DRAFT – 5/23/00

Appendix 11

New York State School-Based Health Center Clinical Integration Protocols

Introduction

The School-Based Health Center Clinical Integration Protocols provide guidelines for those instances where a student enrolled in a SBHC has an outside primary care provider. The purpose of these protocols is to strengthen the services of the school-based health center (SBHC) and the primary care provider (PCP) by developing appropriate linkages, ensuring that the student receives comprehensive health care, and coordinating the delivery of care in a way that will minimize duplication of services. These Clinical Integration Protocols were based on the recommendations from a Clinical Integration Workgroup, composed of representatives from SBHCs, managed care plans, and state agencies.

General Principles

The SBHC and the (PCP) should have an understanding and mutual agreement concerning the following general principles. They both:

- Will share appropriate information, including assessments and recommendations.
- Will cooperate to ensure that up-to-date services have been provided for the student, including chronic disease assessments and compliance with EPSDT standards (current physical exams, immunizations and screenings).
- Recognize that the PCP is ultimately responsible for the health of the student.
- Educate the family/student on the roles of the SBHC and the PCP in the delivery of the student's health care, including how to obtain care with the PCP when SBHC is closed.
- Recognize that SBHCs are in a unique position to provide health services for hard to reach children/youth. The SBHC role is to act as a "specialist" for those hard to reach populations by providing activities/services that: 1) attempt to move the child back into the mainstream health care system; 2) address unique barriers in accessing care; 3) when needed, provide assessments and direct health care services; and 4) provide early identification of conditions that need intervention (case finding).
- Collaborate to provide the student/family with any necessary information, education and/or counseling that would support ongoing services.
- Will agree to communication, coordination and mutual agreement for chronic conditions that require ongoing services.

- Communicate to determine if a treatment plan is in place and if its content is appropriate.
- Set up mechanisms for the confidential transfer of information including obtaining appropriate consent for sharing information and follow current NYS laws/regulations on confidentiality for children and adolescents in the transfer of this information.

Assessment

SHBC

- Contacts a child's designated PCP upon enrollment into the SBHC, informs the PCP that the child has enrolled, and requests a copy of the most current physical exam and history including assessment of any chronic conditions.

- Performs a full history, physical exam, and assessment of any chronic conditions if the requested records are not received from the PCP in a timely fashion.

- Assesses a child presenting to a SBHC with acute care needs following established standards of care and triage protocols for stabilization, transfer/referral and indicated treatment.

PCP

- When notified by a SBHC that a child has enrolled, provides a record of the most current physical assessment, history and assessment of chronic conditions.

- Has primary responsibility for:
    1. Ensuring that a child's health care is in compliance with EPSDT standards;
    2. Providing for assessments; and
    3. Determining the child's need for all medically necessary health and behavioral health services.

- May delegate responsibilities to the SBHC, including performing physicals and assessing chronic conditions, and acting as the primary care therapist for mental health services.

Urgent Care

SBHC

- Provides services for urgent conditions and notifies the PCP of conditions that need immediate attention, further evaluation or follow-up.

PCP

- Assumes responsibility for evaluation, referrals and follow-up for conditions identified by the SHBC and keeps the SBHC informed to the status/outcome.

Emergent Care

SBHC

- Assess, stabilizes and/or treats, and transfers the child as appropriate. Notifies the PCP within 24 hours of emergency services.

- In an emergency situation, follows established triage protocols, stabilizes the child, provides indicated treatment and transfers the child to the ER, if indicated. Notifies PCP and parent.

- In a mental health emergency, assess and refers the child to the emergency room or a regionally approved mental health facility capable of handling such emergencies. Notifies PCP and parents.

- Provides follow-up as delegated by PCP.

PCP

- Assumes responsibility for evaluation, referrals and follow-up for conditions identified by the SHBC and keeps the SBHC informed to the status/outcome.

- May delegate the follow-up to SBHC.

Laboratory, X-ray, Inpatient Service Referrals and Pharmacy

SBHC

- Assumes responsibility for all services performed on-site at the SBHC that are deemed necessary as part of health supervision activities.

- Communicates the need for off-site services to the PCP including the need for extended mental health treatment.

- May prescribe medications within the treatment plan.

PCP

- Assumes responsibility for evaluation, referrals and follow-up for potential conditions identified and communicated by the SBHC and keeps the SBHC informed as to the status/outcome.

- Recognizes the SBHC provider's prescriptions.

Specialty Care

SBHC

- Communicates and discusses with the PCP the need for specialty services and referrals.

- May make recommendations but not a referral, except in an emergency.

PCP

- Receives and evaluates SBHC recommendations for specialty care.

- Discusses recommendation for referral with the SBHC.

- Keeps the SBHC informed as to the status/outcome of the referral and provides them with information on the consult and on-going care.

Ongoing Services and Follow-up Visits

SBHC

- Coordinates the treatment of chronic conditions with the PCP as appropriate.

PCP

- Has primary responsibility for determining the need for ongoing services and follow up visits and providing these services and communicating with the SBHC.

- Assumes responsibility for evaluation, referral services and the child's treatment plan

Case Management Coordination of Services

SBHC

- Identifies enrollees who would benefit from more intensive case management and notifies the PCP.

- May provide a component of a health and behavioral health case management plan and coordinates the social support services that can be provided by the SBHC, the school, and/or community based resources.

PCP

- PCP has primary responsibility for coordinating health and behavioral health services.

- May involve the SBHC as appropriate.

Communication

Both

- Will communicate using the method most appropriate for the clinical significance of the information to be shared (i.e., phone, FAX, or mail).

- Will communicate in a time period appropriate for the clinical significance of the information to be shared, but within the time periods indicated below.

SBHC

- Provides notification that a student has enrolled in the SBHC and requests health information for the child, including the most recent physical exam, history and current treatment plan (within first month of enrollment).

- Shares routine care information for those visits with clinical significance needing follow-up or for changes in a treatment plan (within 48 hours).

- Provides information relating to a request for a non-urgent referral for such services as specialty care, laboratory services, pharmacy prescriptions, and mental health services (within one week or for an urgent referral within 48 hours).

- Communicates the identification of a non-emergency condition needing follow-up (within one week and the identification of a potentially serious condition needing immediate evaluation/follow-up including mental health services (within 48 hours).

- Notifies the PCP of the provision of any urgent/emergent services (within 48 hours).

PCP

- Responds to a SBHC request for a health care record for a newly enrolled student (within one week). Information shared should include a copy of the most recent exam progress notes, a problem list, immunization record, and an existing treatment plan.

- Provides the SBHC with names, telephone and fax numbers of the PCP.

- Provides a treatment plan that identifies the SBHC role in providing related services (within one week).

- Provides notification of any changes in the student's health status or treatment plan (within one week).

- Provides information on the results of referrals, follow-up care, and emergency and urgent services (within one week).

Taimi\clinical protocols\5-23-00

Return