



Terrier Care Frequently Asked Questions

Q. Who can use Terrier Care and what services can they provide?

A. Terrier Care can provide the services listed below to all students of school districts 95 and 165. Family members of students, faculty, and staff from both school districts may also access care. If a student graduates or a staff member retires, they may still access care at Terrier Care.

- Diagnosis and treatment of acute and chronic illness
- Treatment of minor injuries
- Vision, dental and blood pressure screenings
- Routine physical exams, including school and sports physicals
- Immunizations
- Health education, counseling, and wellness promotion
- Prescription medications
- Medication management
- Mental health services
- Nutrition services
- Coordination with primary care physician or other healthcare professional
- Referral for healthcare services which cannot be provided at Terrier Care

Q. When is the school health center open?

A. Monday through Friday, 8:00 am to 4:30 pm. Terrier Care medical services are available by appointment or by walk-in. Most patients can be seen in less than 15 minutes. Terrier Care is open when school is in session beginning August 1, and until school is dismissed at the end of the year.

Q. Do I have to be there when my child sees the Physician Assistant or Nurse Practitioner?

A. That is your decision. If you would like to attend the appointment, you are welcome. If your schedule does not allow you to come, the provider will see your child ONLY if you have completed the registration information and have given us permission. After an initial assessment of your child, you will be contacted by phone to discuss your child's treatment plan.

Q. Does Terrier Care provide dental services?

A. Terrier Care can make referrals for dental services to Shawnee Health Care, Dental in Carbondale.

Q. Does Terrier Care provide nutrition/dietitian services?

A. Yes. Terrier Care has a Registered Dietitian that sees patients one morning per week. Patients may also be referred for Nutrition Services at any Shawnee Health Care health center, located in Carbondale, Carterville, Marion, and Murphysboro.

- Q. Can someone with questions about alcohol or other drugs use the services at Terrier Care?**
- A. Yes. Staff will listen to and advise patients about the most appropriate resources available.
- Q. Does Terrier Care provide counseling services on site?**
- A. Yes. Terrier Care currently has a mental health counselor on site 3 times per week.
- Q. Will Terrier Care provide medications if my child needs them?**
- A. No. After an initial assessment of your child, you will be contacted by phone to discuss your child's treatment plan. We may recommend over-the-counter medications or write prescriptions, which can be filled through the Shawnee Health Care Pharmacy ScriptCenter kiosk in Carbondale or through any local pharmacy of your choice.
- Q. If I have insurance and a primary care physician, can my child still be seen at Terrier Care?**
- A. Yes. Terrier Care services are available to your child at your discretion. Information about your child's visit at Terrier Care will be forwarded to your physician at your request.
- Q. Will you bill my insurance, and will I have a co-pay?**
- A. Yes. Like other health care facilities, Terrier Care can bill commercial insurance plans, Medicaid/All Kids, etc. Terrier Care accepts all five Medicaid Managed Care plans (Blue Cross Community Health Plan, Harmony, IlliniCare, Meridian, and Molina).
- Q. Does registration for Terrier Care services interfere with parental rights and responsibilities?**
- A. No. Parental rights and responsibilities at Terrier Care are the same as at any other healthcare provider. In most cases, students must obtain signed parental consent before using services at the school health center. Terrier Care promotes family communication by assisting you and your child to identify, discuss, and resolve health problems together.
- Q. Will you communicate with my Primary Care Provider?**
- A. Yes. We will update your physician on the care we provide whenever necessary or at your request.
- Q. Can teachers or school officials get information from Terrier Care regarding medical appointments or services provided through the school health center?**
- A. No. Like other healthcare facilities, a written consent from the student's parent or legal guardian must be obtained before any communication or information can be given.
- Q. Will Terrier Care interfere with, or take money away from Carbondale Community High School's (CCHS) educational mission?**
- A. No. Terrier Care operates at CCHS, but it is administered with staff and funds that are independent of the school.
- Q. Can the school health center be my Primary Care Provider?**
- A. Yes. Terrier Care can be a primary care provider for any eligible patient without a personal physician. It can provide comprehensive health care, and any needs that cannot be met at Terrier Care will be referred to an appropriate resource.

If you have additional questions, please call Terrier Care at **(618) 519-9200**, extension **9800**.