



**Office of Health Services**

805 12<sup>th</sup> Street, Alamogordo, NM 88310

## Telehealth FAQs

APS Telehealth gives families the opportunity to get the needed healthcare and stay in school and parents at work whenever possible. The APS Health Services team is happy to assist families in providing Telehealth appointments through state-of-the-art technology to keep our students happy, healthy and educated.

When a student has a qualifying condition and parent permission is in place, the health services staff will contact the parent to determine if they wish to have a telehealth appointment. If yes, Champion Urgent Care is contacted, and the appointment is set.

**Q:** Does the parent have to be present at the appointment?

**A:** Yes, a parent or their designee must be present either at the school or on the phone for the appointment. If they are unable to attend the appointment will be canceled.

**Q:** Will I be charged?

**A:** You will be charged as if you were at Urgent Care, in person. Your insurance will be billed, and copays will apply. There will be no additional costs for APS services.

**Q:** Can I bring my child to school for an appointment, if they are sick?

**A:** No, if your child has symptoms that prevent them from staying at school, they need to stay home. Any child that has the symptoms below will be sent home without an appointment.

- Fever above 100F (must be fever free for 24 hr. before returning, without fever reducing medications)
- Vomiting (witnessed)
- Diarrhea (observed)
- Suspected Fracture
- Serious Injury
- Communicable Disease
- High/low blood sugar, insulin reaction
- At the discretion of the school nurse

The purpose of telehealth in the schools is to keep those students in school that may be able to stay for concerns such as sore throat, rash, earache, wound mgmt., stomachache/no fever...

**Q:** Is this available at all APS schools?

**A:** Yes, we were fortunate to get a grant that allowed APS to have telehealth units for all of our schools.

**Q:** Is this a school-based health center?

**A:** No, we do not have a school-based health center in Alamogordo Public Schools. A school-based health center (SBHC) is when a medical provider offers services within the school on one campus. They are run by entities outside of the school district and have various rules and regulations.

APS does have Telehealth, the first of its kind in New Mexico, it is not as comprehensive as a SBHC. There are no treatments or procedures done onsite. Parents or their designee must be present onsite or on the phone for an appointment to occur. APS RN's may do a strep, covid, flu or RSV swab based on parent permission and physician orders.

The technology allows the school RN to use vital machines, otoscopes, dermascopes, and stethoscopes with cameras, allowing the medical provider to see in the student's ear, nose, throat or at rashes to determine a diagnosis.

**Q:** Is this available at all APS schools?

**A:** Yes, we were fortunate to get a grant that allowed APS to have telehealth units for all of our schools.

**Q:** What if I don't have insurance?

**A:** Please contact our hope team: [hope@alamogordoschools.org](mailto:hope@alamogordoschools.org) and we can assist you in getting Medicaid, if eligible.

**Q:** What happens if my child is cleared by the telehealth provider?

**A:** If your child feels okay and they are not contagious, they can return to class and you can stay or return to work or home.

Additional information can be found on the Alamogordo Public Schools website at: <https://www.alamogordoschools.org/district/departments/health-services/telehealth.stml>

