



Frequently Asked Questions

Q: What is Telehealth

A: Telehealth is a way to connect your child to medical care while they remain in school. A medical assistant facilitates your child's exam with a licensed HealthLinc provider who uses special equipment and video conferencing.

Q: Does Telehealth replace my child's school nurse?

A: No, Telehealth does not replace the school nurse. This is a tool for the school nurses to enhance what they can offer. Telehealth works in conjunction with the school nurse who determines if a visit to the Telehealth center is necessary.

Q: We have a doctor, why would we need Telehealth?

A: This is an additional option for busy parents and busy doctor's offices. Sometimes it can be hard to get in to see your regular doctor. Sometimes a child may not be so sick that they need to miss a whole day of school to travel to their regular doctor. The telehealth center is available from 7:00 a.m. – 2:00 p.m. on days when school is in session.

Q: Can I be present when my child gets treatment?

A: After the initial screening to determine if a Telehealth 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 if unable to be present a full explanation of findings and treatment will be reported by phone to the parent. The child must have a consent form on file to be seen at the clinic.

Q: Who will be conducting the exam?

A: Telehealth visits are conducted privately inside the telehealth center. Our medical assistant facilitates your child's exam by virtually connecting with a licensed HealthLinc provider.

Q: How does the telehealth equipment work?

A: Designed specifically for school health, the telemedicine equipment allows the HealthLinc provider to see a live feed from the telehealth cameras. The provides an up-close and clear look at the patient's ears, eyes, throat, and skin. The addition of a virtual stethoscope permits the provider the ability to listen to heart and lungs.

Q: Who pays if my child is seen at the Telehealth Center?

A: Services are being provided by HealthLinc. Services will be billed to child's insurance (private, Medicaid, Health Insurance Exchange). If your child does not have insurance, services will be provided on a sliding-fee scale that is based on household income. If your child is uninsured, contact HealthLinc at 1-888-580-1060 and we will be happy to assist you with trying to obtain insurance. **No child will be turned away for services.**

Q: I have insurance, why would I want to use Telehealth?

A: Even with good insurance, many parents must take time off work to attend their child's doctors' appointments. In addition, it can be difficult to get an appointment with your preferred doctor. The telehealth center is available from 7:00 a.m. – 2:00 p.m. on days when school is in session.

Q: Will Telehealth affect our Medicaid?

A: No. Your child's Medicaid Primary Medical Provider will not be changed. We will notify (with permission) your child's regular doctor of any findings and treatment, but it will not change which practice they are assigned to.

Q: How long has Telehealth been around?

A: Telemedicine technology first began as a form of healthcare delivery in the late 1960's and it has continued to grow. Recently, healthcare reforms and federal legislation has pushed the spread to telemedicine technology.

Q: How many people regularly use telehealth? This is the first time I'm hearing of it.

A: The use of telehealth is on the rise and there are already many kids registered to use the telehealth center for this coming school year. The HealthLinc center is nationally accredited for team-based healthcare homes which means high quality health care from licensed and board-certified providers is available to all Oregon-Davis Schools students.

Q: Why do the schools have fancy new telehealth equipment when budgets are so tight?

A: The schools did not buy the equipment; it was purchased through a grant from Indiana Rural Health Association and is operated and maintained by HealthLinc.