

# School-Based Telehealth Services

## Lead to Better Education & Health Outcomes for Students

### Background

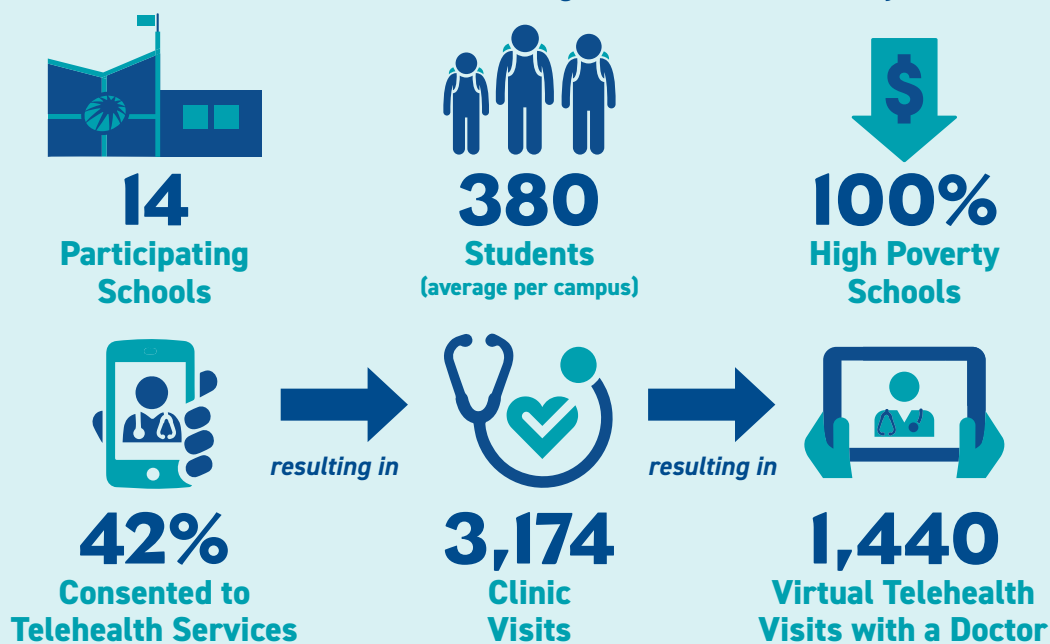
Beginning in March 2021 at Bessemer Elementary School, Guilford County Schools (GCS) partnered with Cone Health and the Guilford Education Alliance (GEA) to launch school-based telehealth services to children in high-poverty elementary schools. With the addition of three schools in 2022 and 2023, the partnership then added 10 more schools by the spring of 2024 for a total of 14 schools offering telehealth services to GCS children and families.

With parent consent, students in these schools receive access to a full-time, on-site Certified Medical Assistant who can assess their symptoms to determine the need to access a healthcare provider. If determined necessary, the child's parent is connected virtually with a physician where a healthcare visit can immediately take place. From this visit, a student may return to class more easily, without the need for a parent to leave or miss work, further supporting the child's school experience and the parent's ability to maintain their job.

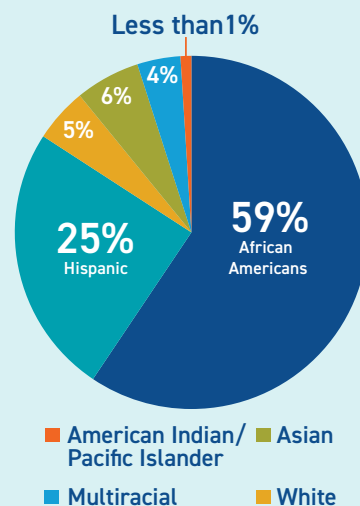
### By the Numbers

A summary of progress and data for the School-Based Telehealth Program based on information from the first 14 schools opened as of June 2024.

During the 2023-2024 school year:



### Student Demographics



### Timeline

Schools that were operationalized and participated in the School-Based Telehealth Program:

#### Spring 2021

- Bessemer Elementary School

#### Spring 2022

- Washington Montessori Elementary School

#### Spring 2023

- Union Hill Elementary School
- Cone Elementary School

#### Fall 2023

- Bluford Elementary School
- Rankin Elementary School

- Gillespie Park Elementary School
- Kirkman Park Elementary School
- Parkview Village Elementary School

#### Winter/Spring 2024

- Vandalia Elementary School
- Falkener Elementary School
- Peck Elementary School
- Oak Hill Elementary School
- Fairview Elementary School

#### Fall 2024

- Sedgefield Elementary School
- Frazier Elementary School
- Brightwood Elementary School
- Northwood Elementary School
- Hunter Elementary School
- Alderman Elementary School
- Montlieu Academy

#### Winter/Spring 2025

- Sumner Elementary School
- Oak View Elementary School
- Joyner Elementary School
- McNair Elementary School
- Simkins Elementary School

## Impact

Guilford County Schools, Cone Health and Guilford Education Alliance have worked to develop a common vision through the school-based Telehealth program. This vision is built on providing access to healthcare, returning students to classrooms, decreasing student absenteeism, increasing student's instructional time, and reducing the impact of illness on students, schools, and families. Data were collected and reviewed for students with and without consent for telehealth services specific to the areas of school attendance (chronic absenteeism), progress on reading and math proficiency, and student discipline referrals.

*We believe that if we connect students to school-based health services, then we will increase instructional time, decrease the cost of care, decrease guardian's time away from work, and decrease emergency room visits, which results in improved student wellness, presence in school and ability to fully engage in learning.*

## Overall Trends



**Higher  
Average  
Attendance**



**Improved  
Math  
Scores**



**Higher  
Reading  
Proficiency**



**Fewer  
Office Discipline  
Referrals**

### 2023-24 Data Highlights for Schools Where Telehealth is Offered:

- Students with consent had an **improved average attendance rate from 90.9% in 2022-23 to 91.2% in 2023-24**. In contrast, students without consent experienced no change, maintaining an average attendance of 89.1% during the same period. Students with consent had a **higher 23-24 attendance** than students without consent at all 14 schools offering Telehealth.
- Students with consent **improved their math scores by an average of 0.3 points**, while students without consent saw their math scores decline by 0.4 points in 2023-24.
- Nine out of the 14 schools that participated in Telehealth had higher reading proficiency on end-of-grade tests** for students with consent, and this was also the case for math in 10 of the 14 schools.
- At 10 of the 14 schools students with consent had **fewer office discipline referrals on average** than those without consent.

## School-Based Telehealth Partners



*Our telehealth program is a game-changer for our students and families, providing quick and convenient access to quality healthcare without disrupting the school day. By connecting students with medical professionals in real-time, we help ensure that minor health concerns are addressed promptly, reducing absences, and keeping students engaged in learning. This program also offers peace of mind to our families, making healthcare more accessible and reducing the need for parents to miss work for routine medical visits. Through telehealth, we are strengthening the well-being of our school community and supporting student success. A special shout-out goes to Nurse Sherry Mize for setting such a positive tone for our students and families!*

– Dr. Johnita Readus  
Principal, Bluford Elementary School