



Did you know?

School staff can request a virtual visit when a student or staff member isn't feeling well during the school day. You can also request a visit in advance for minor, non-contagious conditions.

Step 1

Determine appropriateness for virtual visit

Atrium Health Levine Children's is here and ready to care for your child. We provide virtual care for a variety of conditions, including:

- Allergies
- Asthma
- Colds
- Cough
- Ear pain
- Fever
- Flu symptoms
- Head lice
- Headache
- Pink eye
- Rash
- Sore throat
- Stomachache
- Urinary tract infection

Step 2

Offer a visit

Contact parents or legal guardians to notify them of their child's illness. When notifying parents, offer a school-based virtual visit.

"Hi, this is (staff member name) calling from (school). (Student's name) isn't feeling well today. Did you know that (student name) can see a doctor without leaving school? You can also join by video or phone call. Would you like for me to set up an appointment?"

If Yes: "OK, I'll request a visit now. An Atrium Health teammate will be calling you from 844-563-5268. Please answer the call so they can coordinate the visit."

Step 3

Request a visit

1. Complete the Atrium Health Virtual Care Referral Form and give it to the telepresenter when they arrive.
2. If available, provide a copy of the enrollment form.

Frequently Asked Questions

What is school-based virtual care?

Our program provides care for minor conditions through video visits, including a virtual examination, using special technology. We provide treatment for minor non-emergent conditions, similar to what you'd go to an urgent care for.

How do I request a visit?

Students can request a video visit at a participating location by telling an on-site leader – like a school nurse – when they aren't feeling well. A parent or guardian can also request a visit for their child in advance, if the condition is minor and not contagious.

Can you prescribe medications?

Yes. If the provider decides a prescription is necessary, they'll send to your preferred pharmacy.

How much does a school-based virtual visit cost?

Most insurance plans, including Medicaid, cover virtual care. Depending on your insurance plan, you may be responsible for copays and deductibles for these services. If your family does not have insurance, financial assistance may be available.

What if the student has a primary care provider?

Your students can use our services, even if they have a primary care provider. Our services do not replace the role of a primary care provider in your child's medical care.

Why are you offering school-based virtual care?

We know it is oftentimes difficult to leave work or home during the school day. By using new technology, we can diagnose and treat many minor pediatric conditions without scheduling an appointment or leaving home or other daily activities.

Can the student stay at school?

If the condition is minor and not contagious, a child may remain at school.

Will you treat a student if a parent is unable to be contacted?

We obtain consent for treatment prior to each virtual visit. If a parent, legal guardian or designee are unable to be reached, we will not proceed with a school-based virtual visit.

Request a visit: complete the AH Virtual Care Referral Form and contact the Telepresenter Team via this link or QR code:

<https://forms.office.com/r/WqyivVmgttSBVCREQUEST>

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SBVC Request Form

