



SchoolCare for Parents and Guardians: Frequently Asked Questions





FREQUENTLY ASKED QUESTIONS

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What is SchoolCare?

SchoolCare is a comprehensive digital health suite for K-12 schools. We help school nurses deliver care, keep students safe and connect with parents. By increasing efficiency in school health offices, we allow nurses to send students back to the classroom as quickly as possible, allowing them to maximize their learning time.

How will this affect me?

As an official partner of your child's school district, SchoolCare takes the registration forms that your district uses and digitizes them so you can fill them out online. You will not be asked to provide any information that your school has not asked for before.

SchoolCare also connects parents to school nurses to inform you of what's happening with your child's health.

This helps parents in multiple ways:

- No need to fill out each form every year; once information is on SchoolCare, you can just update the parts that change from year-to-year.
- Receive notifications from the school nurse to ensure that you know what happens with your child's health at school, when it happens.
- Securely share health information with schools, sports teams, camps and daycare programs, as well as add or remove access to these records in real time.
- Access your family's health information online from anywhere, anytime.



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Who has access to this information?

SchoolCare is a digital implementation of the school's previous health information system. Access to various pieces of information will be restricted to the same people who previously had access. Therefore, if your district's teachers had access to allergy information and emergency contacts, they will be granted that same permission through SchoolCare.

Permissions are granted on a role-by-role basis. School nurses will have access to all health information on file, while administrators, teachers and coaches will be granted information based on what they need to know as determined by your school district.

You can contact us at support@schoolcare.com to remove access from anyone at any time. If your child leaves the school district, you can request to deactivate your SchoolCare account at that time.

Is SchoolCare HIPAA compliant?

Yes. Our systems are both HIPAA and FERPA compliant. You can read the full details of our privacy policies [online](#).

At a glance, HIPAA gives individuals the rights to access their health information, make sure that it is correct, and know who has seen it. You can read more about HIPAA and electronic medical records on the US Department of Health and Human Services site [here](#).

FERPA grants parents the right to access their child's educational records (including all information on SchoolCare), to request amendments to the records, and to have limited control relative to the disclosure of personally identifiable information from the educational records.

SchoolCare does not share any personally identifiable information without consent.



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Do you share health record data?

No. We never share identifiable information about any districts, schools, nurses, faculty, students, parents or administrators on the SchoolCare platform without their explicit permission.

Is SchoolCare Mandatory?

Using SchoolCare is "mandatory" in the sense that K12 schools require parents to fill out health forms before their children can attend classes: you can opt out, but it would also provide problems for the school and make it more difficult for school nurses to do their job. Nurses would struggle to find your info for daily, monthly and annual reports and have a harder time providing care in case of a medical emergency if your contact info is lost, or if allergy information is lost.

Why do you need my child's pediatrician information?

Having primary provider information on file helps nurses continue the care that a doctor recommends, and gives them access to the correct expert on your child's particular health needs. This coordination allows children to stay healthy and get better faster.

Does this affect my insurance?

When the term "health care" is thrown around, people sometimes think we're talking about insurance. **SchoolCare is not a health insurance provider.** It's just a way for your school district to digitize the health information that they always ask for (emergency health forms, allergy info, etc.). Once you login, you'll see that the forms on SchoolCare are the same forms parents fill out every year.

Some school districts do ask for health insurance information in their registration forms, but depends on the state in which the district operates.

Is digital information safe?

Our mission at SchoolCare is to provide safe, secure and life-saving health technology to U.S. public schools across the country. We use the same cloud-hosted security system used by all major government agencies and corporations.