**Letter to Parents**

Dear Parents:

[District/School] is pleased to announce the launch of a new initiative to increase access to behavioral health care for our students. Times are tough and young people face unique challenges to living their healthiest, happiest lives. With help and grant funding from the Ohio Department of Development's office of BroadbandOhio, we are expanding telehealth services at school so our children can get the care and support they need, when they need it, in a safe and convenient environment.

The benefits of telehealth include:

* **It’s affordable and convenient.** Families can access this service regardless of your health insurance. And since students won’t need to leave school for a doctor visit, both parents and children will enjoy the flexibility telehealth provides.
* **It’s discrete and confidential.** Students and parents will enjoy the same level of privacy, personalized care, and confidentiality they experience at a traditional doctor's office, but in a much more convenient, virtual format.
* **It’s reassuring and effective.** Parents can rest assured knowing your children are receiving the highest quality of care, and students will gain confidence knowing support is just an email or phone call away.
* **It meets children where they are.** It connects students to the care and support they need while keeping them in the community and school they know and trust. Plus, children are already comfortable communicating virtually, making telehealth a familiar and empowering experience.

[Our district’s/school’s] telehealth program is not intended to take the place of your family’s primary care physician or other health care professionals. It is an additional option available for students while they are at school.

Please see the next page for details about how our telehealth program works. I hope this opportunity will help our students thrive in school and beyond. Please contact me with any questions.

Sincerely,

**Here’s how the telehealth program works:**

1. When a student arrives at the school clinic, school personnel will determine the need for a telehealth appointment.
2. If a visit is needed, the school nurse will contact the student’s parent/guardian to inquire about their desire/approval for a telehealth visit.
3. If the parent/guardian approves, the school nurse will contact the telehealth provider and begin the process to start the appointment.
4. The parent/guardian will receive an intake packet for completion, which includes the consent for service and release of information.
5. Once the intake packet is completed, an assessment appointment including the parent/guardian is scheduled. A treatment plan is then developed for the student and approved by the parent/guardian.
6. The telehealth provider then schedules ongoing treatment with the student, as needed.
7. During telehealth sessions, a district representative will assist the student with the technology to ensure quality interaction between the student and service provider.
8. Once the appointment is over, the provider will let the district representative know when the student is able to return to class.
9. After the visit, the provider will follow up with the student’s parent/guardian to provide an after-visit summary.
10. The provider will coordinate follow-up care, or ongoing treatment with the district representative and parents/guardians.