



DAY-IN-THE LIFE OF A PARENT/GUARDIAN CONSENTING TO HAZEL HEALTH SERVICES

1 The parent/guardian signs up for Hazel Health services through HISD at houstonisd.org/telehealth

2 The parent/guardian enters their cell phone number to create an account.

They then receive a code in a text message that they need to enter on the Hazel Health screen to verify their account.

Create Account

To discuss your child's health concerns with a doctor or view past visits, create a Hazel account using a phone number that can receive text messages

Phone Number

Your number will only be used for communication with Hazel

Create Account

Enter the code you received in a text message

Code

Didn't receive a code? [Resend Code](#)

3 The parent/guardian adds their student's information, including their Student ID.

If the parent/guardian does not know their student's Student ID they should contact their student's school.

Add a Child

You can add any of your children that are in schools with Hazel health centers. Please provide your child's district, student id number, and birthdate.

SEARCH DISTRICTS
None

Student ID

Child's Birthdate

Month Day Year

Next

4 The parent/guardian fills out the first part of the consent form, which includes additional information about their child, existing allergies and health concerns, and what over-the-counter medication the provider can prescribe the student at school.

YES	NO	
<input type="checkbox"/>	<input type="checkbox"/>	Tylenol™ / Acetaminophen (pain, fever)
<input type="checkbox"/>	<input type="checkbox"/>	Advil™ / Motrin™ / Ibuprofen (pain, fever)
<input type="checkbox"/>	<input type="checkbox"/>	Children's Pepto™ / Calcium Carbonate (upset stomach)

5 The consent form asks the parent/guardian to enter their student's primary care provider (if they have one) and their insurance information.

Parents/guardians can rest assured knowing that they can use Hazel Health services at no out-of-pocket cost even if they are uninsured.

INSURANCE CARD, if COVERED



Any student can use Hazel Health services regardless of their immigration status or health insurance.

6 The parent/guardian enters the information for themselves, including their phone number, and reads and signs the authorization and privacy policy.

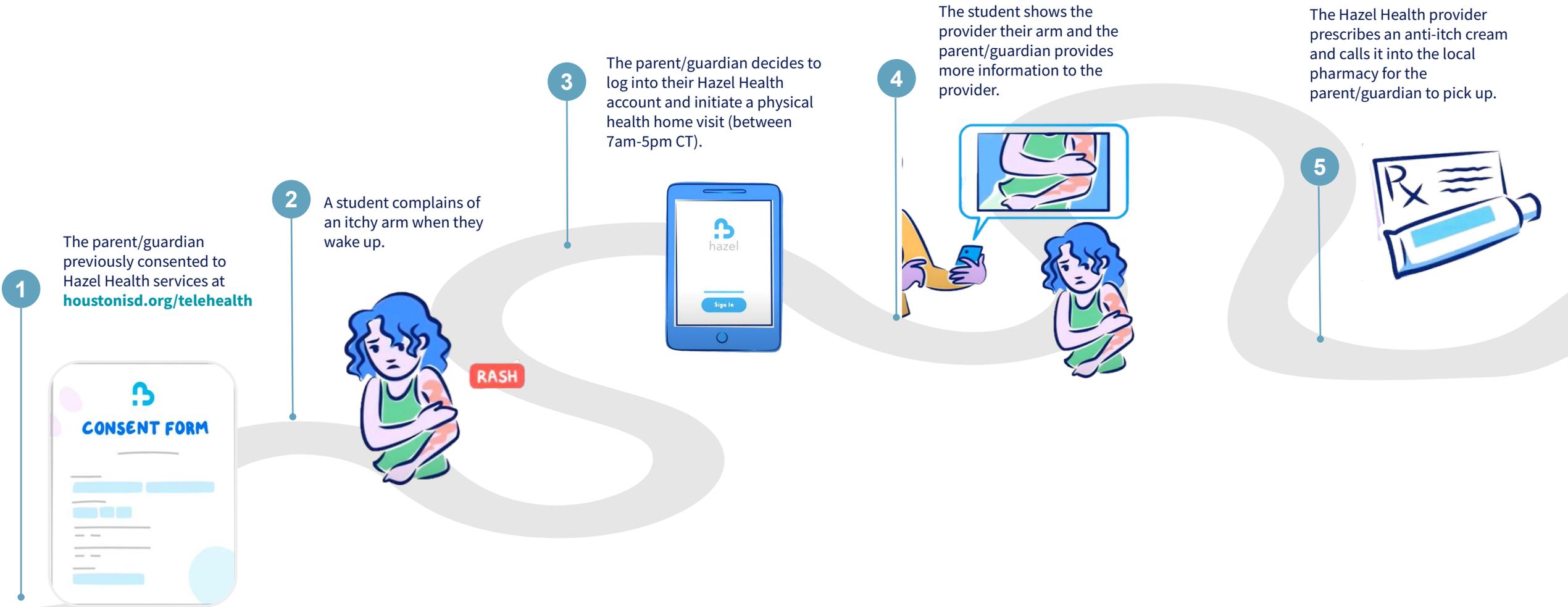


7 The parent/guardian now knows that their student can participate in telehealth when they need it, and that they will receive a report each time their student receives physical health telehealth services at school.

A parent/guardian will be contacted by a Hazel Health Family Resource Manager before their student is signed up for teletherapy services at school.



All student health information will stay confidential and compliant with the Health Insurance Portability and Accountability Act. Nurses and counselors will be able to look up whether that student has successfully enrolled with Hazel Health, but will not receive any details about that students' health information without your permission. Student information is stored on Hazel Health's highly secure, fully encrypted digital records platform.



DAY-IN-THE LIFE OF A STUDENT PARTICIPATING IN AN AT-SCHOOL PHYSICAL HEALTH VISIT

1 A student visits the nurse complaining of a cough.

Note: If an on-site clinic is available, the nurse should utilize the on-site clinic as appropriate. If the on-site clinic is determined to not be appropriate for the student, the nurse should proceed with the following Hazel Health steps.



The nurse confirms the student has consent on file to use Hazel Health Services.



3 The nurse pulls out the Hazel Health iPad and initiates an on-demand Hazel Health visit. The nurse inputs the student's height, weight, temperature and blood oxygen level for the provider.



4 The student waits just a few minutes for the provider to join. The provider speaks with the student for a few minutes and prescribes cough medicine (that the parent/guardian previously consented to).



The nurse walks over to the iPad to confirm the diagnosis (cough) and if OTC medications were prescribed.

The iPad shows the name of the medication, what the bottle looks like, the amount that should be given, and where on the cart it can be found.



6 The nurse unlocks the cart, provides the student with cough medicine and a glass of water, and relocks the cart.



7 The nurse indicates on the iPad that they have administered the medication and sends the student back to class.



8 A follow-up discharge summary is automatically sent to the parent/guardian and the nurse.



Note: If an on-site clinic is available, the nurse should utilize the on-site clinic as appropriate for follow-up.



DAY-IN-THE LIFE OF A STUDENT USING MENTAL HEALTH (HEART) SERVICES

The counselor determines a student is a good candidate to participate in teletherapy with Hazel Health and confirms that the student has a consent form on file.

1



The counselor logs into their Hazel Health account and completes the referral form for the student. The referral form takes about 15 minutes.

2



During the behavioral assessment, a Hazel Health therapist gets to know a student's concerns, situation, and symptoms. This session happens in a private space at home.

4

The parent/guardian chooses whether they would like the student to participate in sessions at school or at home. This parent/guardian selects for them to occur at school.



A Hazel Health Family Resource Manager connects with the student's parent/guardian to confirm they want to opt-in and schedules an intake session/behavioral assessment.

3



FAMILY RESOURCE MANAGER

The counselor checks their schedule and reminds themselves that the student's first session begins today.

5

The counselor retrieves the student from class 5 minutes before their session starts and takes them to a private area.



The counselor starts the session. If needed, the counselor provides the student with headphones and begins the session. The counselor stays within the line of sight for the duration of the session.

6

When the session ends, the counselor walks the student back to their classroom.

LOCATE TODAY'S APPOINTMENT



CLICK "JOIN VISIT"



After approximately six sessions, the student, parent/guardian and therapist review the progress they have made. For further support, a Hazel Health Family Resource Manager can share options for a local provider.

7



LOCAL PROVIDER

Image Source: Hazel Health