

## **Virtual Care for Kids (“VC4K”) Telemedicine Program FAQ**

### **Will VC4K replace, reduce, or eliminate the need for any of the existing health services for AISD?**

No. All campuses will continue to have full-time health team coverage with an RN and/or RN/Clinical Assistant through our contract with Seton. VC4K provides a technology enabled solution that is intended to fit into a district’s existing workflow to improve healthcare delivery by bringing pediatric specialized providers into the schools virtually.

### **Will parents have the opportunity to consent and receive notification about services? How will parents be engaged in the process?**

In order for students to participate in the program, the parent/caregiver must first consent to treatment. A required part of the opt in process is to obtain parental consent to treat. Parents can consent to participate in the program during the standard online registration process.

### **Will uninsured students have access to this service?**

Yes. VC4K will bill a student’s insurance for services, including Medicaid. Any student who is uninsured and receives free or reduced school meals will receive this service at no charge.

### **What types of health conditions can be evaluated and treated through a telemedicine platform?**

VC4K can evaluate and treat a variety of conditions, including performing tests such as strep, flu, minor colds, sore throat, headaches, sinus or allergy issues, nosebleeds, pink eye, minor infections, lice, rashes, styes, warts, constipation, diarrhea, heartburn, nausea, period pain, urinary issues, minor cuts, minor burns, bites, and other minor injuries.

VC4K is also able to offer some over the counter medications and if needed, send a prescription to the pharmacy of the guardian’s choosing.

### **Will VC4K provide parents/caregivers with a visit summary, and if needed, a school note?**

Yes. VC4K will provide a full visit summary that can be shared with both the parent/caregiver, and if requested, the student’s primary care physician. School notes will be provided when applicable.

### **Will this program have an effect on attendance?**

One of the main benefits of the service to the school district is that it quickly identifies students who have contagious ailments such as strep and flu and helps to provide necessary medications to prevent the spread of germs. Additionally, the program allows for students who are not contagious and do not need to be removed from class to be effectively cared for and redirected back to the classroom.

### **Will the program have an effect on academic performance?**

Yes. This program can improve the mental and physical health of AISD students which will better position them for success in the classroom.

### **Is VC4K able to view a student’s medical history in AISD’s existing systems?**

Yes. VC4K is able to work with AISD to provide an integrated, customized, and efficient technology system which is unique to the district’s needs. Once a parent consents to participate in the telehealth program, VC4K can see a student’s health profile when a telehealth visit is initiated. This helps the physician see any important allergies a

## **Virtual Care for Kids (“VC4K”) Telemedicine Program FAQ**

student may have, medications they are currently taking and conditions which may affect how an illness is treated. This reinforces the importance of reviewing and updating a student’s medical information on file with the district during online student registration each year.

### **Will parents have to send money to school with their student to pay a visit copay if it is required by insurance?**

No. VC4K will bill the student’s insurance after a telehealth visit. If insurance states a fee or copay is required, VC4K will mail a bill to the student’s home.

### **Will a student be given unnecessary flu or strep tests each time they visit the school health room?**

No. VC4K staff are trained members of the pediatric medical profession. All best practice care standards will be met when assessing a student to determine if they are a candidate for a telehealth visit.

### **Who will be in the campus health room serving students?**

An Ascension/Seton RN or clinical assistant will continue to be in the school health room providing day to day student health services. In addition, the campus may have a medical assistant employed by VC4K. Both companies comply with all laws related to student privacy; including, HIPAA, HITECH, FERPA, etc.

### **Will a parent be contacted prior to the telehealth visit?**

Yes. The medical professional facilitating the telehealth visit will contact a parent to inform them prior to the visit.

### **Can a parent be included in the telehealth visit?**

Yes. A parent can attend the telehealth visit if they are on campus. If that isn’t possible, a parent can call in to the health room and participate via phone.