

## Medical Home Phone Conference October 26, 2004

Guest Speakers: Lisa Samson-Fang M.D. moderator; Jeff Schmidt M.D.; Elaine Pollock, Education Specialist PCMC; Kevin Fenstermacher, Children's Center; Dr Jerry Gardner, IHC; Dave Morasco, Jordan School District.

How can we better communicate with the school systems? Initiating early creates a very quick and positive response. Teachers and therapists are often better contacts rather than the administrators higher up. Jeff has found that there are different experiences depending on the types of problems. He rarely has problems with those working with kids with basic special need but has more of a challenge working with those who work with the behavior and learning disabled kids and trying to get information from the right people and trying to coordinate things. Elaine likes to make sure that there is a release signed always for that two way communication between the school and the physician's office signed by the parents so that communication can be immediate. Emailing teachers can be an effective way to get a hold of the teachers. Jerry Gardner and his group has done a pilot program using a confidential email address trying to communicate very directly about kids who have been enrolled in this study they are doing. Kevin –agrees email is the best way to get a hold of teachers but there is a problem with teachers not picking up email, other issue it really depends on what sort of relationship the parent has with the teacher. Also confidentiality is an issue. Taking a few minutes to discuss the case over the phone can also be beneficial. Doesn't work as well if the physician takes a one sided opinion from the parent. Can also use letters. Looking generally at ADHD issues, those kinds of situations, it is good to request questionnaires and also make sure to do follow-ups every 2-3 weeks. Time scheduling can be an issue. Most special ed teachers have phones in their class room or a cell phone. Montezuma Creek gets most of their information (how they are performing, behavior problems) from the child from the parent.

As part of the pilot program, Jerry said that the school counselor are given access to the secure email system and has developed templates that help communicate physician to teacher and teacher to physician. Last year after using it they did an evaluation and had really good feedback about continuing using it this year.

The MedHome Portal has a release for two-way information that was created with input from the school system - MedHome Portal > [Education and Schools](#), or you download with this link - [Information Release Form \(pdf\)](#).

What happens when a child has a significant change in medical status? Often, information is not sent out to the schools very quickly or informal information is sent.

Jordan District - when there a health plans are coming in from outside agencies into the school building they usually go through the school nurse. The nurse usually intercepts that information from outside agencies or should be using that information and informing the rest of the school. The school nurse also develops health plans with in the building to be used within the district.

There is a state wide list through Carolyn Green that has the number of every school nurse and the schools that they handle. Also using school logs can help give information to the physician's office.

If a physician is concerned that a child has a learning disability how best to transmit that information and try facilitate that the schools consider doing an evaluation. Jordan School District -- When the physician listens to the parents concerns writes on a prescription pad that he wants to do a WISC, Woodcock Johnson, etc... Legally that shouldn't be done because the schools are the ones that determine the appropriate kinds of tests. It would be much easier to have some triangulation of information if a physician has a concern from a parent then there should be some concern coming from the school.

An example is that the parents fill out an initial evaluation packet, it is then looked at by physician, then the physician can call the school or send the packet with the parents to take to the school. After school has done their evaluating and testing the parents can take it back to the physician. They can stay in touch with follow-up packets. These forms can be found on the web at [www.ihc.com](http://www.ihc.com), then click on "For Use By: Physicians" > "Clinical Programs" > choose "Mental Health Integration" from the list.

Next Conference Call is on November 23, 2004.

Attendees: guest speakers Barbara Ward, Blanca family advocate from Budge, Chuck Norlin, Wendy Hobson, Sharon Moon, Bob Terashima, Melissa Higley, Fred Riggs, Lois Sam.