

Frequently Asked Questions

◆ What is a School-Based Health Center?

The Alpena High Health Center is a collaboration between Alcona Health Center and Alpena Public Schools with funding support from Michigan Department of Health and Human Services. School-based health centers support student health with the availability of on site medical and behavioral health services. Parents and youth are important partners and their involvement is not only encouraged but is viewed as a core component of the school-based health center.

◆ Who can access healthcare at the Alpena High Health Center?

The targeted patient population for services at the Alpena High Health Center is students who are enrolled at AHS or ACES Academy.

◆ What types of services are offered?

Behavioral health and medical care will be provided at Alpena High Health Center. For a more complete listing of services, see our program brochure and webpage listings at alconahealthcenters.org/location/alpena-high-health-center/ or scan the QR code at the bottom of the page.

◆ What are the benefits of my student receiving care at Alpena High Health Center?

Advantages of choosing to utilize services provided at the school-based Alpena High Health Center include:

- ◆ Students can experience their care in a comfortable, familiar environment.
- ◆ Less loss of class time and fewer disruptions of regular routines for your student.
- ◆ Removes barriers to transportation and job-related issues that might hinder access to health services.
- ◆ Expedited treatment leading to earlier diagnosis and interventions for your student.

◆ Will you bill my insurance? What if my child isn't covered by insurance?

Public and private insurance companies will be billed for services provided. Applicable copays do apply. An income based sliding fee payment scale is offered. All are encouraged to apply. MI Medicaid programs are also an option. You may visit newmibridges.michigan.gov to apply. Please let us know if we can assist you with this process! No student will be turned away based on ability to pay.



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◆ **My child has a primary care provider elsewhere. Can they still be seen at Alpena High Health Center?**

Yes! The healthcare provider at Alpena High Health Center is available to provide all primary care services for your student but they are also able to offer coordinated care. If your child is an established patient elsewhere but sees the healthcare provider at Alpena High Health Center for illness or injury or another reason (like a sport physical), we are happy to send this information (with signed release) to your child's primary care provider or specialist.

◆ **Can my student athlete get their sport physical at the Alpena High Health Center?**

Yes! You can conveniently schedule your child's sport physical appointment at the Alpena High Health Center.

◆ **Are vaccinations going to be available this location?**

Yes! Vaccinations (including the flu shot and COVID vaccine) are available at Alpena High Health Center. As with other treatment, parental/guardian consent is required.

◆ **What about security? Does this mean a lot of extra people will be in the school?**

As always, school security is a priority. Protocols are in place to restrict access to the building, and we anticipate only a limited increase of people on campus. The primary patient population will be students of AHS and ACES Academy. With the goal of having written consent forms on file in advance (and parent/guardians contacted by phone prior to care), only a limited amount of additional parents or guardians will be entering the building.

◆ **Do you offer family planning services at the Alpena High Health Center?**

Alpena High Health Center shall not prescribe, dispense or otherwise distribute family planning medications and/or devices. Further, Alpena High Health Center shall not provide abortion counselling, services or make referrals for abortion services.

◆ **Why should I sign a consent form in advance?**

Parents/guardians who would like their student to be able to access care at the Alpena High Health Center must have a signed consent form on file. If a student with a signed consent form on file seeks care at the Alpena High Health Center the parent/guardian will be contacted by phone prior to treatment. If your child is ill or injured and you do not have a consent form on file, you would be asked to come in and sign one or fax a signed copy to the health center prior to your child being able to access care.

You can download the consent form on the website - alconahealthcenters.org. Select locations and then Alpena High Health Center.

◆ **Will you treat my child without my knowledge?**

Parent/guardians are contacted prior to care. Most often, the parent/guardian is the person making the appointment for their child. However, if a student with a signed consent form on file seeks care at the Alpena High Health Center the parent/guardian will be contacted by phone prior to treatment. In the case of recurring appointments or follow ups, the care plan will be established with the parent/guardian in advance.

◆ **What about Minor in Consent/Confidential Services?**

Parents are considered a valuable member of the care team. However, certain confidential services may be obtained by a minor's consent under Michigan and Federal law. These confidential services as defined by Michigan and/or Federal law, include: mental health counseling, pregnancy testing & services, STI/HIV testing and treatment, substance use disorder counseling and treatment. Alpena High Health Center will provide referrals for prenatal care and substance use services as these are not provided on site. No abortion services, counselling or referrals will be provided.



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