

Session 2: Health & Wellness at Andover

Question Report		
#	Question	Timestamp/Answer
1	Where would the student be sent in an emergency? Local hospital? How far is it from campus?	22:11
2	<p>Medications</p> <p>We prefer for our child to take all of her medications (including over the counter) at the wellness center each day. Can we request that?</p> <p>If my daughter wants to take advil for period cramps each month, can she keep advil in the room to do that? I assume this would need to be disclosed through the medical form? And can she take that medication on her own?</p>	25:12
3	<p>Insurance</p> <p>Do you bill student insurance for visits through the wellness center?</p> <p>Hi! You mentioned that it's generally better for boarding students to schedule routine medical appointments while they are at home. Could you explain how insurance works when students receive care through the Health and Wellness Center?</p> <p>For example, my family uses Aetna insurance. Under what circumstances would the school bill a student's insurance versus including the service as part of the school's health services? Does this apply only to physician visits, or also to lab work, medications, vaccinations, specialist referrals, or other services?</p> <p>Additionally, is the Andover Health and Wellness Center considered in-network with Aetna, or does that depend on the specific service being provided?</p>	27:05
4	Can a day student has a regular counseling appointments with the same provider throughout the year?	27:50
5	Can you provide an example of a medical care plan that we need to put together with our child's various doctors. She takes multiple different medications per multiple different doctors. Does each doctor provide their portion of the plan? What information needs to be included in the medical plan?	29:25
6	Where the student would stay, in case he/she needs to be in bed for several days (flu for example): dorm, health center? Thanks.	30:35
7	<p>Genoa</p> <p>1) Regarding prescription medication and the Genoa Consumer Enrollment Form, should the mailing and shipping address be the student's Andover-Dorm address? Or the Sykes Wellness Center? 2) When do you need this form if we foresee changes in medication over the summer. 3) Regarding the medication order form can the "Licensed Provider" be our pharmacist or does it need to be a pediatrician.</p>	32:53
8	<p>Specialists/Specialty Type of Visits</p> <p>We are targeting ending orthodontic treatment before school starts but what resources are available for any orthodontic needs? Is there a partner orthodontist we should reach out to beforehand to coordinate care with our home orthodontist?</p> <p>Does your health clinic have an attending dermatologist who can treat routine skin conditions?</p> <p>Would you be able to administer weekly/monthly allergy shots?</p> <p>Are there options for emergency orthodontic care if needed? Broken wire etc.</p>	33:42

9	<p>Vaccines</p> <p>Regarding the school immunization requirements in Massachusetts, it mentions MedB / group B vaccine. My child only received group C, is that a problem?</p> <p>Is flu shot covered by the required medical insurance required for international students?</p>	36:04
10	<p>If your student is starting to experience some health issues that are new (including mental health), Is there some way to communicate that with parents? For example, if anxiety is new for your student, while a visit would be confidential, how would a parent learn about this to assist in supporting them if the student doesn't share?</p>	37:28
11	<p>Enrollment Paperwork</p> <p>The immunization form includes an additional page including details of a tuberculosis test. Is this test mandatory for all students or only those coming from high incidence areas?</p> <p>Is a separate sports physical required for students in organized sports at PA? If so, is it required to be performed in MA?</p>	39:11
12	<p>If my child is injured during a sporting event/practice, would they go to the Wellness center or is there a separate Training Room staff for athletics? Follow-up treatment or PT same question.</p>	40:14
13	<p>Do you allow students to keep epipens on their person at all times.</p>	42:22
14	<p>Medications</p> <p>For medications my child takes regularly and that you administer in the wellness center, will you refill those medications as needed? Or do parents need to provide those medications as they need to be refilled?</p> <p>If you already have prescriptions through the pharmacy service, can you add on vitamins in the blister pack and if so do those vitamins need to go through a doctor or can I call the pharmacy to add.</p> <p>How do we know which vitamins/supplements students can keep in their room?</p> <p>What about over the counter meds for seasonal allergies?</p>	43:57
15	<p>Would emergency hospital visits be billed? Or is it covered under the school's insurance we paid for?</p>	46:47
16	<p>As an international student if my son has a global insurance policy is that enough or do I need to buy the insurance mandated by the school?</p>	48:22
17	<p>Can my child have his/her annual physical exam done at the Wellness Center? or do i need to have that done by his/her regular pediatrician/doctor's office?</p>	48:52
18	<p>is there a limited number for appointments that can be scheduled with mental health counselors?</p> <p>can mental health counseling appointments be scheduled regularly or is there a cap as to how many per year can be scheduled?</p> <p>Can my child continue virtual appointments with her mental health therapist once school starts?</p>	49:37
19	<p>Is it possible to have dentist check-ups/cleaning or orthodontist appointments booked with the school?</p>	50:55
20	<p>Our immunization records (type of vaccine name, the number of it) are a little different the sections we need to put it in. How can I get help?</p>	Reach out to Sykes Wellness for assistance with
21	<p>My child's PE will be in mid-August. Is that too late?</p>	We understand that some appointments may be scheduled after the deadline.