

## Frequently Asked Questions (FAQs)

### ***What is the NKN Student Health & Wellness Center and what is its purpose?***

The NKN Student Health & Wellness Center (the Center) provides convenient access to health care services directly at the school. Student Health & Wellness Centers exist throughout Oregon and are accomplished through a collaboration between the School District and a local medical organization; in our case Neah-Kah-Nie School District and the Nehalem Bay Health Center (formerly known as Rinehart Clinic). The purpose of the Center is to help improve the health and lives of children attending school, because healthy students are better learners. The Center can also help improve chronic conditions (such as asthma and diabetes) by providing improved access to healthcare services, and thereby reduce absenteeism. We provide healthcare services *in addition* to the services your student receives with their primary care provider but are always happy to serve as your student's primary care home if you choose.

### ***Where is the Center located?***

The Center is located at the Neah-Kah-Nie High School Campus, near the campus cafeteria.

### ***What are the days and hours of operations?***

The Center is open on Tuesdays 8:30 am–12:00 pm and 1:00–4:30 pm; Closed 12:00–1:00 pm. Wednesdays 8:30 am–12:30 pm and 1:30–4:30 pm, Closed between 12:30–1:30 pm. Thursdays 8:30 am–12:00 pm and 1:00 pm–4:30 pm for counseling appointments only.

### ***Is going to the Center just like going to a regular doctor's office?***

Yes, the Center has a private exam room and students are attended to by medical professionals.

### ***What services are provided at the Center?***

The Center offers medical services, such as regular check-ups, sports physicals, care for illness and injury, immunizations, COVID testing and vaccinations, routine lab tests, prescription medications, age-appropriate reproductive health, vision, dental, blood-pressure screenings, health education, counseling, and wellness promotion, and referrals for other services such as imaging or dental, and specialty providers such as cardiology or orthopedics.

### ***Do I have to be present when my child is seen at the Center?***

Children can be seen without a parent/guardian present as long as a consent form has been signed. For students 15 years of age or older, the students can consent to their own care, according to Oregon law, and will be seen at the Center unless the parent has opted out of care by completing an opt-out form, as described below.

### ***How do I enroll in the Center?***

Enrollment forms can be obtained directly in the Center, through the Center's website ([nknhealth.org](http://nknhealth.org)), school offices, school counselors or nurse, or from Nehalem Bay Health Center.

### ***Who can use the Center?***

The Center is open and accessible to children of all grade levels (Pre-K – 12<sup>th</sup> Grade) who reside within the Neah-Kah-Nie School District. The Center is also open to all faculty/staff at Neah-Kah-Nie School District.

### ***What if I do not wish for my child to access services at the Center?***

The parent/guardian will need to complete an Opt Out form, included with these Frequently Asked Questions. The Opt Out form can also be obtained through the Center's website ([nknhealth.org](http://nknhealth.org)). Completed Opt Out forms are kept on

*Continued on next page*

file at the Center. NOTE: If there is no completed Opt Out form on file at the Center, the student who is age 15 or older will be eligible for services. (A student who is at least age 14 is eligible to consent to care for mental or emotional disorders or chemical dependency, except for methadone maintenance, according to Oregon law. The opt out form is valid for the entirety of the school year unless withdrawn in writing by the parent/guardian. A new opt-out form must be completed each school year if the parent/guardian wishes continual opt-out.

**What if my child attends one of the elementary schools in the Neah-Kah-Nie district, can they still be seen at the Center?**

Yes, but parents are responsible for the child to be transported to the Center located at the High School campus.

***What if my child does not have insurance? And, will they be able to see a medical provider?***

Nehalem Bay Health Center employs an Outreach Coordinator who can help you enroll your child in Medicaid, or, if applicable, another financial assistance program. ***No child will be denied services due to the inability to pay.***

***Will my insurance be billed if I use the Center?***

Yes, any services rendered at the Center will be billed to the patient's insurance company just as it would if the patient went to another health care center.

***Do I have to pay my co-pay when I use the Center?***

The Center may bill the parent/guardian for any co-payment amount after the insurance has paid. However, Neah-Kah-Nie school district teachers/staff will need to pay their copay amount before being seen.

***Am I responsible for deductibles and/or coinsurance?***

Yes. Your insurance benefits are no different than they will be for a visit to any other health care center.

***How are "out-of-network" benefits handled at the Center?***

"Out-of-network" insurance can always be billed; however, your out-of-pocket cost may be greater than if you are seen by an in-network provider.

***Does anyone at NKN Student Health & Wellness Center speak Spanish?***

The center works with a professional interpreter service to make sure all patients (or parents) get the care and information they need in the language with which they are most comfortable. Interpreter services are available to all patients or parents who need them. There is no cost for the service.

***I would like to learn more about the Center. What number should I call?***

For additional information, please call Nehalem Bay Health Center at 800.368.5182 or the Center directly at 503.355.3500 or visit [nknhealth.org](http://nknhealth.org)