

## Communicating with Children's employees and clinics

As a school nurse, you may need access to students' medical records, or need to talk to someone about a student's healthcare needs. In any case, the best way to learn about a youth's medical needs or history is to talk directly with a parent or caregiver. This way, you don't need to complete any paperwork and can get information quickly.

However, we understand you may need to communicate with Children's staff and/or clinics regarding a youth at your school. To reach a Children's provider, you can call 404-785-KIDS (5437). If you require any Protected Health Information (PHI), you must complete a [Release of Information](#) (ROI) form for each youth.

Please review the processes below for obtaining medical information about youths at your school.

### **If you cannot get physical medical documents from a parent or caregiver and need to obtain them from Children's:**

1. Ask a parent or caregiver to sign a Children's [ROI form](#), allowing you to obtain necessary orders and/or documents.
2. Submit the ROI form via email by contacting [HISROIteam@choa.org](mailto:HISROIteam@choa.org).

### **If you cannot get information about a student's healthcare needs at school from a parent or caregiver and need to speak with a Children's provider:**

1. Ask a parent or caregiver to sign a Children's [ROI form](#), allowing you to discuss a student's medical information with Children's. Tip: Ask for this at the beginning of each school year.
2. [Email](#) the document to the ROI team or fax it to 404-785-9060.
3. Call and inform the Children's ROI department to notify them you have submitted an ROI form for a student and need to speak with a provider about the youth's healthcare needs at school.

If you have questions about this process or completing the ROI form, please contact [SchoolHealth@choa.org](mailto:SchoolHealth@choa.org). If you have submitted an ROI form and need to confirm receipt, call the Release of Information team at 404-785-2431.