



## Cook Children's School Based Virtual Health 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. With the parent's permission, 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 evaluation by telemedicine isn't sufficient for diagnosis.

### **How do I enroll my child for the program?**

You can register electronically using this on-line link <http://www.schooltelemed.org>.

### **What is the cost of the program?**

Cook Children's will bill your visit to the insurance payor you provide. Any copay or amount that is not covered will be billed to you after the visit. Payments can be made on-line by accessing your child's Cook Children's MyChart account.

Patients with Medicaid and CHIP are covered at 100% after copay.

To determine if your child is a new patient or established patient, please see a current list of Cook Children's Physician Network physicians found at [www.CookChildrens.org](http://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.

- 1) Attending the appointment in person at your child's school.
- 2) Listening to your child's appointment by phone call.
- 3) Joining the appointment by video via an email link.

The provider may ask you about your child's medical history or current medications so please have this information ready and available.

**Who should I contact if I have questions?**

**Registration or Billing Questions** – Please contact Cook Children's Telemedicine Services Coordinator at [SchoolTelemed@cookchildrens.org](mailto:SchoolTelemed@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.