



## CCPS Telehealth Guidelines

### **Parent/Guardian/Student and Eligible Student Initiated Telehealth Services:**

Parent/Guardian/Student and Eligible Student (if 18 years of age or older and without an appointed legal guardian) initiated telehealth services will be offered at each middle and high school in CCPS. Parents/Guardians and Eligible Students who would like to make a telehealth appointment should contact the main office at their school for scheduling procedures and availability of appointments. Due to private space and staffing limitations, availability of telehealth appointments at each school will vary. A medical release may be required to be obtained for the provider to communicate with the appropriate school staff (e.g., school counselor, nurse, etc.) for ongoing Parent/Guardian Initiated Telehealth Services; a medical release may be required for any Eligible Student Initiated Telehealth Services. While the school will provide opportunities for services, circumstances could arise that interfere with an appointment (e.g., connectivity, Evacuation, Hold, etc.) and CCPS is not responsible for rescheduling or for any associated fees charged by the provider for missed or interrupted appointments. Telehealth services are not appropriate for acute illnesses, as students who are sick should not be attending school. Following a telehealth appointment, students are expected to return to their class and re-engage in learning. In the event a student demonstrates the need for support following a telehealth appointment that interferes with their ability to re-engage in learning, they may no longer be eligible to receive telehealth services in school. In the event that a student's academic success is impacted by missed instructional time due to engagement in telehealth services, their access to telehealth services may be limited. A student shall have no more than three telehealth appointments scheduled at any time in order to give all students an opportunity to engage in telehealth services.

### ***Parent/Guardian Initiated Telehealth Services-Parent/Guardian & Student Responsibilities***

- To schedule a provider appointment as a school-based telehealth appointment, the parent/guardian will need to confirm availability of that date and time with the designated scheduler in the school at least 2 weeks (10 school days) in advance.
- The *Parent/Guardian Initiated Telehealth Services Request Form* shall be completed and submitted to the school one week (5 school days) prior to the appointment. A form is required for each telehealth appointment.
- Parents/Guardians shall provide the student with a personally owned device capable of engaging in telehealth services.
- Students must be able to independently operate their personally owned device to engage in their telehealth services unless the parent/guardian is joining the student for the telehealth appointment. CCPS will not be supporting students with the use of their devices during the telehealth appointment.
- Parents/Guardians shall check in at the front office prior to the beginning of the student's telehealth appointment. If the provider is meeting with the student privately (i.e., the parent/guardian is not present in the room with the student) during the telehealth appointment, the parent/guardian shall remain at the school for the duration of the appointment. Due to limited space and privacy concerns, the parent/guardian will likely need to wait in their vehicle during their student's telehealth appointment.
- Students are responsible for reporting to the specified location for their appointment on time and for making up schoolwork they miss during their telehealth appointment.
- Following the telehealth appointment, the student will notify their parent/guardian that the session is completed and check in with the identified staff member who will provide a pass to return to class.
- Parents/Guardians are responsible for informing the school in the event the telehealth appointment is cancelled.

### ***Eligible Student Initiated Telehealth Services- Eligible Student Responsibilities***

- To schedule a provider appointment as a school-based telehealth appointment, the Eligible Student (if 18 years of age or older and without an appointed legal guardian) will need to confirm availability of that date and time with the designated scheduler in the school at least 2 weeks (10 school days) in advance.
- The Eligible Student Initiated Telehealth Services Request Form shall be completed in consultation with the provider and submitted to the school one week (5 school days) prior to the appointment. A form is required for each telehealth appointment.
- The Eligible Student shall provide their personally owned device capable of engaging in telehealth services.
- Eligible Students must be able to independently operate their personally owned device to engage in their telehealth services.
- Eligible Students are responsible for reporting to the specified location for their appointment on time and for making up schoolwork they miss during their telehealth appointment.
- Following the telehealth appointment, the Eligible Student will check in with the identified staff member who will provide a pass to return to class.
- The Eligible Student is responsible for informing the school in the event the telehealth appointment is cancelled.

### ***Telehealth Services- School Responsibilities***

- Develop a school-based process to schedule telehealth appointments.
- Prioritize telehealth opportunities based on educational impact, frequency of use, ability to access in-person services, etc.
- Provide student with a pass on the day of their appointment so they may be excused from class to attend their telehealth appointment.
- School personnel will make reasonable efforts to maintain privacy by providing a separate space for students to engage in telehealth services.
- For eligible student telehealth appointments, staff will be located within close proximity of the student during the telehealth services in order to respond to student welfare concerns that may arise during the session.
- Staff will provide a pass for the student to return to class following the telehealth appointment.

NOTE: In the event a student demonstrates the need for support following a telehealth appointment that interferes with their ability to re-engage in learning, they may no longer be eligible to receive telehealth services in school.

### ***Agencies with an MOU or Contract with CCPS:***

CCPS continues to have MOU's and Contracts with multiple providers providing services with a focus on students receiving medial assistance. All of these services require Parent/Guardian/ Eligible Student (if 18 years of age or older and without an appointed legal guardian) consent for students to engage in medical care, including behavioral health. The primary service delivery model for these sessions is in-person. In the case of a unique circumstance where a telehealth delivery model is utilized, the school will arrange for the session to take place in a private setting using a device provided by CCPS. Established protocols relating to student safety and welfare will be followed in a parallel manner in which they are identified in the MOU or Contract with the agency, including a duty to warn school staff with regard to the welfare of the student and others.