

School-Based Health Services FAQs

Q: What are School-Based Health Services?

A: Quick, easy medical care at school. Akron Children's Hospital school nursing staff and pediatric providers see kids and teens for private and confidential medical care at your child's school.

Q: What are the benefits of School-Based Health Services?

A: Convenient – you do not have to leave work or home for your child to receive medical care.
Fast – prescriptions, if needed, are called into your preferred pharmacy.
Informative – care plan and visit details are in MyChart and can be mailed to your home upon request.
Affordable – we care for any child in need. If you have private insurance or Medicaid, we bill for our services.

Q: How do I sign my child up for School-Based Health Services?

A: Complete the consent form and return it to your child's school nursing office.

Q: What is a virtual visit?

A: During a virtual visit, your child is in the school nursing staff's office and visits an Akron Children's pediatric provider online through a computer or iPad. This is like using FaceTime on an iPhone.

Q: How do School-Based Health Services work?

A: During school hours, your child is initially evaluated by the Akron Children's school nursing staff. If the nursing staff thinks that your child has a minor illness and would benefit from treatment by an Akron Children's pediatric provider, they will request your permission for that to happen.

Some schools also offer in-person and telehealth appointments for annual well visits, sports physicals and vaccines. Appointments are required for these services. Call 330-543-7242 to schedule an appointment.

Q: Do School-Based Health Services cost money?

A: Yes, but no child is turned away due to inability to pay. We care for any child in need. If you have private insurance or Medicaid, we bill for our services. No copays or fees are collected at the school.

Q: Will my child see a pediatric provider every time they go to the school nursing staff?

A: No. Akron Children's Hospital school nursing staff will continue to provide the same level of excellent care to your child. If the nursing staff thinks that your child has a minor illness and would benefit from treatment by an Akron Children's pediatric provider, they will request your permission for that to happen.

Q: How will I know what took place during my child's appointment?

A: The staff will attempt to reach you at the phone number provided on the consent form to discuss your child's visit, any prescription information and recommended follow-up. Care plan and visit details are in MyChart and can be mailed to your home upon request.

Q: Will my child's information and appointment be private?

A: Yes, appointments are held in a private room at the school. Only you, your child, the Akron Children's pediatric provider and school nursing staff know what happens during the visit. If your child has a primary care provider, they will also receive the visit information.

Q: Does Akron Children's need permission to provide School-Based Health Services?

A: Yes, School-Based Health Services by an Akron Children's pediatric provider are only provided with your consent. Every child needs a parent/guardian signed consent form on file to be treated. If no signed consent is on file, a telephone consent can be obtained.

Q: Do School-Based Health Services replace my child's primary care provider?

A: These services do not replace your child's primary care provider. If your child doesn't have a primary care provider, call 330-543-7242 and the Akron Children's School-Based Health Services team will help you find one.