

Cook Children's Telehealth and Virtual Medicine Program

Question: What is Telemedicine/Telehealth and how does it work?

Answer: Telemedicine is a way to connect you and your child to medical care while he or she remains in school. Several Keller ISD schools have access to this program with plans to incorporate more schools. Keller ISD has partnered with Cook Children's Physician Network to provide these services to students.

The school nurse will notify guardian if she suspects an illness appropriate for treatment by Telemedicine and offer the opportunity for your child to see the Nurse Practitioner. The Telemedicine equipment cannot be used unless the parent/guardian has given prior written consent and verbal consent at the time the student presents to the clinic for a complaint or issue. A nurse practitioner, along with the school nurse, will examine your child via internet connection using a special camera to examine eyes, ears, throat, & skin. A special microphone/stethoscope is used to transmit lung and heart sounds. This is a real time visit with a medical provider who is in a remote location.

Question: What illnesses can be diagnosed via Telemedicine?

Answer: A few examples of conditions that can be seen and managed by Telemedicine: Ear infections, sore throats (including strep throat), pink eye, influenza, sinus infections, upper respiratory infections, allergic rhinitis, asthma flare-ups, skin rashes, impetigo, lice, and scabies.

Question: Who will see my child?

Answer: A certified, licensed Nurse Practitioner who specializes in the care of children. If your child's primary doctor is a Cook Children's Physician whom participates in the program, then your child may have the opportunity to see him/her depending on availability. There is also a Board Certified Pediatrician available in the event your child is unable to be scheduled with the Nurse Practitioner.

Question: Can I be there with my child during Telemedicine visit?

Answer: After the initial screening to determine if an exam is needed, the school nurse will call the parent for permission to do the exam. At that time, the parent may request to be present for the exam, or may join the visit by telephone or video conferencing.

Question: Will I receive written instructions about my child's diagnosis and plan of care?

Answer: Yes. When you enroll your child in the program, you will be invited to join the Cook Children's Patient Portal. There, the information from your child's visit will be available after the visit has been completed. When you enter the portal you will choose the "My Health" tab and then chose "Care Summaries." You can even print a return to school letter from the Portal under "Task and Tools", "Health Reminders," then "Print School Letter." A return to school letter will also be faxed to your child's school nurse if indicated.

Question: Can the School Based Telemedicine program be used by me or other family members?

Answer: At this time, Telemedicine is only being offered to students enrolled in participating schools.

Question: What if I have Medicaid or CHIP, will they pay for a Telemedicine visit?

Answer: Yes, the visit is covered like a regular in-person office visit would be.

Question: Does my private insurance pay for Telemedicine visits?

Answer: At this time, most private insurance companies are not paying for Telemedicine visits. Your insurance will be billed and if they do not cover the service, you will be billed \$65 if this was the first time your child has been seen by a Cook Children's primary care provider. If your child is an established Cook Children's patient, then the fee for service is \$50.

Question: What if I don't have insurance for my child?

Answer: The cash payment for a visit is \$65 for a new patient whom has never been seen at a Cook Children's office before. If your child has been seen by a Cook Children's physician in the past 3 years, the fee is \$50 (established patient). If you are unable to pay this fee, you may be able to work with Cook's financial department for a payment plan.

Question: Do you offer any laboratory testing? How much are the tests if my insurance doesn't pay for the visit?

Answer: Flu Test and rapid strep A test are offered. Cash cost of Flu test is \$20, Strep A test is \$13. If you have Medicaid or CHIP, then the testing will be covered. These tests are only done at the time of an office visit, they are not done separate from your child seeing a provider.

Question: How does my child get prescription medicine if he/she needs it?

Answer: During the Telemedicine visit, if it is determined your child will need medicine, the nurse practitioner or school nurse will ask which pharmacy you use and if your child has any medication allergies. After receiving all the information, the nurse practitioner will electronically send a prescription to your desired pharmacy. If you do not have insurance, often the medical provider can consider a low cost treatment available at a pharmacy which participates in the \$4 drug program.

Question: What happens if the visit cannot be completed by Telemedicine?

Answer: If it turns out that your child needs an in-person evaluation or more intervention than what is offered by the telemedicine program, then he/she will need to be seen by the appropriate provider depending on the urgency level (primary doctor, urgent care, or emergency department).

Question: How do I sign my child up for the Cook Children's Telehealth and Virtual Medicine Program at Keller ISD?

Answer: Each school has applications for you to pick up in the main office or school nurse's office. If your child is a student at one of the elementary schools or Early Learning Centers, you may have received a packet (paper application/consents) in his/her take home folder. You will then turn in paper application to the school nurse which will then be processed for enrollment into the program. If you have questions or need assistance with your application, ask your school's nurse to help you. An online registration link is also available at:

<https://my.tonicforhealth.com/passage/survey/UkCgeOpQSfAO6JwYDaNCsw/question>

Question: Who could I reach if I have additional questions?

Answer: You can reach the School Based Telemedicine team by phone at 682-885-3426 or via email at schooltelemed@cookchildrens.org.