

# School-Based Health Center Frequently Asked Questions



## **Who can use the school-based health center(SBHC)?**

SBHC services are available to all students, faculty and staff of the Bangor School Department. Your student can still be seen at the SBHC even if they are too sick to go to school. A student must be enrolled in the SBHC to receive care at the clinic. Appointments can be made by calling the clinic or stopping into the clinic.

If you do not have a regular health care provider, you can enroll your child and select to have the school-based health center as your child's primary care provider.

If you already have a health care provider, the SBHC complements the care of your child's primary care provider (PCP). The SBHC provider will collaborate with a child's PCP to ensure they get the best care possible, both in and out of school.

## **What will it cost? Do you take my insurance? What if I don't have insurance?**

Students enrolled in the SBHC will be seen regardless of insurance status or ability to pay. The SBHC accepts MaineCare and most insurance plans. We will bill MaineCare and/or your private insurance for services provided. Once insurance pays the covered amount, we will send you a bill for any portion you are responsible for paying. If you are unable to pay your entire balance, we do offer a payment plan option.

If your child is uninsured or underinsured, financial assistance may be available through our sliding fee discount program. The Sliding Fee program can reduce the cost of most services for those who qualify. Discounts are based on household size and income. An Outreach and Enrollment Specialist can help determine if you qualify.

## **How is the school-based health center different from the school nurse?**

The school nurse is an employee of the school district and a valuable member of the school-based health center care team. The school nurse is responsible for the overall health of the students at school and will continue to be the first point of contact when students have a health concern or question at school. The school nurse can refer students and coordinate with the school-based health center for further care, if needed.

## **Does my child need parental consent to visit the SBHC?**

A parent or legal guardian must sign an enrollment form containing a consent form for their child to receive care and release of information for the SBHC to communicate with the school regarding coordination of care. If there is an urgent issue, SBHC staff may call a parent or guardian to get verbal consent to treat the child. Under Maine State Law, some services are confidential and do not require parent/guardian consent. Students receiving these services are always encouraged to discuss health concerns with safe parents/guardians.

## **Who will have access to my child's health records?**

Your child's medical records are part of PCHC's medical records system and are confidential. Before we can share any records, a parent/guardian must sign an Authorization to Release Information Form.

## **Who works in the clinics?**

All employees working in the SBHC are employed by PCHC. There will be a clinic coordinator/medical assistant that will work in both middle school clinics, in addition to a coordinator already at the High School Clinic. There will be a registered nurse and medical provider who will alternate between the three clinics. The medical provider maybe in person or via telehealth. The registered nurse will be onsite and call the medical provider via telehealth to collaborate care for the patient. There will be a mental health provider that will alternate between the two middle schools and another located at the High School clinic.

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