

SSIS Health Office Handbook

Revised August 2025

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GENERAL INTRODUCTION

SSIS School Health Services are designed to protect, promote, and manage the health and safety of students and the school community.

The Health Office Handbook provides information for the members of the SSIS community to better understand how the Health Office within SSIS operates.

Roles and Responsibilities

- The **Head of School** provides educational direction to the School Leadership Team.
- The **Associate Head of School for Finance and Operations** reports to the Head of School and provides fiscal and policy direction to the Health Office.
- The **Health Office Manager** reports to the Associate Head of School -- Finance and Operations. The Health Office Manager is responsible for planning, coordinating, implementing, and evaluating school health services at SSIS. The Health Office Manager ensures that nursing care is based on prioritization of health care needs, which reduces the incidence of health-related absenteeism and eliminates or minimizes health problems that impair learning. The Health Office Manager collaborates with a wide variety of school systems and professional disciplines to enhance the educational process and promote an optimal level of wellness for students and staff.
- The **School Nurses** report to the Health Office Manager. The School Nurses will manage and coordinate the assigned school's health services program based on requirements established by school division policies, procedures, and protocols, and by local and international regulations. The School Nurses will maintain and operate the Health Office. The School Nurses is also responsible for identifying both actual and potential health problems, providing case management services, and collaborating with educators, school administrators, students, and families to ensure that students grow and develop in a healthy manner as they respond to the school environment.

HEALTH OFFICE MANAGEMENT

There are three SSIS Health Offices on campus that are staffed by five National Registered Nurses. The nurse team at SSIS may be employed through a nurse service contract with SOS or with SSIS directly. Nursing skills are based on International and Vietnamese standards.

A nurse is on campus during term time on Monday-Friday, 6:00 am - 7:30 pm and on Saturdays 8:30 am - 4:30 pm, when there is an athletic event on campus. Nurses are not on campus on national holidays. Non-sporting student activities outside of Health Office hours do not require a nurse on campus, but will be evaluated on a case-by-case basis for the level of risk and staffed accordingly.

STUDENT HEALTH RECORDS

SSIS uses electronic health records software called Magnus Health. Magnus Health follows all data protection guidelines that are in line with HIPAA, FERPA, and GDPR data protection regulations. Only authorized users have access to students' health records and have minimal access to perform their job as it pertains to each student. Please refer to the [SSIS Privacy Policy](#) that is part of the SSIS enrollment and re-enrollment contract.

SICK POLICY—WHAT TO DO IF YOUR CHILD IS ILL

- Stay home for a temperature of 37.8°C or higher
- Must remain at home until 24 hours being fever-free without taking fever-reducing medications. 24 hours starts when you stop taking medications and the fever has gone away.
- Stay home for flu-like symptoms cough, sore throat, body aches, chills, fatigue, etc. until recovered
- Stay home if having 2 or more episodes of diarrhea or vomiting
- Must remain at home until 24 hours have passed since the last episode of diarrhea or vomiting
- Please refer to the [Communicable Disease List and school exclusions](#) for specific illness information.

FEVER RETURN POLICY DEFINITION

Individuals with a fever (37.8 °C and above) must remain home until they are fever-free for a full 24 hours without fever-reducing medications.

For example:

- You have a fever at 8:00 am on Monday and take fever-reducing medication.
- You start feeling better and recheck your temperature at 4:00 pm on Tuesday.
- You do not have a fever, and you no longer need any fever-reducing medication.
- The 24-hour clock starts when the fever has gone away and you no longer need any fever-reducing medication. This is the “fever-free” period of time.
- The 24-hour period would end at 4:00 pm on Wednesday.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
FEVER STARTS AT 8:00AM AND YOU TAKE MEDICATION STAY HOME	FEVER STOPS AT 4:00PM AND YOU NO LONGER NEED MEDICATION 24 HOURS STARTS FROM NOW	STAY HOME FOR 24 HOURS AFTER FEVER HAS GONE AWAY/STOPPED WITHOUT TAKING MEDICATION	RETURN TO SCHOOL/WORK AS LONG AS SYMPTOMS ARE IMPROVING AND YOU FEEL WELL ENOUGH TO PARTICIPATE	
		4:00PM IS THE 24 HOUR END		

For any medical absence needing to be recorded please contact your child’s divisional and nursing office.

When you report an absence due to a medical reason, please state the illness and symptoms your child is experiencing.

Divisional school office email and phone:

esoffice@ssis.edu.vn (84 28) 54130901 ext: 21190,21191

msoffice@ssis.edu.vn (84 28) 54130901 ext: 12005

hsattendance@ssis.edu.vn (84 28) 54130901 ext: 33080, 33081

Divisional nursing office email and phone:

esnurse@ssis.edu.vn (84 28) 54130901 ext: 11070 (building B108)

msnurse@ssis.edu.vn (84 28) 54130901 ext: 61040 (building MS 104)

hsnurse@ssis.edu.vn (84 28) 54130901 ext: 31001 (building C106)

HEALTH SERVICES—EMERGENCY ON CAMPUS

In an emergency, the School Nurse will provide basic patient assessment and case management, First Aid and CPR, appropriate use of Automated External Defibrillator (AED), administration of oxygen, and use of immobilization equipment (splints).

For medical situations requiring care beyond basic first aid, the school nurse will serve as the primary coordinator for medical evacuations from campus to an appropriate treatment facility. The school nurse will work in collaboration with the 24-hour International SOS Assistance Center, contacting the designated center and following the case management guidance provided by International SOS. All medical evacuations will be conducted in accordance with the Medical Evacuation Response Plan (MERP) developed for SSIS by International SOS.

The School Nurse, Health Office Manager, Associate Head of School, or the Athletics and Activities Director will contact the parent/guardian of the student as soon as possible.

During a fire drill or emergency evacuation, the school nurse will follow the campus evacuation procedures.

NON-EMERGENCY HEALTH SERVICES

Nursing Care

All school nurses are National Registered Nurses and can provide basic nursing care to students on campus. This includes assessment and first aid for minor injuries, wounds, and illnesses, as well as general health education. School nurses will manage student illness or injury on campus until the student:

- returns to class, or
- is released to a parent/guardian, or
- is transferred to a medical facility for emergency care, if needed

Due to the volume of nursing office visits, parents will only be notified by phone if a student needs to be picked up or needs care at a higher-level facility. For non-urgent matters, the nurse will share the treatment note securely through Magnus Health.

If a student is cleared to return to class, the school nurse will contact the EC, KG, or Grade 1 classroom (or the Teaching Assistant directly) to arrange a chaperone back to class. For students in grades 2 - 12, the school nurse will provide a pass for the student to present to their teacher or Division Office.

Students must be assessed by a school nurse prior to departure from campus. If a school nurse assesses your child and deems it medically necessary for your child to go home or to a higher level of care, the following will apply:

1. You will be required to arrange to pick up your child within 30 minutes to 1 hour of receiving a call. This avoids any delay in your child's medical care.

2. If we are unable to reach the parent or guardian, or if your child is not picked up within 1 hour, the school nurse will call the emergency contact listed in your child's school record in PowerSchool or Magnus Health.
3. Once you or your emergency contact arrives at school, you will proceed to the divisional office to get a security pass for your child. Then proceed to the health office to pick up your child.
4. If the nurse is unable to reach the emergency contact or if it is an emergency medical situation, then the school will arrange transportation to a higher level of care and a staff member or nurse will accompany your child until you arrive.

Due to the volume of students and nurse visits, SSIS cannot keep your child in the Health Office for more than 30 minutes to one hour.

Medical Support from International SOS

International SOS offers additional medical support 24 hours a day, 7 days a week. SSIS staff, students, and parents can contact the International SOS Assistance Center for medical advice, travel or security advice, and help with booking medical appointments. International SOS can be contacted on 028 3829 8520.

Mental Health

The school nurse works closely with the SSIS psychologist and divisional counseling teams to help students manage their mental health.

International SOS offers additional mental health support through the Campus Resilience Program. SSIS staff, students, and parents can contact the International SOS Assistance Center to arrange for short-term mental health support. The Campus Resilience program entitles staff and students to five free sessions with a professional mental health counselor. Call (028) 3829 8520 to arrange for an evaluation and to set up an appointment with a mental health provider.

Any SSIS student coming to the Health Office with social/emotional concerns will be assessed, and we will follow the safeguarding flowchart. The school nurse will then notify the divisional office and the appropriate counselor.

After assessment, the student will:

- visit the counselor (the school nurse will escort the student to the Counselor Office or the Counselor will come to the Health Office)
- return to class
- call a parent to go home
- transfer to a hospital or community therapist

Medication Administration

For the safety of all students while on campus, the following medication rules apply:

- **ALL medications your child is taking during school hours must be discussed with the divisional nurse and stored in the health office.** Medications are to be brought to school by a parent or guardian and given directly to the nurse.
- The first dose of all medications must be given at home.
- **All medications brought from home must be prescribed by a medical provider.**
- **Medications must be in the original container with the name of the student, name of the medication, dosage, expiration date, and instructions for administration. If not labeled, the nurses will not administer the medication.**
- The Health Office can provide some over-the-counter medications, but only if the Authorization for Medication Administration form has been completed on Magnus Health. These medications may include antihistamines for allergies, Panadol/paracetamol for pain, strepsils for sore throat, etc.
- Students are not permitted to carry or administer their own medications at school. The only exception is emergency medications prescribed to middle or high school students, such as:
 - EpiPens, inhalers, or diabetic medications
 - Emergency medications for ES students will be stored in the nurse's office or carried by CPR/First-aid trained adults on field trips.
- All medications require a parent or guardian to fill out an [Authorization for Medication Administration \(1\).pdf](#)

If your child is in high school or middle school and chooses to carry an epi-pen or inhaler we require that a backup is left in the nursing office in the event of an emergency and your child does not have the medication with them.

Students with prescribed emergency medications must submit them to the school health office at the start of each school year and replace any expired medications before they reach their expiration date. Failure to provide the required medications will result in the student being ineligible for off-campus activities.

REQUIRED ANNUAL HEALTH CHECK-UP

Per [Circular 13-2016](#), the Ministry of Health requires all students in Vietnam to complete an annual physical exam. This is mandatory, and SSIS appreciates your support in adhering to this Ministry of Health requirement. Please print this [Physical Examination form](#) and take it to your child's annual physical exam. The form must be completed and signed by an official medical provider and uploaded into Magnus Health by the start of every new school year.

Individual Health Care Plan

If your child has specific health care needs, allergies, or chronic illness management such as, but not limited to, diabetes, asthma, epilepsy, or heart conditions, you will be required to have an Individual Health Care Plan signed and on file with the school. Students with chronic medical conditions requiring nursing support must be evaluated annually by a medical provider and have a signed emergency action plan on file prior to the student starting school. This is to ensure that the school is adequately prepared to care for your child.

Individual Health Care Plans (IHCP) are for any student who has a severe medical alert or life-threatening condition. At the beginning of each school year, a hard copy and a digital copy of a student's IHCP are given to each division office. The Division Office ensures that the relevant teachers have a copy of the student's IHCP.

[Food Allergy and Anaphylaxis Emergency Action Plan](#)

[General Seizure Emergency Action Plan](#)

[Asthma Emergency Action Plan](#)

[Diabetic Emergency Action Plan](#)

Field Trips

Each field trip requires the Health Office Manager to conduct a formal risk assessment. If needed, nursing support will be provided. All field trips must have a chaperone or coach who is CPR/first-aid certified. Nurses will provide first-aid kits to trip leaders. Any students who have emergency medications, the medication will be checked out for the trip and returned after the trip. The nurse will ensure the CPR/first-aider is trained on the use of emergency medications.

For Week Without Walls trips, SSIS works closely with International SOS to ensure your child's health and safety and provide medical support.

HEALTH SERVICES—INFECTION CONTROL

Communicable Diseases

SSIS works closely with the Vietnamese Ministry of Health, HCMC Centers for Disease Control (HCDC), and the Department of Educational Training (DoET) to prevent, report, and manage communicable diseases on campus and follow this Directive # 1209 Communicable Disease Chart to determine whether a parent needs to report a communicable disease and when your child can return to school.

COVID Policy

- If you test positive for COVID, you must notify the divisional nurse as above in the sick policy. If you are required to isolate, you are not permitted to leave your home except for medical reasons.
- Quarantine is for 5 days from the date of symptom onset, however, quarantine can end earlier if you test negative before day 5. If no testing is done, day 1 is the first day that your symptoms began. After 5 days of quarantine, you can return to school/work if no further testing is done.
- When you test negative, you must provide a photo of the negative test with the date to the divisional nurse.
- It is advisable to wear a face mask for a further 5 days upon return to campus.

Vaccination Policy

The SSIS Admissions process requires that students have routine childhood immunizations (including but not limited to measles, diphtheria, tetanus, pertussis, etc.) as well as those mandated by the Vietnamese government (e.g., Varicella).

1. The SSIS Immunization requirements are based on the [CDC's Immunization Schedule](#). Please refer to the [CDC 2025 catch-up schedule](#) and talk with your child's medical provider about any vaccines that need to be completed.
2. All students enrolling in SSIS are required to have a copy of their valid vaccination certificate or vaccination exemption. For new students, the [SSIS Immunization Form](#) must be completed and uploaded in Magnus Health. We ask that returning students update the form if they have had any new vaccinations within the last school year.
3. Any student who is not compliant with all required vaccinations will be refused access to campus until their vaccinations have been updated.
4. Parents will receive an alert from Magnus Health if their child's vaccinations are due or overdue. In reminder emails, parents will be notified that within 2 weeks that if vaccines are still due or overdue, the divisional principal will be notified access to campus may be restricted until the vaccines have been completed.

Students who do not have an immunization certificate

1. Parents must contact the family physician, or clinic where the student got vaccinated for a copy of immunization history if possible.
2. If a vaccination record can't be found, the student will be referred to a medical doctor for:
 - ❖ Immunology tests: Hepatitis A and B, MMR, Varicella - the catch-up program for these shots then will be arranged according to the test reports.
 - ❖ Catch-up program for DTP and OPV/IPV according to their age
 - Please refer to the [CDC 2025 catch-up schedule](#) and talk with your child's medical provider about any vaccines that need to be completed.

3. Students with no immunization certificate can only start school with the reports of the immunology tests and the proof showing that they have started their catch-up vaccine program.

Vaccine Exemptions

A medical exemption is acceptable when a child has a medical condition that prevents them from receiving a vaccine. If a child is exempted from meeting the immunization requirement for medical reasons, a doctor's written statement is required. The statement must include:

1. Which immunization(s) are to be exempted
2. The immunization is exempted temporarily or permanently
3. The specific nature of the medical condition(s)

Health and Safety Protocols

SSIS communicates health and safety protocols, such as good hygiene practices, to staff and students and follows government directives, CDC, WHO recommendations, and advice from International SOS to keep our campus safe.

If circumstances require, the Health Office will help to implement emergency responses to any epidemics or pandemics. SSIS will maintain or exceed health requirements and best practices to support the health and safety of the SSIS community.

HEALTH SERVICES—PREVENTION

Health Education and Training

As time permits, SSIS school nurses develop and present health promotion and health education for the students and staff. Topics may include vaccinations, healthy eating, hand hygiene, and/or communicable diseases.

The school, along with International SOS, also provides health teaching to staff, as needed. This includes training in CPR and first aid, including how to use an EpiPen and AED devices. The school also offers presentations on SSIS health and safety protocols for students, staff, and contractors.

Required Health Screenings

Per the Ministry of Health requirements, all students in Vietnam are required to have an annual physical examination by a registered medical provider. This must be completed by parents before the start of each school year. SSIS is also required to conduct an additional annual health screening at school. The screening includes height, weight, BMI, and BMI percentile. These screenings are meant to determine how the children are growing and to identify any potential issues that may affect their learning. This health screening is not considered diagnostic and does not take the place of the annual physical examination for students.

After the screening, parents will be able to view the report in Magnus Health. The school nurse will contact parents and teachers directly regarding any findings that may be of concern. Parents will be advised to consult with a physician for further assessment.

LINKS AND RESOURCES

World Health Organization <https://www.who.int/>

Vietnam Ministry of Health <https://ncov.moh.gov.vn/>

Centers for Disease Control Vietnam <https://hcdc.vn/>

Vaccine Information <https://vaccineinformation.org>

International SOS (028) 3829 8520 is available 24/7 for SSIS students

APPENDIX A

[Communicable Disease Chart/School Exclusion for Parents](#)

[Annual Physical Examination Form](#)

[Immunization History Form](#)

[Food Allergy and Anaphylaxis Emergency Action Plan](#)

[General Seizure Emergency Action Plan](#)

[Asthma Emergency Action Plan](#)

[Diabetic Emergency Action Plan](#)