

School-Based Health Centers

Suggested Practices

Companion Document to Standards for Certification, Version 4

This document is meant to provide some basic guidance for existing certified school-based health centers (SBHCs), and may be useful to sites planning for an SBHC. It is not a comprehensive guide, nor does it address all clinical best practices. The intent of the document is to provide a foundation on which to build a successful, sustainable center. This document is not a prescribed check list of items or ideas; rather, this document refers to other documents, websites and resources to help support your efforts. This document is also intended to help persons new to the SBHC model have some array of resources at hand.

This document is a companion to the [Oregon School-Based Health Centers Standards for Certification, Version 4](#). The majority of this document is structured so that it follows the outline format of the certification standards. For example, if you have a question about Table 2 in the standards and what 'Provision of age appropriate anticipatory guidance' means, then you would look in this document for any explanation or resource available. Not all elements of the certification standards have a listed resource.

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GENERAL RESOURCES

SBHC Advocacy Organizations

National and state organizations offer support for SBHC work. They focus on SBHC advocacy and sustainability.

The National School-Based Health Alliance (NSBHA) is online at www.sbh4all.org. The NSBHA offers resources, trainings, and a national conference. A key resource is their Blueprint, available, with subscription. It includes information such as business planning, facility, budgeting-financial planning, business operations, clinical operations, evaluation, human resources, mental health, oral health, sexual health, substance abuse, and nutrition.

The Oregon School-Based Health Alliance (OSBHA) is a statewide 501(c)(3) nonprofit organization serving as the collective voice to build a stable, effective, and accessible school-based health care system through the development of SBHCs. www.osbha.org

Oregon State Program Office

The Oregon School-Based Health Center State Program Office (SPO) is part of the Oregon Public Health Division of the Oregon Health Authority.

[Oregon Health Authority Program Element 44 School Based Health Centers \(SBHCs\)](#)

[Oregon Administrative Rules related to School-Based Health Center Program](#)

[Oregon Health Authority SBHC Program website](#)

[Oregon Health Authority Recommended Newsletters](#)

National Resources

[CDC: Adolescent and School Health](#)

[The Community Guide: School-Based Health Centers Recommendation](#)

[AAP Policy Statement: School-Based Health Centers and Pediatric Practice](#)

State Resources

[Oregon Department of Education Report Cards](#)

[Oregon Pediatric Improvement Partnership](#)

[Oregon Public Health State Health Improvement Plan 2015-2019](#)

[Patient Centered Primary Care Home Program](#)

[START: a program of the Oregon Pediatric Society](#)

Section A: Certification Process

A.1 Requirements of certification

A.1.a [Oregon School-Based Health Centers website](#)

A.2 Administrative procedures

A.2.a [Certification Process for NEW SBHCS](#)

[Re-Certification Process for CERTIFIED SBHCs](#)

A.2.a(1) [Oregon SBHC Initial Application for Certification](#)

A.2.a(2) [Certification Verification Review Tool](#)

A.2.e [Oregon Administrative Rules related to SBHC Program](#)

A.2.e(2) [SBHC Operational Profile User's Guide](#)

[SBHC Operational Profile \(website link\)](#)

A.2.e(4) Completion of orientation is recommended prior to certification, if possible.

A.3 Transfer of medical sponsorship

A.3.a [Oregon Administrative Rules related to SBHC Program](#)

SBHC should inform SPO of possible medical sponsor as soon as possible so SPO can assist sites in transfer process. Recommend transfers occur at the end of the fiscal year (June 30) to allow the planning to take place in the summer to limit any disruption of service.

A.3.b Documents and applications related to transfer of medical sponsor available from State Program Office sbhc.program@state.or.us

A.4 Verification review

A.4.a [Oregon Certification Verification Review Tool](#)

[Certification Team Territories](#)

A.4.b(7) [Oregon Administrative Rules related to SBHC Program](#)

A.5 Compliance/waiver requirements

A.5.a [SBHC Operational Profile User's Guide](#) see table of contents for information on certification waivers

Section B: Sponsoring agency

B.1 Sponsoring agency requirements

- | | |
|-------|---|
| B.1.b | SBHC Role Descriptions includes definitions of medical sponsor and other roles required by certification standards. |
| B.1.e | Oregon Pediatric Improvement Partnership OHA Health Analytics website Oregon Public Health State Health Improvement Plan 2015-2019 |
| B.1.g | Prescriptive Authority-State of Oregon |
| B.1.h | In addition to a written agreement, recommend regular partnership meetings with SBHC, school district, parents, school staff, medical sponsor, CCO, mental and dental health partners, students, and other community partners |
| B.1.i | Oregon Revised Statute related to local public health services |

Section C: Facility

C.1 Facility requirements

- | | |
|----------|---|
| C.1.a | Oregon Revised Statute related to safety net providers |
| C.1.b | HRSA Patient Rights and Responsibilities example Advocates for Youth: Rights. Respect. Responsibility. Example: Multnomah SBHC Program Patient Rights & Responsibilities OHA Notice of Privacy Practices |
| C.1.c(7) | CDC: To Test or Not to Test? Considerations for Waived Testing Good Laboratory Practices for Waived Testing Sites <p>Consider marking clean and dirty counter areas with bright, visible signs; divide counter area with obvious tape.</p> |

Section C: Facility

| | |
|----------|--|
| C.1.d | Oregon OSHA OSHA Bloodborne Pathogens Q & A OSHA Fact Sheet Eyewash and Safety Showers OSHA Fact Sheet Portable Fire Extinguishers Oregon Administrative Rule 437, Division 2 related to Bloodborne Pathogens |
| C.1.e | 45CFR part 164.520(2)(iii)(B) |
| C.1.e(2) | <p>Consider white noise machine to mask conversations in patient areas</p> <p>Consider youth-chosen music playing as background noise</p> <p>Position waiting room, if applicable, to allow for confidentiality</p> <p>Non-descript provider doors so students have less information on what services others are seeking</p> <p>Frost or other coverings on doors or windows</p> |

Section D: Operations/staffing

| | |
|--|---|
| D.1 Hours of operation and staffing minimum requirements | |
| D.1.b | Ask youth and community about their preferences for SBHC hours, e.g.: hours during lunch, hours before/after school, etc. |
| D.1.b(1)ii | Oregon Medical Board Oregon Board of Naturopathic Medicine Oregon Board of Nursing |
| D.1.b(1)iii | Oregon Board of Dentistry Board of Licensed Professional Counselors and Therapists Qualified Mental Health Professionals (QMHP) Q & A Oregon Administrative Rules related to Mental Health |

Section D: Operations/staffing

D.1.b(3) [Guidelines for Preventing Workplace Violence](#)

[National Safety Council article on lone worker safety](#)

[Canadian Centre for Occupational Health and Safety](#)

By law, employers have a responsibility to protect their workers regardless of whether they're surrounded by colleagues or alone on an assignment. Staff should not be onsite alone during hours of operation. A safety plan should include: assessment of risk; and administrative, work practice & environmental controls that are reasonable for the setting. School appropriate safety plans might include: communication systems that connect SBHC staff with school safety and school administrative employees; training lone workers on emergency response; establishing a clear action plan in the event of an emergency; setting limits for what is permissible during lone work; requiring supervisors to make periodic visits to lone workers; ensure regular contact between lone workers and supervisors via phone or radio; using automatic warning devices that alert others if signals are not received periodically from a lone worker; and/or verifying that lone workers are accounted for after completing a task, or work day.

Table 1: SBHC Minimum Staffing Requirements

| | |
|-------|--|
| D.1.c | AAP Policy Statement: Achieving Quality Health Services for Adolescents Society for Adolescent Medicine Position Paper: Access to Health Care for Adolescents and Young Adults CDC: A Teen-Friendly Reproductive Health Visit Advocates for Youth: Best Practices for Youth Friendly Clinical Services Advocates for Youth: Best Practices for Youth-Friendly Sexual and Reproductive Health Services in Schools WHO Making health services adolescent friendly DHHS: Linking Adolescents to Youth-Friendly Sexual Health Services OPIP: Feedback from Youth about Educational Materials to Increase Access of the SBHC and Access to Services Addressed in the Context of a Well-Visit |
| D.1.d | PCPCH Technical Specifications and Reporting Guide (TA Guide) |
| D.1.e | PCPCH Technical Specifications and Reporting Guide (TA Guide) |
| D.1.f | HHS: National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care |

Section D: Operations/staffing

D.2 Eligibility for services minimum requirements

- D.2.b [Office of Civil Rights](#)
- [OHA Nondiscrimination Policy Poster](#)
- [Office of Equity & Inclusion Registry of Qualified & Certified health care interpreters](#)
- [ODE: Creating a Safe and Supportive Environment for Transgender Students](#)
- [Supporting Trans Students in Oregon's Schools: Title IX and Other Provisions](#)

- D.2.c [Minor Rights: Access and Consent to Health Care](#)
- [Fact Sheet on Oregon Law on Consent for STD Testing & Treatment of Minors](#)
- [Oregon Revised Statute related to right to medical or dental treatment without parental consent](#)
- [Oregon Revised Statute related to disclosure without minors consent and without liability](#)

- D.2.d [Oregon Revised Statute related to right to diagnosis or treatment for mental or emotional disorder or chemical dependency without parental consent](#)

- D.2.e [Oregon Revised Statute related to provision of birth control information and services to any person](#)
- [Oregon Revised Statute related to right to care for certain diseases without parental consent](#)

D.3 Policies and procedures minimum requirements

- D.3.a(1) [OHA: Minor Rights - Access and Consent to Health Care](#)
- D.3.a(2) [DHS OHA Authorization for Use and Disclosure of Information Form](#)
- [HHS.gov - Health Information Privacy - HIPAA](#)
- D.3.a(3) [Position Paper: Confidentiality Protections for Adolescents and Young Adults in the Health Care Billing and Insurance Claims Process](#)
- [OHA: The Oregon Confidential Communication Request](#)
- [Oregon Insurance Division: Patient Right to Privacy and the Oregon Request for Confidential Communication](#)

Section D: Operations/staffing

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- D.3.a(4) [Oregon School Resource Guide for Safety Planning](#)
[CDC Caring for Children in a Disaster](#)
-
- D.3.a(5) [Oregon Revised Statute related to reporting of child abuse](#)
[DHS How to Report Abuse and Neglect](#)
[DHS What You Can Do About Child Abuse](#)
-
- D.3.a(7) [CDC: Parent Engagement: Strategies for Involving Parents in School Health](#)
[Bright Futures: Promoting Family Support](#)
-
- D.3.a(8) [PCPCH reference guide](#)
[AAP Policy Statement: Patient- and Family-Centered Care Coordination](#)
-
- D.3.a(9) [PCPCH reference guide](#)
[National Alliance to Advance Adolescent Health - Got Transition](#)
-
- D.3.a(10) [Oregon Department of Education School Nursing](#)
[Oregon School Health Services flyer](#)
[Oregon Task Force on School Nursing](#)
[National Association of School Nurses](#)
[Oregon School Nurse Association](#)
[HIPAA and FERPA](#)
[AAP Council on School Health](#)
[AAP Policy Statement: Role of the School Nurse](#)
[AAP Policy Statement: Role of the School Physician](#)
-
- D.3.c [HHS and DOE Joint Guidance on Application of FERPA and HIPAA](#)
[ASTHO Comparison of FERPA and HIPAA](#)
[AAP Policy Statement: Standards for Health Information Technology to Ensure Adolescent Privacy](#)
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Section E: Comprehensive Pediatric Health Care

E.1 Comprehensive pediatric health care minimum requirements

- E.1.a [Bright Futures Guidelines and Pocket Guide](#)
- [Bright Futures Recommendations for Preventive Pediatric Health Care](#)
- [Bright Futures Guidelines for Health Supervision of Infants, Children, and Adolescents](#)
- [Bright Futures Handbook: Performing Preventive Services](#)
- [OHA Adolescent Well Visit Guidance Document](#)
- [CMS Strategies for Increasing Medicaid Adolescent Well-Care Visits](#)
- [OPIP Improving Adolescent Well-Visits](#)
- [OPIP The Value of the Adolescent Well-Care Visit](#)
- [OPIP: Policy and Practice-Level Strategies to Improve Adolescent Well-Visit Rates](#)

Table 2: Comprehensive Pediatric Health Care Minimum Requirements

| History | |
|---------------------------------|---|
| Comprehensive Medical Histories | Bright Futures History, Observation, and Surveillance |
| Measurements | |
| Height and weight | Bright Futures Handbook: Page 51 Assessing Growth and Nutrition |
| Body Mass Index (BMI) | AAP Expert Committee Recommendations Regarding the Prevention, Assessment, and Treatment of Child and Adolescent Overweight and Obesity |
| Blood pressure | Bright Futures Handbook: Page 57 Blood Pressure |
| Sensory Screening | |
| Vision | AAP Visual System Assessment in Infants, Children, and Young Adults by Pediatricians |
| | AAP Procedures for the Evaluation of the Visual System by Pediatricians |
| Hearing | AAP Clinical Report - Hearing Assessment in Infant and Children: Recommendations Beyond Neonatal Screening |

Section E: Comprehensive Pediatric Health Care

Physical Health Services

Comprehensive physical exams [Bright Futures Handbook: Physical Examination](#)
[AAP Policy Statement: Use of Chaperones During the Physical Examination of the Pediatric Patient](#)

Evaluation and treatment of non-urgent, acute and chronic conditions

Medical specialty services

Developmental/Behavioral Services

Health Assessment [Comprehensive Health Assessment](#)
[Rapid Assessment for Adolescent Preventive Services \(RAAP\)](#)
[PCPCI webinar Enhancing Adolescent Well-Visits](#)

Assessment of educational, achievement, and attendance issues [Oregon Chief Education Office: Chronic Absenteeism Report 2016](#)

Developmental assessments [Developmental, Behavior, Psychosocial Screening and Assessment Forms](#)
[OHP: Developmental Screening for Young Children Guidance Document](#)

Psychosocial/behavioral assessment [Mental Health Screening and Assessment Tools for Primary Care](#)
[Mass General Table of Adolescent Mental Health Screening Tools and Rating Scales](#)

Depression screening [OHP: Depression Screening and Follow-Up Plan Guidance Document](#)
[American Psychiatry Association: Assessment Measures \(including Depression\)](#)
[2016-2020 Oregon Youth Suicide Intervention and Prevention Plan](#)
[SAMHSA: Screening Tools](#)
[AAP Clinical Report: Suicide and Suicide Attempts in Adolescents](#)

Section E: Comprehensive Pediatric Health Care

Developmental/Behavioral Services

Alcohol and other
 drug screening

[Oregon SBIRT website](#)

[OHP: SBIRT Guidance Document](#)

[AAP Policy Statement: Substance Use Screening, Brief Intervention, and Referral to Treatment](#)

[CRAFFT Screen \(Car, Relax, Alone, Forget, Friends, Trouble\)](#)

[Society for Adolescent Health and Medicine: Screening and Assessing Adolescents for Substance Use Disorders](#)

[Oregon Prescription Drug Monitoring Program](#)

Alcohol and other
 drug assessment

[Addiction Counselor Certification Board of Oregon](#)

[Oregon Medicaid: Amount, Duration, and Scope of Medical and Remedial Care and Services](#)

[Oregon Administrative Rule related to Outpatient Addictions and Mental Health Services](#)

Prescriptions for
 mental health
 conditions

[National Institutes of Mental Health: Mental Health Medications](#)

[American Academy of Child and Adolescent Psychiatry: Psychiatric Medication](#)

Individual, group,
 and family
 counseling and
 treatment

[National Institutes of Mental Health: Psychotherapies](#)

Social services
 assessment and
 referral

[211info: Health and Social Services in Oregon and SW Washington](#)

[AAP Policy Statement: Promoting Food Security for All Children](#)

Oral Health Services

Visual inspection of
 teeth and gums

[Bright Futures Handbook: page 65 Early Childhood Caries](#)

Section E: Comprehensive Pediatric Health Care

Oral Health Services

Preventive oral health education and counseling

- [OHP: Dental Sealants on Permanent Molars for Children - Guidance Document](#)
- [Bright Futures Handbook: page 71 Fluoride Varnish Application Tips](#)
- [Bright Futures Guidelines: Promoting Oral Health](#)
- [Oregon Oral Health Program: School-Based Programs](#)

Fluoride supplement prescription

- [AAP: Fluoride Use in Caries Prevention in the Primary Care Setting](#)

Comprehensive oral health evaluation and treatment

- [AAP Oral Health Risk Assessment Tool](#)
- [AAP Policy Statement: Oral Health Risk Assessment Timing and Establishment of the Dental Home](#)
- [AAP Policy Statement: Maintaining and Improving the Oral Health of Young Children](#)
- [AAP: Children's Oral Health website](#)

Reproductive Health Services

Reproductive health exam

- [CDC: Providing Quality Family Planning Services \(QFP\)](#)
- [A Teen-Friendly Reproductive Health Visit](#)
- [Bright Futures: Promoting Healthy Sexual Development and Sexuality](#)

Prescriptions for contraceptives

- [AAP Policy Statement: Contraception for Adolescents](#)
- [CDC: US Selected Practice Recommendations for Contraceptive Use, 2016](#)
- [ACOG: Long-Acting Reversible Contraception Reaffirmed 2015](#)
- [CDC: US Medical Eligibility Criteria for Contraceptive Use, 2016](#)
- [OHP: Effective Contraceptive Use among Women at Risk for Unintended Pregnancy Guidance Document](#)
- [OAR Division 4: Oregon Contraceptive-Care and SBHC exception language 333-004-0060\(8\)](#)
- [AAP: Contraception for Adolescents Technical Report](#)

Section E: Comprehensive Pediatric Health Care

Reproductive Health Services

Condom availability [CDC: Know Your Condom DOs & DONT'S](#)

[CDC: It's Your Future. You Can Protect It.](#)

[AAP Policy Statement: Condom Use by Adolescents](#)

STI prevention education and treatment [CDC: Sexually Transmitted Diseases Treatment Guidelines, 2015](#)

[CDC: STDs and Adolescents and Young Adults](#)

[Oregon STD Statistics](#)

[OHA: STD Clinic Materials](#)

Pregnancy prevention education [One Key Question](#)

[Bedsider](#)

[OHA: Oregon Teen Pregnancy Data](#)

[OHA: Reproductive Health Education Materials](#)

Prenatal care [OHP Timeliness of Prenatal Care Guidance Document](#)

[AAP Clinical Report: The Prenatal Visit](#)

HIV counseling [OHA: Oregon HIV Test Process](#)

[OHA: Oregon HIV Data](#)

[OHA: HIV Prevention Free Print Materials](#)

[OHA: HIV Prevention Essentials Online Training](#)

[CDC: Revised Recommendations for HIV Testing of Adults, Adolescents, and Pregnant Women in Health-Care Settings](#)

HIV treatment [OHA: Oregon Client Services for People Living with HIV/AIDS](#)

Anticipatory Guidance

Provision of age appropriate anticipatory guidance [Bright Futures Anticipatory Guidance](#)

Section E: Comprehensive Pediatric Health Care

Anticipatory Guidance

| | |
|----------------------------|---|
| Targeted patient education | AAP Policy Statement: Firearm-Related Injuries Affecting Pediatric Population HHS Office of Adolescent Health Society for Adolescent Health and Medicine OHA: Marijuana - Your Health and Safety OHA: Preventing Underage Marijuana Use Parent's Guide to Talking to Your Kids AAP Clinical Report: Sexuality Education for Children and Adolescents |
|----------------------------|---|

Procedures

| | |
|---------------|--|
| Immunizations | Immunization Action Coalition many provider resources including links to VIS in languages other than English; coloring pages; package inserts CDC Pink Book: Epidemiology and Prevention of Vaccine-Preventable Diseases CDC Preteen and Teen Vaccines CDC Immunization Materials for Preteens and Teens CDC HPV You Are The Key To Cancer Prevention CDC: Vaccine Schedule 0-6 years CDC: Vaccine Schedule 7-18 years Vaccine Temperature Logs |
|---------------|--|

Urinalysis

Hematocrit or Hemoglobin

Blood glucose

Strep throat

Pregnancy testing

Section E: Comprehensive Pediatric Health Care

Procedures

| | |
|----------------------------|--|
| STI screening and testing | CDC: STD Laboratory Information CDC: Recommendations for the Laboratory-Based Detection of Chlamydia trachomatis and Neisseria gonorrhoeae - 2014 OSPHL: Chlamydia and gonorrhea testing |
| HIV screening and testing | CDC: HIV Testing OSPHL: HIV testing CLIA-waived rapid HIV tests |
| Tuberculosis testing | OHA Tuberculosis Program TB Screening Questionnaire |
| Lead screening and testing | Lead Screening Protocols for Children Health Care Provider Lead Screening Questionnaire Oregon Lead Prevention Program CDC: Low Level Lead Exposure Harms Children: A Renewed Call for Primary Prevention |
| Dyslipidemia screening | HHS: Summary Report Expert Panel on Integrated Guidelines for Cardiovascular Health and Risk Reduction in Children and Adolescents |
| E.2 Immunizations | |
| E.2.a | Oregon VFC Documents and Resources Oregon VFC Clinic Self-Assessment Oregon Immunization Data |
| E.3 Equipment | |
| E.3.a | Code of Federal Regulations Title 21, Chapter I, Subchapter H, Part 820 ISO 13485 Quality management for medical devices |
| E.3.c | AAP Policy Statement: Preparation for Emergencies in the Offices of Pediatricians and Pediatric Primary Care Providers |

| | |
|-----------------|--|
| E.4 Medications | |
| E.4.a | Board of Pharmacy |
| E.5 Laboratory | |
| E.5.a | Oregon Public Health Lab Clinical Laboratory Regulations CMS.gov Clinical Laboratory Improvement Amendments (CLIA) Lab Director Responsibilities CDC CLIA Waived Tests Educational Materials CDC CLIA Waived Tests Ready Set Test Booklet Good Laboratory Practices for Waived Testing Sites Oregon Administrative Rule related to Clinical Laboratories |
| E.5.b | 42 Code of Regulations Part 493 |
| E.5.c(1) | Oregon Revised Statute related to Examination, specimens |
| E.5.c(2) | 42 Code of Regulations Part 493 |
| E.5.c(3) | 42 Code of Regulations Part 493 |

Section F: Data collection/reporting

| | |
|----------------------------------|--|
| F.1 Data collection requirements | |
| F.2 Data variable requirements | |
| F.2.a | SBHC Visit/Encounter Data Elements & Required Formats |
| F.2.a(5) | Oregon Revised Statute 413.161 Oregon Administrative Rules related to Race, Ethnicity, Language, and Disability Demographic Data Collection Standards |
| F.2.a(16) | NPPPEs NPI Registry |
| F.2.a(18) | DMAP: UB modifier to identify services provided by SBHCs |
| F.2.a(19) | CMS ICD-10 Code Lookup |
| F.3 Data reporting requirements | |
| F.3.a | SBHC: Visit/Encounter Data CDC: HIPAA Privacy Rule and Public Health |

Section F: Data collection/reporting

F.3.b [SBHC: Key Performance Measures](#)

F.3.c [SBHC: Student Satisfaction Survey](#)

[Required parental notification about SBHC satisfaction survey](#)

F.3.d [SBHC Operational Profile User's Guide](#)

[SBHC Operational Profile \(website link\)](#)

Section G: Billing

G.1 Billing requirements

G.1.a [OHP: How to become an Oregon Health Plan provider](#)

[OHP: Professional Billing Instructions \(June 2016\)](#)

G.1.b [Advisory Committee on Physician Credentialing Information](#)

G.1.c [Coordinated Care Organization Service Areas Map](#)

Other Billing Resources:

[Billing SBIRT Encounters in Medical Settings - Children/Adolescents](#)

[AAP Coding at the AAP](#)

[Private Insurer Confidential Communications Links](#)

[Oregon Request for Confidential Communication](#)

[Oregon Administrative Rules related to Oregon Confidential Communications Request Form](#)

Section H: Terminology

H.1 Definitions (OAR 333-028-0210)

[Oregon Administrative Rules related to School-Based Health Center Program Definitions](#)

H.2 Acronyms/abbreviations

H.3 SBHC Role Descriptions

[SBHC Role Descriptions](#)