

Clarity Healthcare/PFH School-Based Health Centers FAQ Sheet for Parents

What are school-based health centers?

School-Based Health Centers are located in the school district and students are provided with primary care and behavioral health services via telehealth or by a nurse practitioner on site depending on the school district. Please contact your school or Clarity Healthcare for the services offered in your school.

What is telehealth?

Telehealth is a method of providing healthcare remotely with an internet connection, web camera and specialized medical equipment to connect patients with licensed providers.

What are the benefits of using School-Based Clinics?

School-Based Clinics allow your child to be connected to medical and/or behavioral health care while he or she is still at school. This means your child gets care more quickly and misses fewer school days, while you miss fewer days of work.

What is the goal of School-Based Clinics?

To help schools reduce the number of days children and faculty miss school for health-related issues by providing an on-site clinic that is easy and affordable to access.

How do School-Based Clinics work for students?

When a student is sick, he or she will be sent to the school nurse for evaluation. If the school nurse finds your child's ailment is able to be treated by a licensed provider through a telehealth visit or by a NP on site, depending on the school, **the school nurse will contact you before the student is seen.**

If telehealth, a licensed provider will examine your child using a web camera and specialized equipment. You can participate in this visit with your child, either in-person or through a video connection.

What if my child has a primary care doctor?

A School-Based Health visit will not change your child's primary care provider.

What types of conditions can be treated?

Currently, we diagnose and treat common acute illnesses such as cough, cold, sore throat, ear infection, rash, warts, and pink eye. Additional services such as asthma care, diabetes care, rapid strep testing, and influenza testing can be done.

Do you write prescriptions?

If a prescription is required, it will be sent electronically by the licensed provider to the pharmacy of your choice.

How much does it cost?

School-Based visits are billed through your insurance as any doctor appointment. If a student does not have insurance, a sliding scale service is provided. If a student is on free or reduced lunch, there is no charge for the services.

How do I enroll my child for this service?

It's easy. You can find enrollment paperwork at your school, on your school district website, or on Clarity Healthcare's website. After completing paperwork, return it to your school and a representative from Clarity Healthcare will pick it up. **Filling out the paperwork does not mean your child will be treated without your consent. You will ALWAYS be contacted prior to any visit for primary care services.** Filling out the paperwork will save you time if you decide to use the services.

When are School-Based Services available?

This service is available during normal school hours. If your child's school is closed due to inclement weather, holidays, etc., School Clinics will also be closed.

Will my child's primary care provider receive information from the visit?

If you have signed the consent for your child's primary care provider, the information from the visit will be sent to that provider.

If I'm unable to attend the appointment, how will I know what the plan of care is.

The nurse practitioner who saw your child will call you after the appointment to update you.

What if my child needs therapy services?

Please contact your school counselor and discuss your child's needs. They will make a recommendation to Clarity Healthcare's School-Based Intake and Sarah will call you to acquire more information and to schedule the initial appointment at a time convenient for you. The therapist will schedule follow up appointments.

Who do I contact if I have additional questions?

For additional questions about our school-based clinics, please call Corby at 573-603-1460 extension 2326. Hannibal School District Patrons can call the PATCH Center at 573-719-3247.