

School-Based Health Centers (SBHC) provide students access to health care in a location that is safe, convenient, and accessible: their school. SBHCs are staffed by licensed professionals with the experience and expertise to deliver quality care that addresses the broad range of concerns that affect students' healthy development. The services SBHCs deliver improve the social, emotional, and behavioral health of students, as well as minimize the effects of poverty and other adverse experiences on their school success.

SBHCs provide basic physical, mental, dental or other services as needed. The health center provides services beyond the scope of the school nurse practice and is not intended to replace the school nurse. The school-based health center is required to maintain a working relationship with the physician of a child's medical home, to ensure that individual patient health plans are executed effectively and efficiently. Students can apply for ARKids First and local resources connected to the health center for students and family convenience. The intent is for the SBHC to act as a resource center for wellness and prevention.

School-based health center services are easily accessible and designed to eliminate or diminish barriers to care for students and to participation by parents or guardians.

Availability of Services

The school-based health center shall operate when school is in session a minimum of twelve hours per week with physical health provider (MD, DO, APRN or PA) on campus and:

- include some before or after school hours at least one day a week;
- to the maximum extent possible, accommodate working parents/guardians who participate in the care of their child;
- to the extent possible, prioritize students needs, especially when also serving non-students
- to the extent possible, schedule appointments that do not unnecessarily interrupt the student's classroom time; and
- hours of operation are displayed in a public location, and in multiple languages, if appropriate to the student population.

The school-based health center shall have in place telephone answering methods that notify students and parents/guardians where and how to access 24-hour back-up services when the center is not open.

The school-based health center shall provide mental health on-site and through referral arrangements that offer:

- immediate response to emergency/crisis situations (written crisis plan in place)
- urgent appointments whenever possible within the same day and no later than three calendar days after the request for service is made.

The school-based health center, in response to the cultural and language needs of the student body, shall ensure that center staff has education in cultural diversity, and that translation services, appropriate to the major school population(s), are provided by staff or interpreters in a manner that ensures confidentiality.

Enrollment and registration processes shall provide for effective collection of information regarding third-party billing resources and the identity of primary care providers. The center may not deny access to care to students based on their ability to pay. The school-based health center staff will facilitate outreach activities and enrollment to ARKids First and Medicaid.

The school-based health center shall conform with anti-discrimination laws.

The school-based health center shall provide services to students in a manner which ensures the student's and his/her family's right to privacy.

Facility

The school-based health center shall be accessible to individuals with disabilities.

The school-based health center shall have current fire and building safety certificates, and electrical/mechanical equipment shall be in safe working order.

The school-based health center staff shall have the training, supplies and equipment necessary to follow infection control practices (including environmental sanitation, cleaning and sterilization of equipment and supplies, and the disposal of hazardous and medical waste) and to comply with laws and regulations regarding reportable diseases and employee health policies.

School-based health centers who serve both students and wider populations (parents, families, community) will ensure campus security by establishing policy to separate students and non-students.

School-based health center services are delivered in accordance with professional standards and by qualified licensed and/or registered staff.

All professional staff who provide care through a school-based health center shall meet all applicable state practice requirements and have knowledge of health promotion and illness prevention strategies for children and adolescents.

If the school-based health center contracts with an outside agency or practitioner for the provision of substance abuse services, the contracted agency or practitioner shall be state certified.

The school-based health center shall ensure that staff participate in ongoing professional development programs to update and enhance their knowledge of child and adolescent health and public health.

The school-based health center shall ensure that staff are assigned responsibilities consistent with their education and experience, supervised, periodically evaluated, and trained in the policies and procedures of the organization.

School-based health center staff shall be currently trained in emergency care, including general first aid, cardiopulmonary resuscitation, and the Heimlich maneuver. The center shall have a written emergency care plan for disasters and for crisis intervention, including suicide prevention and intervention, which is consistent with the school's plan and coordinated with the community emergency response system. Staff shall be trained in implementing the plan.

The school-based health center operates according to written organizational and clinical protocols that ensure that primary care services are delivered to students in an organized manner.

The school-based health center shall operate under written administrative policies and procedures. Policies shall accurately describe the services provided. Job descriptions shall define the qualifications, responsibilities and supervision of all health center personnel.

The school-based health center's organizational structure shall include a coordinator responsible for the overall management of the health center as well as serving as a liaison with the health care entity operating the center, and sufficient support and clerical staff to carry out required administrative function.

To the maximum extent possible, the center shall bill third party insurers for covered services.

Medical services shall be provided under the medical direction of one or more designated physicians knowledgeable in child and adolescent health, public health, and school health practices.

The school-based health center shall offer a comprehensive range of primary care services. Services provided on-site shall include: Preventive health care services; mental health services; and age appropriate anticipatory guidance delivered in conjunction with the Early Periodic Screening, Diagnosis and Treatment (EPSDT) periodicity schedule; diagnosis and treatment of acute illness; and health education including injury and violence prevention.

The school-based health center develops a collaborative relationship with the student, his/her parent or guardian, the school health program, and other health care providers in the child's community.

The school-based health center shall coordinate care and the exchange of information necessary for the provision of proper health care of the student, between the school-based health centers and a student's primary care clinician or managed care organization. Written policies which recognize and support the role of the student's medical home shall address obtaining student and/or parental consent to share information regarding a student's health care.

The center shall operate in accordance with a systematic process for referring students to community-based health care providers when the center is not able to provide the services required by the student.

The school-based health center shall promote collaboration and the exchange of information related to meeting a student's health needs between the school health staff and relevant school staff and community providers. This collaboration and exchange shall be consistent with all applicable confidentiality and consent requirements.

The school-based health center will support the child's relationship with his/her medical home and physician of choice by coordinating care, actively collaborating, reducing fragmentation and preventing duplication of services.

The school-based health center shall obtain consent for treatment. Written protocols shall:

- require the written permission of a parent/guardian, except where minors are authorized by law to provide consent
- establish a timeframe for renewing written permission
- documentation of service refusal.

The school-based health center and the sponsoring agency will establish and participate in a community advisory board to assist the center in the integration of services with the community resources and to advise the school based health center on policy and program matters. The board will at a minimum include: the center staff, the school nurse, a school administrator, students, parents, a community physician, local public health and social service representatives, mental health and substance abuse personnel, and other individuals in the community involved with youth, health and education. The district wellness committee may serve as this board with the appropriate representation.

The school-based health center develops and implements a quality management system that monitors and evaluates the appropriateness, effectiveness and accessibility of the services provided.

The school-based health center shall participate in systems to evaluate the processes and outcomes of the care delivered at the center and improve the center operation based on the findings.

Regardless of funding type, the school-based health center shall collect and report data and participate in census requests from the state and national alliances.

The school-based health center establishes a record keeping system that provides for consistency, confidentiality, and security of records in documenting significant student health information and the delivery of health care services.

The school-based health center shall develop policies and procedures regarding the security and confidentiality of records.

If the school-based health center is closed during school and summer vacations, the center shall transfer student health center records to the agency operating the center within an established timeframe that ensures continuity of care.

The school-based health center shall maintain records and copies of records in a secure manner that protects them from unauthorized use. The center shall develop policies for identifying who shall have access to records. Center records shall be maintained separately from school records and are in no way a part of the school records.

When the school-based health center is contracted to deliver a school service (e.g. special education, health screenings, etc.) to all eligible students the records of that service shall be incorporated into the student's The center shall assure timely access to the comprehensive record by those with the need to know. The transfer of information shall be consistent with all applicable consent and confidentiality requirements.

School-based health centers are organized with regard to family, school, community and sponsoring agency/health provider relationships.

The Student's Family

School-based health center providers shall make every effort to involve the student's family as age appropriate and with consent as necessary, in regard to care of the student.

School-based health centers should ensure confidentiality in the sharing of medical information under state and federal laws including HIPAA, FERPA, and Minor Consent as defined by Arkansas law. The health center should annually inform (in writing) enrolled students and their parents/guardians of their rights and responsibilities regarding: confidentiality, privacy, safety and security, informed consent, release of information, financial responsibility, minor consent laws and sensitive services in Arkansas.

The School

The school-based health center is integrated into the school environment and both are committed to operating with mutual respect and a spirit of collaboration. The health center cooperates both formally through a memorandum of understanding (MOU) and informally with the school administration, faculty and provider.

School-based health center staff are encouraged to participate in school efforts, such as health fairs, classroom presentations and special events.

The Community

The school-based health center recognizes that it functions within the community and will collaborate to maximize use of local resources.

Organization and Function

The school-based health center will operate according to established Memorandum of Agreements between the school and partnering health service provider which reflect clear lines of authority for the administration of the SBHC, as well as the roles of the partnering agency, other agencies with whom the center contracts for services, the SBHC and the school.

School-based health centers offer services in addition to medical and mental health as appropriate to the needs and culture of the community and school.

School-based health centers will assess the school, community, and local providers to determine which, if any, supplemental health care services are valuable and appropriate to offer through the SBHCs.

School-based health centers will take note of medically underserved areas for various health care needs and will work to create partnerships that will lead to a greater access to care.

The school-based health center may provide or facilitate dental, optometric, nutritional, prevention education and other services. All services provided will be coordinated by the SBHC and will follow applicable state practice requirements.

The school-based health center may utilize telemedicine services as a part of its comprehensive delivery of health care services. Telemedicine services will be offered in accordance with state legislation and standards.

References

American Academy of Pediatrics. Committee on School Health. School health centers and other integrated school health services. *Pediatrics*. 2001;107(1):198-201.

Arkansas Department of Education. School Health Services.
<http://www.arkansased.gov/divisions/learning-services/school-health-services>

Colorado Department of Public Health and Environment. Quality Standards for Colorado School-Based Health Centers, October 2009:5-18

National Assembly on School-Based Health Care. Partners in access: school-based health centers and Medicaid. Washington, DC: Author, 2001.

School-Based Health Alliance. Common characteristics of school based health centers. Washington, DC: Author, 2013.

School-Based Health Alliance. About School-Based Health Centers.
<http://www.sbh4all.org/school-health-care/aboutsbhcs/#sthash.dTUtKp9D.dpuf>