



Office of Health Services  
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Dear Keri,

Thank you for the opportunity to share our experiences in implementing telehealth in the schools. The intended benefit of getting telehealth in all of our schools was to bring a resource to families that would allow students to reduce absenteeism and get timely medical care regardless of transportation issues, insurance and work schedules. Before we had telehealth, I would get calls from nurses who were concerned about a child with worsening infections, rashes, sore throats... but parents were unable to take off work. Now we have something to offer that will help them get timely medical care. Parents now see us as part of a solution and we have a front row seat as a medical partner. We get the doctor's notes we need and can support the families with medication administration and assessment for improvement of the condition.

Since the school district owns the telehealth units, our reach is endless in helping families connect with distant specialists. This is done easily by sending a link to the provider. When possible, the parent can meet virtually instead of driving for hours and taking off day(s) of work.

Being in a town with a military base has brought additional benefits. We had a case where the parent was deployed and was still able to attend the doctor appointment and rest assured that their child was well taken care of and the parent was still in the loop and the child was able to have their parent "with" them at the appointment. This service has really picked up with our military families as they see the benefits.

Our ongoing relationship with the local hospital system's urgent care has had immeasurable gains as we work together for the community and have a shared goal of early intervention. They have provided us with standing orders and test kits for strep, flu, rsv and covid. This benefit alone has reduced absenteeism and kept our schools healthier.

There is definitely a learning curve as we change our culture and ask our nurses to do one more thing. However, by providing them with tech support onsite as they gain confidence, they now spend more time solving medical concerns and less time making endless phone calls. They are now talking about how they can expand. Parents see this as a great resource and view the RN's with respect and as a partner in their child's wellbeing.

Respectfully,

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