



# School Orders

## HELPFUL HINTS

| QUESTION                                                                                                                         | ANSWER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| <b>IMPORTANT NOTICE:</b>                                                                                                         | <p>Please note that these outpatient clinics are <b>not a triage or emergency service</b>. Messages sent through this clinic may take up to seven (7) business days to receive a response.</p> <p>If you are experiencing a medical concern that requires immediate or urgent attention, do not wait for a response from the clinic. Please follow your district's emergency procedures or call 911 immediately if you are experiencing a medical emergency.</p>                                                                                                                                                                                                                                                                             |
| <b>School Nurse</b>                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Where do you find the fax cover sheet for requests?                                                                              | Valley Children's Healthcare website: Main Page – For Healthcare Professionals- School Order Request                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Where is the contact information for the specific clinic I am needing to send request ?                                          | Valley Children's specific clinic contact information, including their fax numbers, are located on the fax cover sheet on our healthcare professionals page.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| When can I expect to receive the completed school order(s)?                                                                      | Valley Children's strives to complete school orders within 5-7 business days. During peak renewal periods, particularly May and June, processing may take longer due to the high volume of expiring school orders.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| How will I receive the completed school order?                                                                                   | Completed school orders are typically sent by fax directly from VCH. In some cases, the family may provide the completed school order to the school.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| If I have a question regarding the order, what should I do?                                                                      | Call the Clinic. If you need the contact information it is located on the fax cover sheet.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| If an order clarification is needed, does the order needing clarification need to be included with the request for school order? | Yes. When seeking clarification on an order, the order your seeking clarification on should be attached.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Is a ROI/ signed authorization required in order to obtain a school order or communicate with the clinic nurse?                  | <p>If a <b>current, valid authorization</b> permitting authorization to communicate with the student's school is already on file for the current school year, a new auth is generally <b>not required</b> for requests related to the student's school healthcare needs. A newly signed authorization may be required if:</p> <ul style="list-style-type: none"><li>○ The current auth has expired or is no longer valid.</li><li>○ The request involves records or information from another department (i.e. ED, mental health, other departments, etc.)</li><li>○ The request falls outside the scope of a current auth, such as camp forms, athletic participation forms. If medication is needed outside of the regular school</li></ul> |

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day (e.g. after-school programs or camp), additional documentation may be required depending on the receiving program's requirements and the scope of the existing school order.

Authorization requirements are based on applicable privacy laws and VCH policies. VCH's communications are generally governed by HIPAA, while schools are governed by FERPA for educational records.

Contact: [Releaseofinformation@valleychildrens.org](mailto:Releaseofinformation@valleychildrens.org)

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Who do I contact if things change at their school (ex. Fax number)?

Please have your school district administrator contact Nichole Hackbarth at [NHackbarth@valleychildrens.org](mailto:NHackbarth@valleychildrens.org).

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#### FAQ: Order Details

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Who can sign a school order?

An MD/DP, NP or PA can sign a school order.

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What orders can be authorized by a parent without a doctor's order?

Any sun-protective measures including the use of sunscreen, hats, and other sun-protective clothing (per Education Code 35183.5)

Milk substitute for students that do not have a medical disability, but have a special dietary need (Parents can fill out the "Parental Request for a Fluid Milk Substitution for School Age Children" form).

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Where can I find protocols?

1. Education Code/Board Policy
2. CSNO Guidelines for Specialized Physical Health Care Services in Educational Settings
3. Provider

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#### Clinic Nurse

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Where can I find the school order request?

It will vary on your clinic's procedures. The form will be delivered via fax directly or on the "On Base" application. Traditionally front office staff or back-office staff collect the form from the fax and then input the request into the epic in basket for the nurses to see. Again, each clinic varies so please talk to your manager on how the workflow should go for your specific clinic.

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Where can I save the completed school order?

Each clinic has a different procedure that works best with their workflow. Please talk with your management to confirm the best process. Traditionally, the nurse/ front staff then refax back over the completed form.

Upon completion, please ensure staff upload a copy of completed into Epic under the media tab.

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Who can I contact if things change in the clinic (ex. Fax number, Fax cover sheet updates)?

Nichole Hackbarth, Clinical Education Manager:  
[NHackbarth@valleychildrens.org](mailto:NHackbarth@valleychildrens.org)