

Building Ready and Responsive School-Based Health Center Telehealth Programs

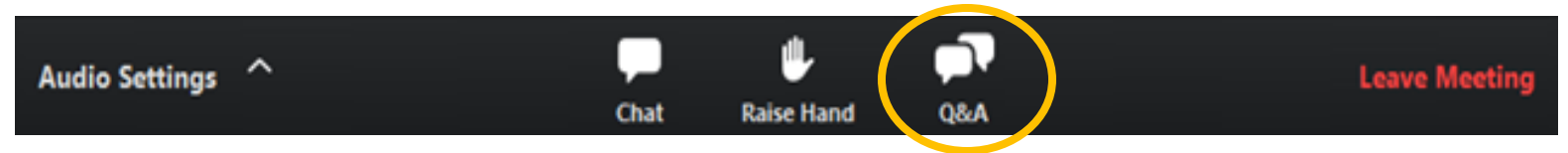
May 27, 2026

1:00 – 2:00 pm ET

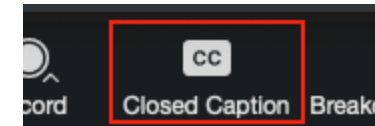
REMINDERS

 All attendees are in listen-only mode.

 To ask a question during the session, use the “Q&A” icon that appears at the bottom of your Zoom control panel.



 To turn on closed captioning, click on the “CC” button.



 Please complete evaluation poll questions at the end of the presentation.

 The recording, slides, and resources will be shared via email.

Our Initiatives

For more than 20 years, the School-Based Health Alliance has been at the forefront of efforts to advance child and adolescent health. Our collaboration with national, state, and local partner organizations has yielded a multitude of resources, learning collaboratives, and initiatives that have helped to establish and enhance school-based health care as a critical component of community health.

OUR WORK

We are continually making An impact

Through our initiatives, we have been able to empower school-based health providers with the knowledge, tools, and resources necessary to respond effectively to the unique health needs of children and adolescents. By building their capacity and promoting best practices, we have not only improved the quality of care provided but also helped to establish a strong foundation for future generations.

Our work has had a profound impact on the development of school-based health care and the broader community. By investing in this critical area of healthcare, we have been able to help promote the well-being of children and adolescents and create a healthier, more prosperous future for all.

Learn More About Our
Work at
<https://www.sbh4all.org/>

Today's Hosts



Dannielle Dobbins, M. Ed.
Director
School-Based Health Alliance



Harper Byers, BA
Coordinator
School-Based Health Alliance



Today's Presenters



Davia Smith
Chief Community Relations
Officer
Palmetto Care Connections



Liz Saitz
IT Director of Community
Engagement
Palmetto Care Connections



Bretta Kittrell, FNP-C
Family Nurse Practitioner
Bamberg Family



Learning Objectives

Participants will be able to...

- Identify strategies for effective partnerships between school-based health centers and school communities to support telehealth implementation.
- Apply practical approaches to improve coordination and rapid response, ensuring efficient telehealth delivery that supports positive student health outcomes.

School-Based Telehealth (SBTH)

Why School-Based Telehealth Matters

School-based telehealth can help health centers:

- **Increase access** to care for students who face transportation, distance, or provider shortage barriers.
- **Support timely response** when students have health needs during the school day.
- **Extend the reach of SBHCs** through virtual care, hybrid models, or telehealth networks.
- **Strengthen coordination** among health centers, schools, families, and community partners.
- **Reduce missed class time** by connecting students to care where they already are.

Common School-Based Telehealth Models



**Comprehensive SBHC +
Telehealth**

Hybrid Telehealth
Telehealth Network



Telehealth Network + Rotating Onsite Services



Telehealth Exclusive

Getting Started

Needs Assessment

Why do you want to incorporate telehealth into your school-based health care program?

- Needs
- Capacity
- Demand
- Priorities



Readiness Assessment

Is your health center willing and able to add a new telehealth model?

- Support
- Staffing
- Technology needs
- Funding



Developing School-Based Telehealth Partnerships

Engaging diverse professions, skills, and perspectives in the school-based telehealth program is integral to meeting the needs of the school population.

Planning Group



Advisory Committee



Champions



Telehealth Program Implementation



Workflow
and pilot



Setting up
the space



Policies and
procedures



Operations
manual



Staffing
models



Training



**SCHOOL-BASED
HEALTH ALLIANCE**
The National Voice for School-Based Health Care

School-Based Telehealth Playbook

Youth Safety Net Project



How Health Centers Can Support School-based Telehealth



What We Will Cover

- How to implement a school-based telehealth model
- Challenges and solutions of school-based telehealth implementation in a rural community

About Palmetto Care Connections

Palmetto Care Connections is a 501c3 nonprofit organizations that assists health care providers in connecting rural and underserved communities in South Carolina to quality services through education, broadband, technology and telehealth programs.

- **Vision**

- Every South Carolinian is connected to healthcare services.

- **Mission**

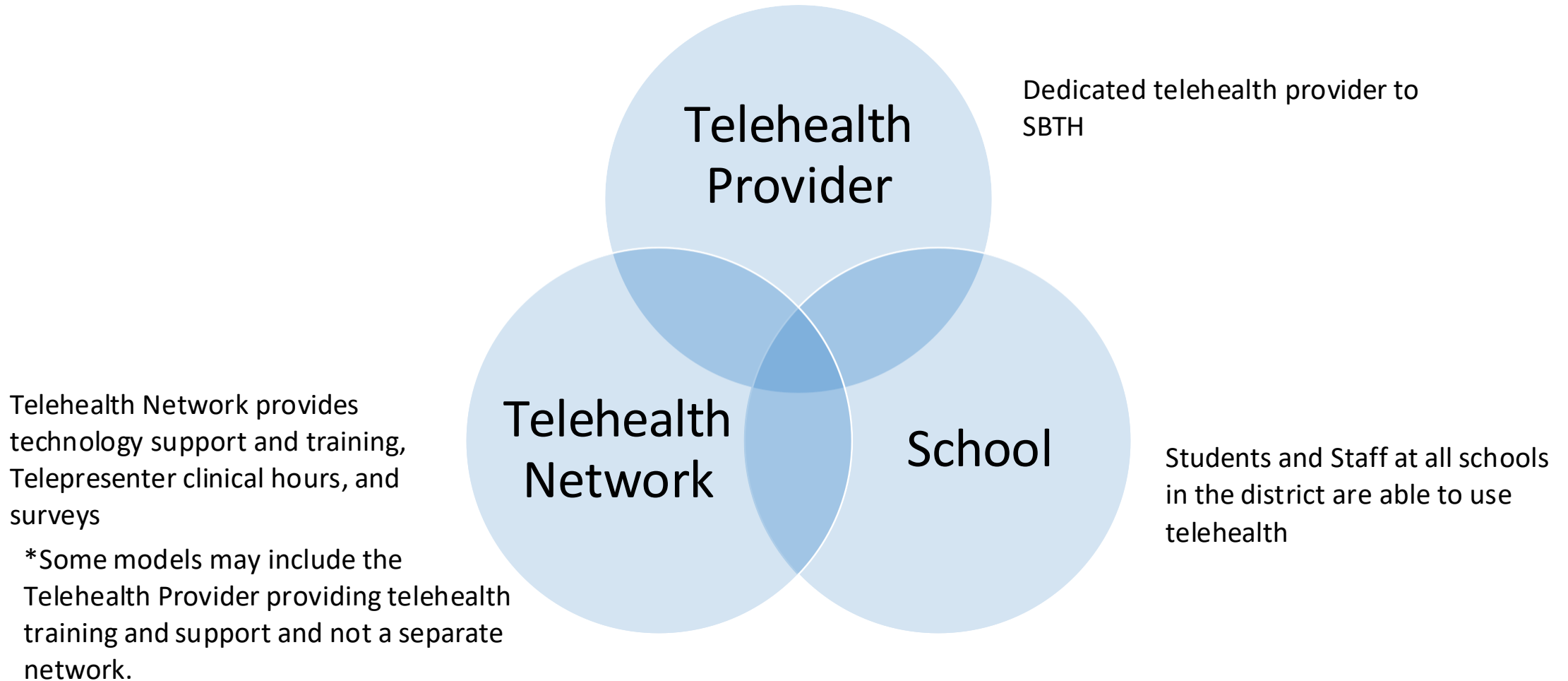
- To improve access to healthcare services in rural and underserved communities in South Carolina through telehealth, technology, broadband and education

What is School-based Telehealth?

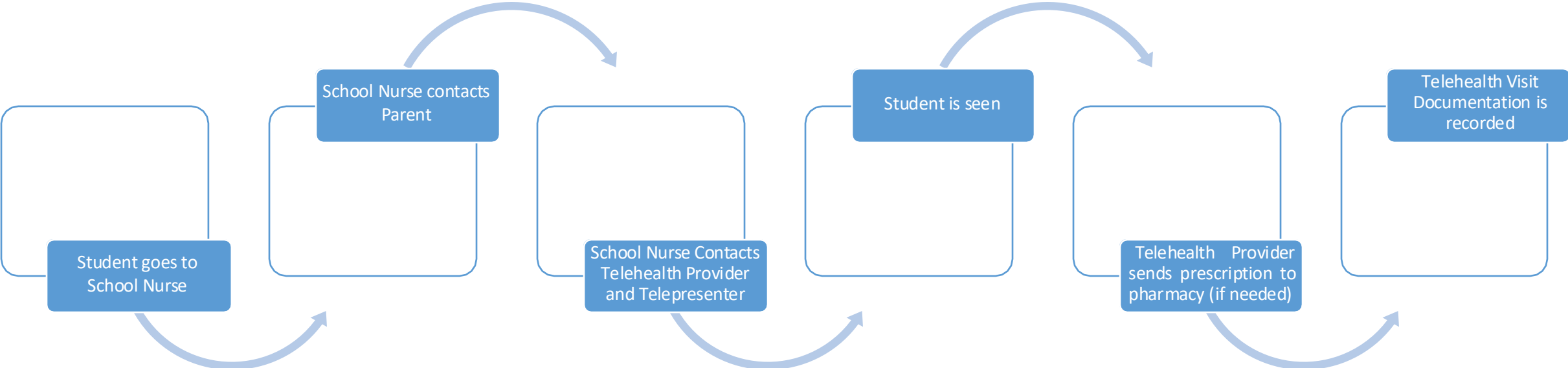
- School-based telehealth allows a student to connect with health care providers remotely.
- Common conditions treated:
 - Allergies and Asthma
 - ADHD Medication Refills
 - Skin Conditions
 - Colds & Sore Throat



School-based Telehealth (SBTH) Model



School-based Telehealth Model: Pilot



Outcomes and Successes

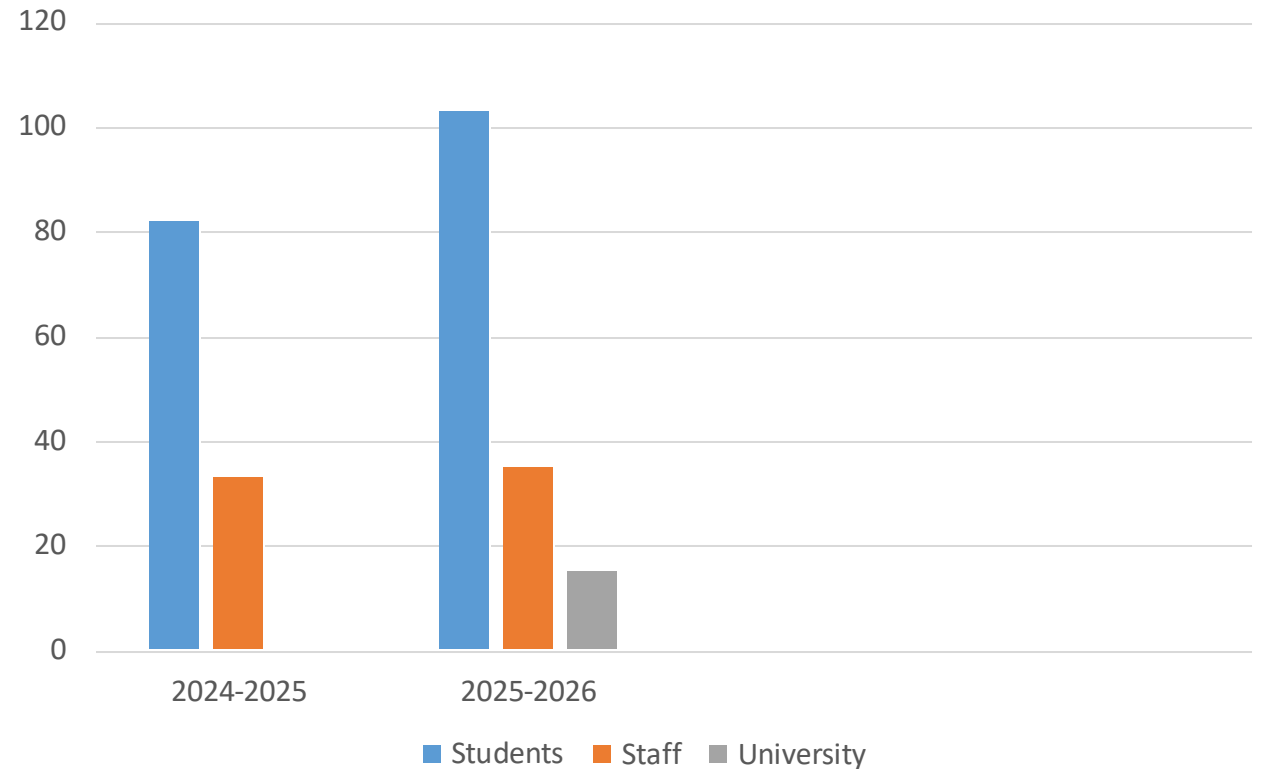
2024-2025

- # Telehealth Visits: 120
 - Students: 82
 - Staff: 33
- Participating Schools: 6

2025-2026 (in progress)

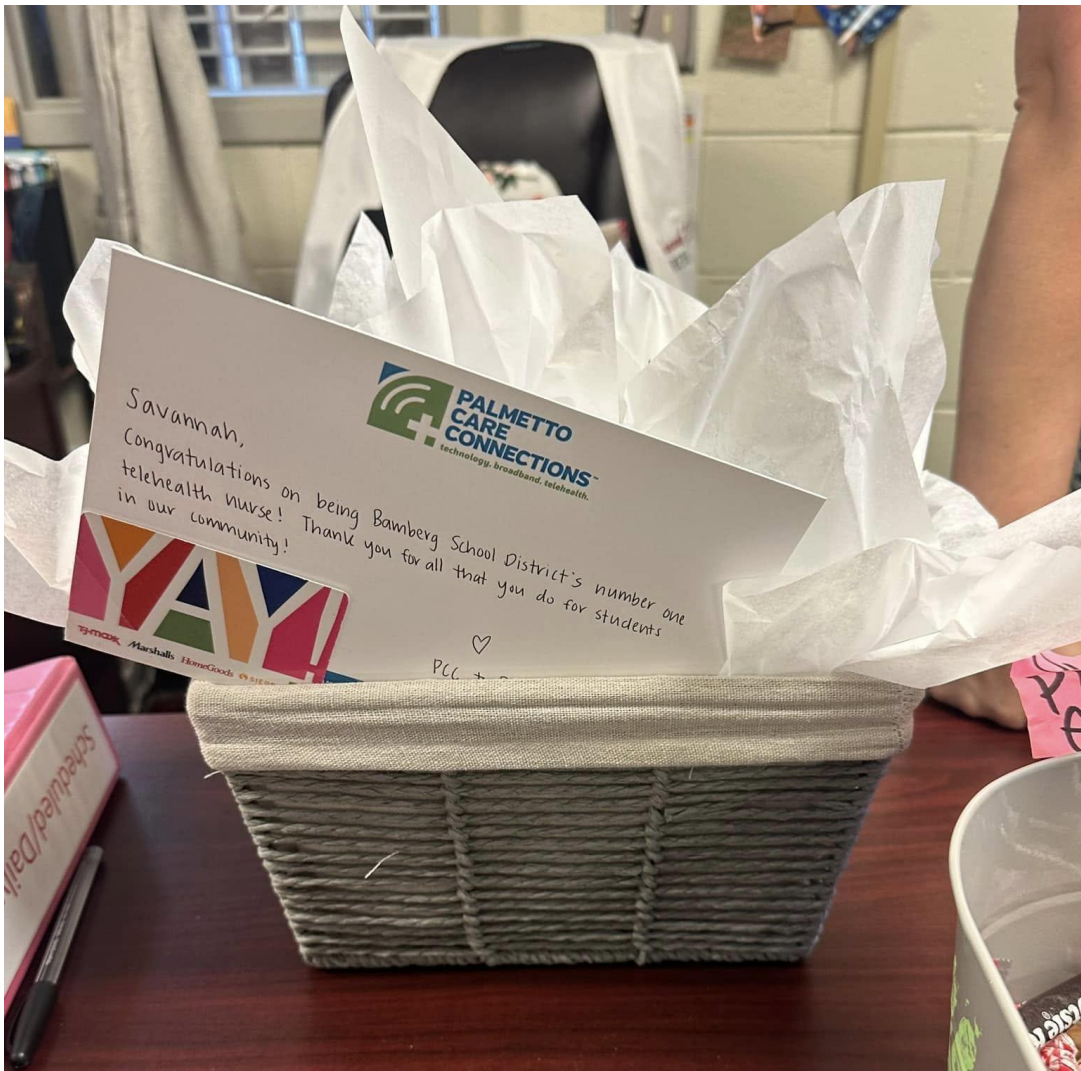
- # Telehealth Visits: 153
 - Students: 103
 - Staff: 35
 - University: 15
- Participating Schools/Universities: 7

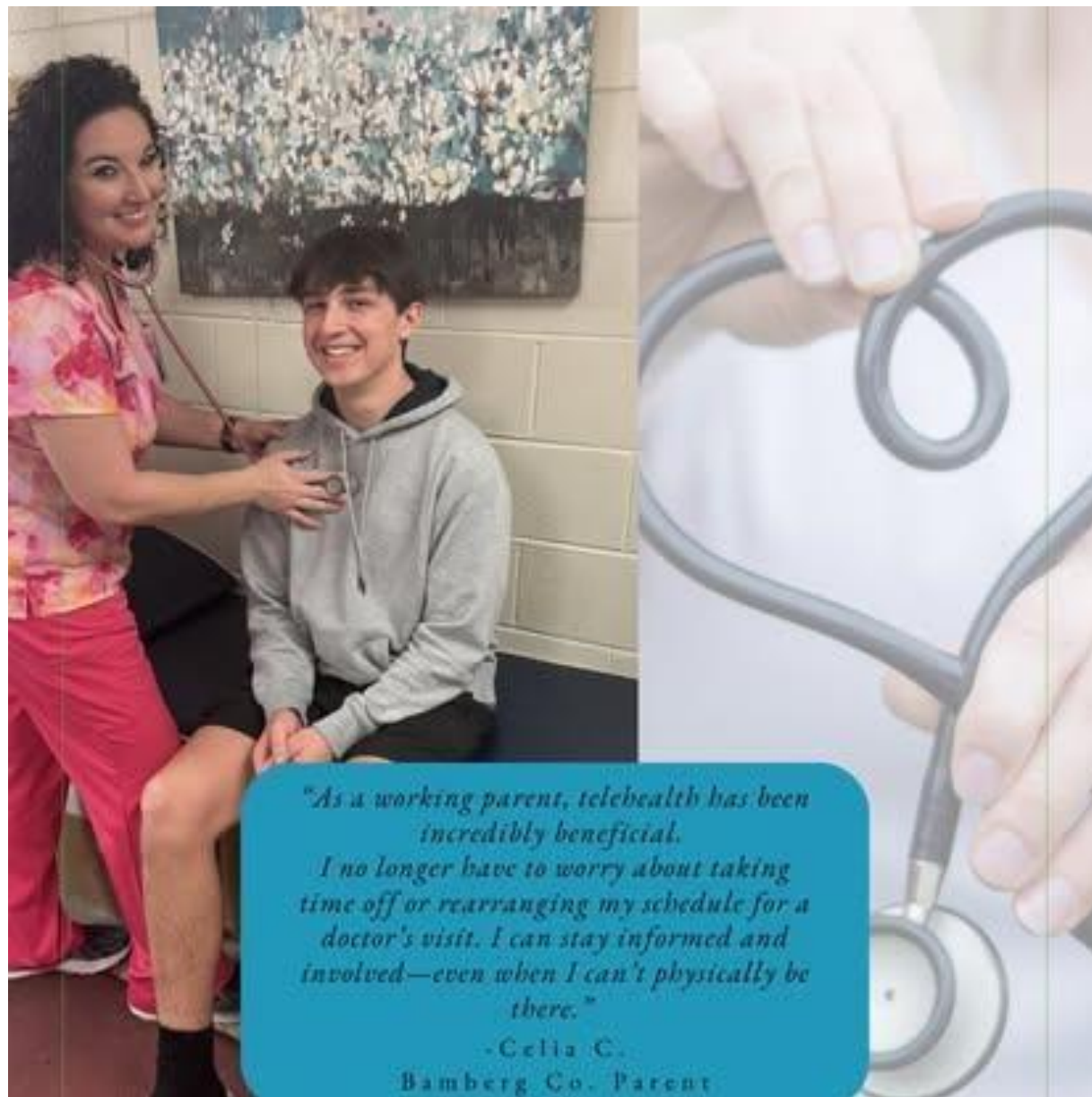
School-Based Telehealth Visits



Implementation Checklist

- ✓ Telehealth Infrastructure (Broadband and Equipment)
- ✓ Telehealth Training & Staff
- ✓ Policy and Compliance Guidelines
- ✓ Awareness and Promotion
- ✓ Build Relationships





"As a working parent, telehealth has been incredibly beneficial. I no longer have to worry about taking time off or rearranging my schedule for a doctor's visit. I can stay informed and involved—even when I can't physically be there."

*-Celia C.
Bamberg Co. Parent*

Implementation Challenges and Solutions

Challenges	Solutions
School Buy-in	Meetings to Build Relationships
School Nurse Workload	Telepresenter
Wait Times	Dedicated Telehealth Provider
Telehealth Education & Promotion for Schools	Meetings to Provide Training and Support
Telehealth Education & Promotion for Parents/Students	Participation in Events (PTO, School Fairs, Community Health Fairs, Flyers, etc.)

Implementation Tip: Build Relationships

- Multiple agencies working together
 - Primary Care Providers
 - Specialty Care Providers
- More than one telehealth program/ provider may be available for SBTH depending on District
- Meet with school administration and staff
- Build relationships with school nurses to learn how to "close the gap" and not "add more work"

Implementation Tip: Telepresenter Training

- A telepresenter is a trained staff member located with the patient who assists with the technical, logistical, privacy, and patient-support aspects of a telehealth encounter. The telepresenter does not diagnose, treat, prescribe, or perform clinical tasks outside the individual's license, certification, job description, training, or delegated authority. In South Carolina, any person involved in a telehealth encounter must be trained in and demonstrate competence using telehealth equipment.
- Requirements:
 - SC AHEC Telehealth Presenter Certification

Implementation Tip: Dedicated Telehealth Provider

- Wait times for a school-based telehealth visit were reduced with a dedicated telehealth provider.
- Having a well known dedicated provider resulted in an increase in SBTH visit

Implementation Tip: Participate in Events

- Lunch Meetings with Nurses (before the school year begins)
- Parent and Teacher Organization
- School Events (open to public)
- Community Events





Telehealth Resources

- **Center for Connected Health Policy** www.cchpca.org/
- **National Consortium of Telehealth Resource Centers**
www.telehealthresourcecenter.org/centers
- **Palmetto Care Connections** www.palmettocareconnections.org
- **South Carolina Telehealth Alliance** www.sctelehealth.org

Save the Date



Attendee Registration: \$249

May 1-June 30 (Early-bird Rate)

<https://www.palmettocareconnections.org/events/annual-telehealth-summit/>

Questions? Contact Us

- Liz Saitz lizs@palmettocareconnections.org
- Davia Smith davias@palmettocareconnections.org



Questions?

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Please complete our Zoom poll





2026

National School-Based Health Care Conference

June 23-25, 2026

American University Washington
College of Law



**SCHOOL-BASED
HEALTH ALLIANCE**

The National Voice for School-Based Health Care



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IS NOW OPEN**

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