

# School Based Health Zone

## Frequently Asked Questions

### **Do I have to give up my child's primary care physician?**

No. You can still have a primary care physician and continue to schedule appointments with them. The school-based clinic can be used for acute problems, such as, sore throat, cough, administering immunizations etc. The staff here is in contact with your child's primary care physician on a daily basis.

### **How will I know if my child is seen at the clinic?**

Parental permission is obtained by the school nurse or the SBHC before a child is seen by the provider for an acute appointment. A parent will be notified by a letter when their child is scheduled for an annual physical. The provider may call the parent and have a brief conversation about the child's diagnoses. The provider will also send home an after-visit summary.

### **Why is there so much paper work involved?**

The paper work is important in the care and treatment of the child. There is an enrollment packet that needs to be filled out once, and then every time something changes with insurance. The packet consists of three pages. The information on these sheets is important for the provider(s) to get a clear picture of the health history for the children. Other than that, the only other paper work is sent home on an as-needed basis.

### **So what does the clinic do for me and my child?**

The clinic offers care for children who are enrolled within the school. They offer annual physicals, acute visits such as, sore throat, ear pain, cough, asthma spirometry testing once a year if the child qualifies etc. If you do not have insurance, the staff at Bassett will work with the parents to sign the child/children up for Medicaid or child health plus. The clinic can do referrals for other appointments as deemed necessary by the FNP or MD. They can renew prescriptions if your child has been seen here for that medication. Your child can receive immunizations if needed.

### **If I don't have insurance, how will I be billed?**

There will never be a bill sent home to you! Even if you have co-pay, there is no out-of-pocket expense that has to be paid! You will never be billed for any type of visit your child has at the school based health clinic. Your insurance will be billed (if you have insurance). If you do not have insurance, there still is no charge for you! The staff here will work with you to get insurance for your child/children.

### **What is not appropriate for the clinic?**

Management of serious/chronic issues such as diabetes, or kidney failure etc. The staff is able to see your child for acute issues but it is in the best interest of the child to continue to see their primary care physician for management of these issues.