



# UPMC Children's AnywhereCare@School!

## Parent/Guardian/Student FAQs

This document gives answers to common questions regarding school telehealth. Once a child is enrolled in the program, they can be seen by a remote UPMC Children's medical provider through their school nurse office.

### 1. What is telehealth?

Telehealth is health care being provided "virtually" by the use of technology. The provider (board certified doctor, licensed physician assistant or nurse practitioner) is not in the same room with the patient (student). In the case of school telehealth for physical health issues, the student will be in the school nurse's office. The nurse and student will see the UPMC Children's AnywhereCare medical provider through the computer or Ipad. This is similar to FaceTime on an iPhone or another similar video call. What makes this different, however, it is that the AnywhereCare visit is secure and private.

### 2. What is UPMC AnywhereCare@School?

UPMC AnywhereCare@School is a telehealth platform intended for use by school nurses and enrolled children at participating schools. Some common conditions UPMC Children's AnywhereCare@School can address include:

- Asthma
- Bug bites
- Ear infections
- Eye conditions
- Rashes
- Respiratory Illnesses
- Ruling out appendicitis
- Skin conditions
- Sore throat

**3. Why is UPMC Children’s Hospital of Pittsburgh partnering with schools to offer this program?**

UPMC Children’s Hospital and your school are interested in keeping children healthy so they may not have to miss as much school. This also helps parents/guardians, so they can remain at work, while their child can remain at school and be treated for common conditions virtually.

**4. What are the details of enrolling in the program?**

Only students attending participating schools may enroll in the program. You are required to re-enroll your child each new school year and you may cancel enrollment at any time. Parents / legal guardians are required to enroll their child. You can enroll by using our online enrollment platform, or by filling out a paper enrollment packet. Please find details about how to enroll at the end of this FAQ or visit <https://upmc.certify.care/aces>.

**5. Will my insurance company or I get a bill if my student is seen by a UPMC Children’s AnywhereCare@School provider?**

No, neither you nor your insurance company will get a bill for these services. Insurance coverage, or information about your insurance, is not required to enroll. Completion of the attached Consent for Treatment, Payment and Health Care Operations (TPO) is only required for treatment services, not for payment.

**6. How will the visit be documented?**

The UPMC Children’s AnywhereCare@School medical provider will use UPMC’s outpatient electronic medical record system, EPIC, for visit documentation. Details of visit documentation can be found in UPMC’s patient portal MyUPMC.

**7. Will my information and my child’s information be private?**

Yes, your child’s personal health information (PHI) will remain private. The people who will know what happened in the visit will be you, your child, the UPMC Children’s AnywhereCare Provider, and the school nurse.

**8. Will my child be seen by a UPMC Children’s AnywhereCare Provider every time he/she/they goes to the nurse’s office?**

No. The school nurse will continue to provide regular care to your student and can decide if a visit with a UPMC Children’s AnywhereCare provider is necessary. If the school nurse thinks that your child will benefit from seeing a medical provider, and you have enrolled your child, the school nurse will request an AnywhereCare visit.

**9. Can my child be seen by a UPMC Children’s AnywhereCare@School Provider based on a parent’s request?**

No. The school nurse will continue to provide regular care to your student. It is within the medical judgment of the school nurse to determine if a visit with a UPMC Children’s AnywhereCare@School provider is appropriate.

**10. Can a parent/caregiver join the visit virtually and if so, how?**

Yes. The child’s parent/caregiver can and is encouraged to join the virtual visit remotely. In the *Registration and Consent* form, you are required to choose if your virtual attendance is required in order for the visit to occur. Alternatively, you can give permission for the AnywhereCare@School telehealth visit to occur without your attendance.

To join the call, the school nurse will email a link to the email address you provide on the *Registration and Consent* form. If using a PC or laptop, it is not necessary to create a UPMC AnywhereCare account. If using a mobile device or tablet, the parent/caregiver is required to download and create an account in the AnywhereCare app to join the visit.

**11. Will I or my child have an AnywhereCare account created in this process?**

No, not unless the parent wishes to join the virtual visit on a mobile device or tablet. The school nurse will be using a general AnywhereCare account for your child’s virtual visit. An AnywhereCare account for your child will not be created by the school nurse as result of the virtual visit.

**12. Can the UPMC Children’s AnywhereCare Provider send a prescription directly to my pharmacy?**

Yes, if medically indicated, the UPMC Children’s AnywhereCare Provider will send the prescription electronically to the pharmacy listed on your child’s medical record.

**13. How can my child participate?**

Your child must be pre-enrolled, and, as a parent/guardian, you must consent that your child may receive treatment through UPMC Children’s AnywhereCare@School in order for them to participate. Enrollment is quick and easy and can be accessed by scanning the QR below or visiting the site listed below. Alternatively, you may request a paper enrollment packet from your school nurse. Upon completion, this packet should be returned to the school nurse.

To enroll your child, visit <https://upmc.certify.care/aces> or scan the QR code below.

