and sign permission forms prior to the visit. There is a telehealth consent that needs to be completed prior to the Telehealth visit. Contact your health assistant or Corporate RN for the needed consents..

#### Additional Information

- WHAT TYPES OF MEDICAL CONDITIONS MIGHT WE USE A TELEHEALTH VISIT FOR? Some common issues include pink eye, cough/cold, respiratory infections, sinus infections, lice, ear infections, flu, rashes, allergies, migraines/headaches and sore/ strep throats.
- A student may still be sent home depending on the telehealth provider diagnosis and treatment plan. However, we will get a head start on diagnosis and treatment for a quicker recovery and return to school.
- To learn more about our school-based telehealth program, continue to read specific protocols on the next page or contact your school health assistant or Corporate RN.

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Our schools have partnered with New Castle Pediatrics to provide medical care to students through a telehealth program. Students who are sick can now see a doctor or nurse practitioner while at school in the health clinic. With the parent/guardian's permission, a medical provider can diagnose and recommend treatment for the student using video and electronic medical devices.

**WHAT IS A TELEHEALTH VISIT?** A telehealth visit uses a secure two-way video communication between the Pediatric provider, the school clinic nurse, and the sick student. Medical equipment is used by the school nurse to assist the provider with the examination of the student. The school nurse will use technology through a Tytocare cart to send video, images and sounds to the provider.

**WHAT ARE THE BENEFITS OF A TELEHEALTH VISIT?** In addition to being convenient and low-cost, a telehealth visit can keep students in school and parents at work.

**WHO IS ELIGIBLE FOR A TELEHEALTH VISIT?** All students who have a non-emergent medical condition and have completed the telehealth enrollment requirements are eligible for a telehealth visit.

**WHO ARE THE MEDICAL PROVIDERS?** A provider from the New Castle Pediatrics office will work with the school health assistant for each telehealth visit.

**WHAT IS THE COST OF THE VISIT?** Insurance will be billed for any student who has medical coverage.

**WHAT IF THE PROVIDER PRESCRIBES A MEDICATION FOR MY SICK CHILD?** The prescription will be sent electronically to the pharmacy of the parent/guardian's choice. Pickup and payment will be the responsibility of the parent/guardian.

**HOW CAN MY CHILD RECEIVE THESE TELEHEALTH SERVICES?** You must fill out and sign permission forms prior to the visit. There is a telehealth consent. Please ask your health assistant or Corporate RN for the required permission form. You can also find it online under Health Services on the NCCSC website: <https://www.nccsc.k12.in.us/wp-content/uploads/2022/08/TeleHealth-Form.pdf>

### HOW DOES A SCHOOL TELEHEALTH VISIT WORK?

1. The sick student is sent to the school nurse at the clinic. The nurse determines if a telehealth visit is necessary and checks to see if a parent permission form is on file.
3. The parent/guardian is notified of the sick child and asked for permission to use a telehealth visit.
4. The school nurse contacts the New Castle Pediatric office to schedule a visit for a same day telehealth appointment.
5. The school nurse starts the online visit by entering student information, then waiting for the provider to appear on screen. The nurse will then assist the provider with the medical devices/technology during the visit.
6. The provider completes an online visit and examination, determines diagnosis and treatment and if necessary, sends a prescription to the family pharmacy.
7. The school nurse calls the parent/guardian to inform them to look for follow-up instructions from the provider. The parent/guardian will receive a visit summary following the visit.
8. The student will be sent back to class or wait for a parent/guardian to pick him/her up.