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[http://boe.jack.k12.wv.us/wellnes\\_center.htm](http://boe.jack.k12.wv.us/wellnes_center.htm)

## **Frequently Asked Questions**

### **❖ *What is the purpose of the Wellness Center?***

The Wellness Center's purpose is to increase the educational success of students by assuring access to physical health services, promoting healthy lifestyles, and preventing serious illness.

### **❖ *What services are available at the Wellness Center?***

*The Wellness Center provides primary health care services.* It is staffed by well-qualified health professionals who are experienced in working with young people. Basic nursing services, such as first aid, blood pressure checks, and the provision of some over-the-counter medications are available every day, without charge, to all students enrolled in the Wellness Center.

Wellness Center services include:

- Diagnosis and treatment of acute illness
- Management of chronic illnesses (e.g. allergy shots, asthma, etc)
- Physical exams
- Prescriptions, lab tests, immunizations
- Group health education
- Nutrition/weight counseling
- Classroom presentations
- Women's Health (no birth control provided)
- Behavioral Health Services

*The Wellness Center also provides services through a Portable Dental Unit.* Services offered by the Portable Dental Unit include:

- Dental exams
- Fluoride treatments
- Cleanings
- Sealants

Referrals for x-rays and additional work will be made to area dentists. The dental hygienist at the Wellness Center can assist with making any follow up appointments needed. Services utilized with our Portable Dental Unit will be billed to your insurance or Medicaid. If you are uninsured, you may receive dental services for a flat fee of \$20.00.

❖ ***Can students wait until after class to come to the Wellness Center?***

This is up to the student. Obviously, if the student is very ill or injured, s/he should come during class. For minor problems such as to get a Band-Aid or Tylenol, we suggest they wait until after class. Other services, such as physical exams, can be scheduled for times when the student will not miss important subjects or tests.

❖ ***What is your policy on students missing class?***

We will do everything possible to schedule or reschedule students so they do not miss important classes. Some students may have very serious health needs that will require consultation with the Provider. In these instances, it may be necessary to have a student miss an important class. We will encourage students to make appointments in advance so they can plan for missed work. Appointments can be made for before or after school, if needed. If there is ever a concern about a student missing class, please let us know.

❖ ***Do students need parental consent to come to the Wellness Center?***

Parental consent is required by law for most services of the Provider for students under 18 years of age. Students do need parental consent to receive nursing services. The enrollment form that was sent home at the start of the school year requests parents to consent to treatment for their child. Additional forms are available in the Wellness Center.

❖ ***What are the Wellness Center's hours?***

The Wellness Center will be open Monday through Friday, from 7:45 a.m. until 4:15 p.m. daily, consistent with the school calendar. The Wellness Center closes for lunch from 12:15 p.m. -1:00 p.m. each day. Although every effort will be made to keep the center open during the posted hours, it may be necessary to close the center occasionally due to meetings, conferences, or staff shortages.

During evenings, weekends, and vacations, students enrolled in the health center who need to speak to a health care provider over an emergent need may do so by calling Ripley Family Care at 304-372-1033 or River Valley Family Care at 304-273-1033.

❖ ***Will there be a charge for services?***

Nursing services are free to students. Primary care services will be billed to third party insurers when available by Coplin Health Systems. Depending on household income level, parents may apply for the sliding fee program to see if they qualify for discounted services. In general, families with income below 200% of the federal poverty level will have a reduced charge. Many health needs including immunizations, exams, and some medications, can be provided for a small fee to students if they meet certain income guidelines. Parents will be billed for co-pays. No student will be denied treatment due to his or her parent's inability to pay.

❖ ***Can school personnel use the Wellness Center?***

Yes, the Provider is qualified to see adults. For services of the Provider, school personnel or other community members will need to register as patients of the Wellness Center and their insurance will be billed, as in any doctor's office. Nursing services, such as blood pressure checks, will be available without charge.

❖ ***Will using the Wellness Center mean that we can't use our family doctor? And if we have a family doctor do we need the Wellness Center?***

If you have a family doctor, you can still use the Wellness Center. You may find it convenient for your child to get medical care if they get sick or injured at school. Or you may want your child to be able to use the Mobile Dental Clinic or health education services offered through the Wellness Center. When we complete a physical exam or provide immunizations, we can send the results to your family doctor upon your request. This service is not meant to replace your family doctor, it is meant to compliment the services your family doctor provides and to help students who do not have a family doctor.

❖ ***Can I select which services my child can use at the Wellness Center?***

Yes. The Wellness Center services are listed on the consent form with boxes for you to check the services you wish for your child to receive. Wellness Center staff will check your consent form before they see your child and will know which restrictions you have placed on your consent. Parents are always encouraged to contact the Wellness Center staff with questions or concerns and are welcome to accompany children to their appointment.

❖ ***Can a student get medications, such as Tylenol, from the Wellness Center?***

Some over-the-counter medications will be available but only to students who are enrolled in the Wellness Center and for whom we have signed parental consent.

❖ ***Should I call before sending a student to the Wellness Center?***

It is not necessary. The only scheduled appointments are for sports physicals. All other services do not require appointment.

❖ ***Who is the staff at the Wellness Center?***

The Wellness Center is staffed by an LPN and a Certified Family Nurse Practitioner. The collaborating physician is a board-certified family practice physician. The staff of the Wellness Center is:

- Erica Conant, FNP-BC
- Kaye White, LPN
- Susan Sayre, Receptionist
- Merinda Birkett, Registered Dental Hygienist
- Ronald Greer, MD, Collaborating Physician