

Hawai'i Keiki (HK) is committed to continuing their partnership with the Department of Education to help ensure the health and safety of school campuses over the summer and ensure schools are ready for the full return to in-person learning in the fall.

Hawai'i Keiki will continue to provide the free **HK Hotline and Telehealth** services over the summer. The health hotline can be reached at **(844) 436-3888 (toll free)** and is available Monday through Friday from 8 a.m. to 3 p.m., excluding holidays. HIDOE students, families and staff who call the hotline will speak with an HK registered nurse (RN) or nurse practitioner (APRN). The nurse will perform a basic triage assessment over the phone regarding the caller's health concern or question about their child. The caller may receive basic health advice or information and, with parental consent, the student may be scheduled for a telehealth visit with an HK nurse practitioner. Nurses staffing the hotline have been working in schools statewide and are familiar with many families and students. HK nurses will screen for general health concerns and can connect students with other service providers, such as HIDOE counselors, social workers, school psychologists, or other medical providers.

Telehealth

Callers scheduled for a telehealth visit with an HK nurse practitioner will receive a link by email or on their mobile phone prior to the visit. To connect with the nurse, the caller simply clicks the link.

Telehealth is the safe and confidential delivery of health care services using interactive technology. Students' information will be kept private in compliance with the Health Insurance Portability and Accountability Act (HIPAA) and Family Educational Rights and Privacy Act (FERPA) guidelines. At a minimum, callers will need access to a telephone.

No-Cost Services

The health hotline and telehealth visits will be provided at no cost to HIDOE students. Families with medical insurance will be asked to provide their insurance information, but HK will not bill or collect co-pays from families.

Support for On Campus Summer Programs

In order to support the summer programs occurring on your school campuses, Hawai'i Keiki is working to provide up to 100 hours of COVID-19 Resource support to each Complex Area from June 4th to July 19th. HK nurses, located in every complex area statewide, will not run their health rooms, but they are available to support schools with services during summer, such as:

- COVID-19 school readiness;
- Contingency planning for medically fragile students;
- Rapid response to reported cases at school;
- Education sessions for summer program staff to decrease the spread of COVID-19.

HAWAI'I KEIKI

Healthy and Ready to Learn

UH Mānoa Nursing with Hawai'i Department of Education



www.nursing.hawaii.edu/hawaiiikeiki

HK nurses operate on a 10 month contract, similar to DOE teachers, therefore, HK requests each CAS (or designee) coordinate with their HK Nurse(s) to identify the specific schools and requirements that will benefit from these efforts. This advance coordination allows HK time to coordinate support while allowing HK staff to have a very well-deserved break over the summer.

If you have urgent requests beyond the services of the Hotline over the summer and your HK Nurses are unavailable, please contact the HK Director for Administration, Operations & Relations, Laura Trinkle, at ltrinkle@ucera.org or 808-745-0126.