



Wolfson Children's School-Based Health Center



School-Based Health Center Frequently Asked Questions

Why create a School-Based Health Center (SBHC)?

Many children in northeast Florida are not getting the health care they need. The number of children who are seen in local hospitals and emergency centers tells us that too many lack the primary medical care they need to prevent serious health issues. These health issues can impact children's ability to perform their best at school. We searched for a proven model of care that could grow to serve more and more children over time – and the model we found that best fit the needs of the community is the School-Based Health Center (SBHC), offering a convenient way for children to get a range of quality health care services in a location that is easily accessible – on school campus. In the 2017/2018 school year, the first Wolfson Children's SBHCs opened in Jean Ribault Middle and High Schools.

Who is behind the SBHC?

Wolfson Children's SBHC is a collaboration between Wolfson Children's Hospital, Duval County Public Schools, the Duval County Department of Health, Sulzbacher Center, Agape Community Health, Full Service Schools, and UF Health Jacksonville. These organizations have partnered together to ensure that all children can have easy access to health care — not only when they're sick, but for preventive services as well.

Does this mean there is a doctor located on the school campus?

Yes, a doctor and more. Our Wolfson Children's SBHC staff includes two dedicated full-time Licensed Practical Nurses (LPNs), a full-time medical assistant (MA) and a full-time Nurse Practitioner (NP) under the direction of a local Pediatrician.

What services are provided at the SBHC and who can use them?

Our SBHC services range from basic school health to full pediatric care. All services are provided under the direction of our dedicated Pediatrician and full-time Nurse Practitioner. In addition to providing the required health services offered in Jean Ribault Middle and High Schools, our Licensed Practical Nurses assist our Nurse Practitioner to provide the additional pediatric services now offered at these schools. For students enrolled in our pediatric care program, our Nurse Practitioner rotates between the Middle School and the High School to see patients. Parent or guardian consent is required for these services. Patients from these schools, as well as any child living in the community under age 21, can also be seen in the Ribault Family Resource Center by our Pediatrician.

What do I need to do for my child to receive SBHC services?

All students whose parents have signed the “Emergency Contact and Authorization for Release Form” from Duval County Public Schools have access to the basic school health services provided by the LPNs. In order for a student to receive full pediatric care services, a parent or guardian must fill out and sign a “SBHC Consent Form,” which is available at each school, in the Ribault Family Resource Center, or downloaded here. If a student seeking care does not have a SBHC Consent Form on file, SBHC staff will call the student’s parent or guardian to obtain verbal consent for the first visit only. Afterward, a signed SBHC Consent Form is required.

What does it cost to use SBHC services?

There is no fee for students who are receiving the basic school health services. For students enrolled for our pediatric care services, the SBHC may bill the student’s health insurance for services provided. If your insurance plan requires co-pays, these will be billed to the parent or guardian. All the money collected will be applied towards SBHC expenses. For children who do not have insurance, we offer a sliding-fee, income-based discount. Our staff is available to assist families in enrolling in insurance through Florida KidCare.

Are walk-ins accepted? How can I make an appointment?

For children enrolled for our pediatric care services, walk-ins are accepted during the day for sick visits. If a child is too sick to attend school and the parent would like him or her to be seen by the SBHC staff, parents should call 904.924.1624 to arrange for a same day or next day appointment.

Can a child receive SBHC primary care services without a parent present?

While we encourage parents/guardians to attend appointments with their child, students with a signed parental consent form on file can receive services without a parent or guardian present. The consent form can be picked up from the health center, or can be found on our website at schoolhealthjax.com. The health center staff will make every effort to communicate the services and health education their child received. Please note that the State of Florida allows minors to receive certain health services without parental permission, such as testing or treatment for Sexually Transmitted Diseases (STDs) or pregnancy. SBHC staff will strongly encourage children who receive those services to talk with their parents and involve them in their healthcare decisions.

What if my child is sick and the school is closed?

Your child can receive health services in the Ribault Family Resource Center, which is open year-round, except on certain federal holidays.

Who has access to my child’s medical records?

All medical records are confidential and only the staff of the SBHC will have access to these records – DCPS teachers and staff will not have access to these medical records. The SBHC staff will send your child’s medical records to other providers for referrals if requested and if your child has a signed SBHC Consent Form on file.

What if I already have a pediatrician?

If your child already has a pediatrician, he/she can still receive the basic school health services offered in all schools. If your child does not have a regular pediatrician, or if you are considering changing pediatricians, the SBHC would be happy to become your child’s provider. Please complete the SBHC consent form available in the schools and at the Family Resource Center — the form can also be downloaded here. Our staff can guide you through the process to change your provider with your insurance company.