

# Frequently Asked Questions



**Q. How much does Hazel cost?**

A. Hazel is provided by your school district at no cost to families.

**Q. When is the Hazel clinic open?**

A. Hazel is open during school hours to start. Hazel is not available after school or on weekends at this time.

**Q. How many times can a student visit the clinic?**

A. There is no limit on the number of visits.

**Q. Is Hazel for emergencies?**

A. Hazel is not a replacement for the emergency room. If a child needs immediate medical attention PLEASE CALL 911. Hazel is not designed to replace the 9-1-1 system.

**Q. What if my child already has a primary care physician? Should I keep my primary care physician?**

A. If a student has a primary care physician (PCP), Hazel Health encourages that relationship to be maintained. Hazel is not a replacement for primary care services.

**Q. How does this affect my current health insurance?**

A. A visit with Hazel will have no impact on your coverage. You will not receive a bill for any services provided. It's important to maintain your current insurance.

**Q. Should I cancel my current insurance?**

A. If you have insurance, please keep it. Any prescriptions or external visits outside of school are not part of the Hazel program and would need to be covered.

**Q. How do I sign my child up for Hazel Health?**

A. Complete the forms for consent provided by your school. It's that simple. Each child needs one consent signed.

**Q. Who are the Hazel providers and are they licensed?**

A. Providers are state licensed Physicians, Nurse Practitioners and Physician Assistants.

**Q. What does Hazel treat and not treat?**

A. Hazel protocols and guidelines are evidence-based and grounded in the American Telemedicine Association and American Academy of Pediatrics guidelines. For anything outside of our scope, we will call parents to recommend next steps and refer to a local provider.

**Q. Can Hazel providers write prescriptions?**

A. Yes, providers will write prescriptions, if medically appropriate. The parent/guardian will be contacted if a prescription is needed. Hazel support staff will call in the prescription to the preferred pharmacy. Hazel does not provide coverage for prescriptions or medical services outside of school.

**Q. Do providers contact the parent/guardian after every visit?**

A. Hazel will communicate with the parent/guardian after every visit, in writing or over the phone.

**Q. Is the child's medical information shared with the appropriate school site personnel?**

A. Yes, under Family Educational Rights and Privacy Act (FERPA), medical records can be shared with the appropriate credentialed administrators (ie. principals) under FERPA.

**Q. Can Hazel providers refer my child to a specialist?**

A. Hazel providers will communicate with your child's primary care provider when a referral to a specialist is needed. Most insurance companies (including Medi-Cal) require that referrals to specialists are made directly by the primary care provider.

**Q. Does Hazel schedule appointments?**

A. Hazel currently does not offer appointments with our providers.

**Q. Who should I contact if I have additional questions?**

A. You can contact Hazel at 209-210-4333 or visit [www.hazel.co](http://www.hazel.co)