**Frequently Asked Questions (FAQs)**

Dear Students, Parents, and Guardians,

The staff of our School-Based Health Center is excited to assist your children with all of their health care needs. Our licensed healthcare staff is on site in a safe, child-friendly environment. We closely work with the school nurse and faculty to provide convenient care to your child.

**What services are available?**

Well check exams, sick visits, injury treatment, immunizations, allergy shots, ADHD evaluation and treatment, behavioral health, dental care, chronic health care maintenance--like being on site to assist with diabetes, seizures, and asthma. Just think of us as a doctor’s office inside the school. We also do health education in conjunction with the teachers. You can look forward to monthly newsletters on health topics and promotion of healthy eating and exercise.

**How does it work?**

Parents can schedule appointments for their child before, during, or immediately after school. We welcome parents at the appointment, but a child can be seen without you present at your request. We recognize that parents work and there are transportation issues that create barriers to healthcare. We are more than happy to communicate with you via phone after seeing your child.

So for example, the school nurse calls home stating that your child came to her with an ear ache. With your permission, the nurse can bring your child right over immediately so we can evaluate to see if an infection is present. If so, we can have medication delivered to home and your child can return to class, or if your child awakens in the morning limping, you can call us or send a note to have your child’s teacher send him/her down to us perhaps after lunch so they don’t miss class time. School-based health centers reduce student’s missed class time and parents’ missed work time for health–related appointments and reduces time and costs for transportation to health-related appointments.

**What dental services are offered?**

We will have a dental hygienist working at our school-based health center for oral health cleanings. Our dental providers schedule weekly appointments on site to perform a range of services which include x-rays, state-required dental assessments, and applying sealants to teeth.

**How does the Behavioral Health Services work?**

We have individual counseling on-site provided by a licensed behavioral health specialist. A referral can be provided from the parent/guardian, our healthcare providers, your local healthcare provider, or school staff. Appointments can be made at your convenience in less than one week. Some children have chronic issues like depression or anxiety, others have lost loved ones and need grief support, and others have been through personal crises like divorce or abuse. Our specialist can also assist with management of ADHD or disruptive behaviors such as arguing with adults and defiant behavior. An individualized plan will be developed for each situation.

**What about my current doctor’s office?**

We encourage all families to maintain a relationship with your current doctor. We understand, however, that it isn’t always convenient or possible to get your child to their office on short notice and we can help fill that gap. We will gladly correspond with your doctor after each visit. If a student does not have a current doctor, the school-based health center can serve as their medical home. CHANGE, Inc. staff provides 24 hour on-call services.

**What about cost?**

All children enrolled in the school-based health services program are eligible to receive service regardless of insurance status. For children insured by WV CHIP or Medicaid, the services are covered 100% (no charge). We accept most insurance plans. Our rate is the same as a physician office, which is less than urgent care and emergency room visits on most insurance co-pays. If you have no insurance, please ask our staff or call our Health Benefits Coordinator at 304-748-2828 for assistance enrolling your child in the WV CHIP program or the CHANGE, Inc. sliding fee discount program.

**How do I enroll my child?**

We can only provide care to your child if enrollment forms are completed. Please consider enrolling even if you are unsure if you will utilize our services. You never know when an urgent health concern will arise. You can enroll at any point during the school year if needed. Enrollment forms can be placed in your child’s folder or via postal mail, or you can also stop in the office to obtain forms during health center hours. The forms can also be downloaded from [www.changeinc.org](http://www.changeinc.org) and returned to us.

We look forward to meeting you and your children. We welcome you to tour our beautiful facilities, stop by and ask questions, and meet our staff. For questions, please call 304-797-7733.

**Where can I get more information?**

* CHANGE, Inc. [www.changeinc.org](http://www.changeinc.org)
* School-Based Health Alliance [www.sbh4all.org](http://www.sbh4all.org)
* Center for Health and Healthcare in Schools [www.healthinschools.org](http://www.healthinschools.org)