

## Frequently Asked Questions

### *What is School-Based Health?*

School-based health offers onsite medical services at two area schools in Berkeley County providing primary care and acute care to students and school personnel. Shenandoah Community Health (SCH), a Federally Qualified Health Center, has been providing healthcare in our community for over 45 years and operates this onsite program at no charge to the school system.

Healthcare plays a big role in schools and in student's success. The goal of SCH's school-based health program is to improve the health and wellness of the students of the Berkeley County School System and reduce absenteeism related to untreated illness.

With a health center located in their school, students can get the medical care they need without leaving the building and missing valuable class time. Studies have also shown that adolescents who use school-based health centers for medical care have significantly increased attendance compared to students who do not, and most students return to class immediately as opposed to going home.

### *What are the benefits of the School-Based Health Services?*

Students and school personnel may receive healthcare services during school hours without leaving the building and return to the classroom to continue learning/teaching. This provides convenience and support so that parents do not have to take time off work to transport their child to the doctor and promotes less time missed in the classroom. It also provides access to care for those who may not have the means to receive it elsewhere.

### *Who provides medical services at the school?*

A Family Nurse Practitioner (FNP) and Licensed Practical Nurse (LPN) or Registered Nurse (RN) make up the School-Based Health Team from SCH who provide the medical services. This team is highly qualified in providing healthcare to children and adults. The Nurse Practitioner is qualified to diagnose, treat illness, and prescribe medications, as needed.

### *What services are provided by School-Based Health?*

The medical team can provide preventative care (check-ups, well child exams, sports physicals, and immunizations) as well as acute care and treatment of minor illnesses such as colds, fever, sore throats, ear infection, accidents and injuries. We will communicate with parents/guardians of each student to discuss exam findings and answer any questions or concerns.

### *What if the student or staff member already has a doctor?*

Students and staff members who already have a primary care provider (PCP) can still access school-based health services. These services supplement the care received from a routine medical provider. When necessary, we will communicate and coordinate with the PCP to ensure the very best care. If the student or staff member does not have a PCP, the school-based health team can help provide the primary care that is necessary to overall positive health.

*How do students and staff members enroll in the School-Based Health Services?*

To enroll in the services, the parent/legal guardian of the student must complete a School-Based Health Enrollment and Consent Packet. These are available with the School Nurse and online for download at the school's website or <https://www.shencommhealth.com/school-based-health>. School personnel wishing to utilize school-based health services must also complete the forms in the enrollment packet. Completed forms may be sent with the child to school in an enveloped marked *School-Based Health*, or mailed to:

Shenandoah Community Health  
Attn. School-Based Health Coordinator  
P.O. Box 1146  
Martinsburg, WV 25402

*Can students and staff make appointments during class time?*

For routine visits such as check-ups, well-exams, and sports physicals, we can work with the school to schedule appointments so that students and staff do not miss core classes. For sick visits or injuries, students and staff will be seen as soon as they present to the medical team on designated school-based health days. To request an appointment with the school-based health team, please call 304.263.4999.

*Can I come with my child to the School-Based Health clinic?*

Parents are welcome to accompany their student for scheduled appointments during school-based health hours, in accordance with the school's visitor policy. We encourage you to actively participate in your child's healthcare and are welcome to contact us anytime to discuss their care.

*What are the hours for the School-Based Health services?*

Burke Street Elementary—Wednesdays 8am-3pm.  
North Middle—Thursdays 7:30am-3:30pm

We are closed when school is closed for holidays, breaks, etc. but SCH patients are always welcome to schedule appointments in our Martinsburg location on 99 Tavern Road by calling 304.263.4999. Additionally, SCH always has a Provider on call when the offices are closed, including weekends and holidays. If you have an emergency that cannot wait until the next business/school day, you may call 304.263.4999 to reach the after hours answering service.

*Which insurances are accepted by the School-Based Health clinic?*

Shenandoah Community Health accepts most commercial insurance plans, including PEIA, as well as Medicaid, Medicare, CHIP and offers a sliding fee discount program for those who qualify; finances are never a barrier to care at SCH. If you have insurance, as indicated on the enrollment form, we will bill your insurance for the services provided. No co-pays or unmet deductibles will be collected by the school-based health team and again, no person will be denied access to healthcare services due to insurance status or inability to pay. Patients are advised to contact their individual insurance carrier to verify the type of benefits available to them as well as participating providers. SCH also offers assistance for those wanting to apply for Medicaid coverage and for the Sliding Fee Discount program. For those services, please call 304.263.4999 ext. 1374 or 1023.

*Are School-Based Health centers the same as the School Nurse's office?*

School-based health centers complement the work of the School Nurse by providing services for students in need of more complex care — such as treatment for illnesses and injuries, and routine exams. Each school-based health center is a fully licensed primary care facility, staffed by healthcare professionals and operating under the guidance of a Medical Director.

Further, the School Nurse is not employed by SCH but will be the liaison between the school-based health team and the school administration for management of day-to-day operations of the clinic. The School Nurse, however, may recommend the school-based health center to students when he/she deems such recommendations to be appropriate and coordinate efforts with those of the Provider to increase all health care services available to BCS students.

*How am I notified if my child has been seen in the School-Based Health clinic?*

For unscheduled acute care visits when a completed enrollment form is on file, we will attempt to notify the parent if the student needs to be seen by a Provider. If the parent cannot be reached, the student will be treated and given a note to take home explaining the visit. For students who do not have a completed school-based health enrolment form and consent on file, the parent will be contacted for a verbal consent before any services are provided. After which, an enrollment packet must be completed and returned to the school or SCH.

*Will my child ever receive shots, medications or services without my permission?*

No medical services, including medications, will be provided without a completed enrollment packet or verbal consent from a parent/guardian.

For questions or more information please call 304.263.4999 or email [schoolhealth@svms.net](mailto:schoolhealth@svms.net).