



Re: SBHC services to the community

March 24, 2020

Dear Child and Family Agency School Parents and Partners,

Due to school closures, our School-Based Health Center (SBHC) sites are currently closed for in-person appointments. However, our providers are continuing to support our school communities through the following services:

- Our mental health clinicians are continuing to serve their caseload of existing counseling clients using HIPAA compliant audio/video telehealth platforms (DOXY) and by phone.
- Our nurse practitioners are available for parent/patient questions both via phone and through audio-visual telehealth (DOXY). A licensed Nurse Practitioner (APRN) will be available during hours of 8:30am-4:30pm M-F. They can answer medically-related questions for families, and provide telehealth services including:
 - Guidance as to whether a primary care provider visit would be indicated
 - Treatment over phone for common medical issues such as rashes, ear pain, mild injuries, etc.
 - Whether COVID-19 testing would be indicated

We provide services to children who attend a school with a School-Based Health Center and are registered to receive services (this can be done online at the time of service, if needed). We care about your family and want to be of assistance in any way we can during this challenging time.

Please call 860-437-4555 to and a School-Based Health Center staff member will assist you!