

HELPFUL HINTS

QUESTION	ANSWER
How to find the Fax Cover Sheet	Valley Children's Healthcare website
How does the school nurse know where to fax the request	Clinic Numbers on the Fax Cover Sheet
When can the school nurse expect to receive the completed school order(s)	Within 5 business days
How will the school nurse receive the order	Faxed from Valley Children's Healthcare or directly from the family
If the school nurse has a question regarding the order, what should they do	Call the Clinic (Phone numbers located on the Fax Cover Sheet)
Will the school nurse need to include previous orders?	Yes, until further notice.
Where will clinic nurse find the request	In the Admin/Phone Messages- Signed Letters & Forms Athena inbox. It will be labeled "School Form"
If the clinic nurse has a question about the request, what should they do	Call the phone number listed on the fax cover sheet
Where will the clinic nurse save the completed school order	It will be automatically saved as a new order group in the encounter and in clinical documents section as a letter.
Is a ROI required in order to obtain a school order or communicate with the clinic nurse?	<p>Valley Children's Healthcare does not need a ROI for orders related to the direct care/treatment which occurs during school hours.</p> <p>The ROI will be needed for any requests that are outside of these parameters (i.e. camp, after school sports, general medical record information).</p> <p>School Nurse will still need to obtain a signed ROI, from the family, in order to communicate with Valley Children's Healthcare, as defined under the Family Educational Rights and Privacy Act (FERPA).</p>
FAQ: Order Details	
Does an order require Physician Signature?	No; any Medical Provider can sign an order (NP, PA, MD/DO)
What orders can be authorized by a parent?	<p>Sunscreen</p> <p>Milk substitute</p> <p>Hats</p>
Where will the school nurse find protocols?	<ol style="list-style-type: none"> 1. Education Code/Board Policy 2. Green Book 3. Provider
Who does the clinic nurse contact if things change in their clinic (ex. Fax number, Fax cover sheet updates)	Practice Manager
Who does the school nurse contact if things change at their school (ex. Fax number)	School District Administrator to contact Alissa at AVillard@valleychildrens.org