



S U M M E R

# HEALTH HOTLINE

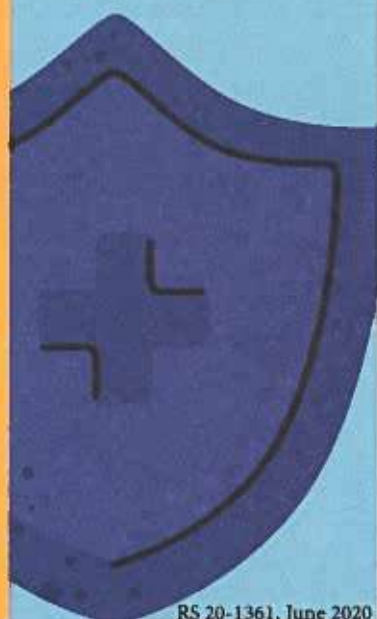
FOR  
HAWAI'I DOE STUDENTS

# (844) 436-3888

TOLL FREE

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**NO COST**  
**health advice & telehealth**  
**appointments with**  
**Hawai'i Keiki nurses**



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## **TELEHEALTH HOTLINE**

Telehealth allows our families to meet with a healthcare provider outside of the traditional in-person visit using technology like mobile phones, tablets, and computers. Telehealth services may be provided through audio, text messaging, or video conferencing software. Using telehealth allows families to talk to a health professional while staying home and practicing social distancing. Telehealth can improve health care access, decrease the risk of adverse health outcomes, provide quality care that would normally be provided in the health room, and provides access for all students of HIDOE regardless of location.

Students and families can call the Hawaii Keiki Telehealth hotline from anywhere. HIDOE students and families who call the hotline will speak with an HK registered nurse (RN) or nurse practitioner (APRN). The nurse will perform a basic triage assessment over the phone regarding the caller's health concern or question about their child. The caller may receive basic health advice or information and, with parental consent, the student may be scheduled for a telehealth visit with an HK nurse practitioner. Nurses staffing the hotline have been working in schools statewide and are familiar with many families and students. Families may request to make an appointment with a specific HK nurse practitioner. Students will be referred to the appropriate medical and/or mental health care and can connect students with other service providers such as HIDOE support staff such counselors, social workers, behavioral health specialists, or other medical referrals.

HIDOE students information will be kept in the Health Office Anywhere (HOA) which is HIDOE's school-based electronic health record. HOA keeps a record of visits to the health room, immunizations, required screenings like hearing and vision. It is HIPAA and FERPA compliant. Additionally, the HK nurses document telephone visits and telehealth visits in a medical record system known as Epic. Epic allows the nurse practitioners to communicate with your child's regular doctor.

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