



HEALTH SERVICES

Prosper Independent School District

Guidelines for Use of Children's Health School Based Telehealth Program

If a child is at school and becomes ill, getting them diagnosed and treated quickly is the number-one priority. However, it can sometimes be difficult for parents to suddenly leave work or other responsibilities to schedule a pediatrician's appointment, pick up the child from school, and take them to the doctor. Prosper ISD is proud to partner with Children's Health to provide school based telehealth for Prosper ISD students. The program provides students who become ill at school with convenient, onsite access to Children's Health providers. With a completed consent form and parent permission, a school nurse can use video technology to connect the student with a doctor or pediatric nurse practitioner at Children's Health. The student can be diagnosed and have prescriptions sent to the pharmacy, all without having to leave school for a doctor's appointment or the parent having to leave work, in most cases. Prompt examination and treatment by a provider reduces absenteeism and helps keep children in school, healthy, and ready to learn.

I. Environment

Telehealth visits are subject to HIPPA and FERPA regulations and must be performed in a private location. Many school clinics have a private room that can be used for telehealth visits. If there is not a separate, private room in the clinic, other students should be excluded from the clinic during a telehealth visit and supervised by other school staff. Telehealth equipment should not be moved from its established location in the school building.

II. Responsible Staff

According to Texas law, only certified non-licensed personnel (such as certified Medical or Nursing Assistants), licensed nurses, or advanced practitioners trained in use of the telehealth equipment and process can serve as the telepresenter during a telehealth visit. In Prosper ISD, only the school nurse or certified clinic health aide will schedule and conduct telehealth visits.

- Nurse substitutes are *not* trained to use telehealth and are therefore not permitted to schedule or conduct telehealth visits.

Children's Health is responsible for providing all equipment, training, set-up, and trouble-shooting of technical difficulties. All parent questions related to insurance and payment for services should be directed to Children's Health.

III. Process for Conducting a Telehealth Visit

1. The school nurse examines the child and determines if a telehealth visit is appropriate and if the child is enrolled in the program, according to the established guidelines by Children's Health.
 - Examples of conditions that may be appropriate for a telehealth visit are: asthma, allergies, cough, cold, flu, earaches, fever, head lice, headaches, pink eye, rashes, skin irritations, and sore throat.

2. The school nurse or clinic health aide contacts the parent/guardian to inform on the student's condition and inquire about the parent's desire to complete a telehealth visit according to school nurse or health aide's anticipated available schedule.
3. If the parent/guardian agrees to a telehealth visit, the school nurse or health aide contacts the Telehealth Appointment Desk to schedule an appointment with a Children's Health provider.
 - If the parent has questions about insurance or payment, the parent will be given the phone number for Children's Telehealth and directed to call for assistance. An appointment will not be set until the school nurse hears back from Children's that the parent's questions have been addressed and they are ready to proceed with a visit.
4. The parent/guardian is contacted by the school nurse with appointment information and invited to participate by phone or in person at the school.
5. The school nurse or health aide will enter the student's vitals and other assessment information into the telehealth system and connect the student with the Children's Health provider using video technology.
6. The school nurse or health aide and Children's Health provider will conduct an exam.
7. If necessary, the Children's Health provider will call in (e-prescribe) a prescription to the parent's chosen pharmacy.
8. Children's Health will send an after-visit summary to the school nurse and the child's primary care provider (PCP) listed on the consent form, to continue treatment as necessary. The school nurse is able to print and send this information home in a sealed envelope for the parent/guardian.
9. If the child is cleared to return to class, he/she will be released from the clinic back to the classroom. If the student's condition warrants exclusion from school, he/she will rest in clinic or other nurse/administrator designated area until the parent/guardian arrives to pick the child up.

IV. Restrictions on Telehealth Visits

1. There are many limitations on the school nurse's schedule during the day, such as providing specialized healthcare for students with special needs, providing care for sick and injured students, and participating in special education and section 504 meetings. Therefore, telehealth visits are scheduled solely at the discretion of the school nurse, and during normal campus hours.
2. In the event of a campus medical emergency, a scheduled telehealth visit may need to be abruptly ended or missed so that the school nurse and/or health aide can respond. The visit will be rescheduled as soon as possible.
3. Students that meet school exclusion criteria prior to the start of the school day should be kept at home or taken to a healthcare provider for care. These students should not be sent to school for a telehealth visit.