

# THE RENAISSANCE DIFFERENCE



**PSJA ISD SCHOOL BASED  
HEALTH CENTER**

*Affiliated with Doctors Hospital at Renaissance Health System*

## Frequently Asked Questions

**How much will it cost to take my child to the PSJA ISD School Based Health Center?**

- Copays and deductibles will be billed as applicable for those with private insurance. Private pay patients will be billed on a sliding scale. However, no patient is turned away due to their insurance status or ability to pay.

**I am an employee of the Pharr-San Juan-Alamo ISD. Am I eligible to be seen at the PSJA ISD School Based Health Center? How much will it cost?**

- Yes.
- You will be charged according to your benefit plan.

**I am an employee of the Pharr-San Juan-Alamo ISD. Are my dependents eligible to be seen at the PSJA ISD School Based Health Center?**

- Yes, your covered dependents are eligible to be seen at the PSJA ISD School Based Health Center.

**I am a retired PSJA ISD employee. Am I eligible to be seen at the PSJA ISD School Based Health Center?**

- Retired PSJA ISD employees will be able to receive services at the clinic by appointment only and depending on availability.

**I graduated from PSJA ISD. Am I eligible to be seen at the PSJA ISD School Based Health Center?**

- Former PSJA ISD students will be able to receive services at the clinic by appointment only and depending on availability.

**My child attends PSJA ISD but my younger children are not yet in school. Will they be able to be seen at the PSJA ISD School Based Health Center?**

- Yes.

**I work at PSJA ISD. But, my child attends another school district and my family is covered by my husband's insurance. Will my family be able to be seen at the PSJA ISD School Based Health Center?**

- While our main focus is on the students and employees of PSJA ISD, your family will be able to be seen at the clinic if there is availability.

**My child does not have a student ID, how will you know that he/she is an PSJA ISD student?**

- Students will be asked to provide demographic information—name, date of birth, address, and guardian name. We will use this information to verify that he/she is a student.

**What services are available at the PSJA ISD School Based Health Center?**

- Sick visits, well visits, labs, vaccines, immunization, physicals, sports physicals, management of chronic diseases (asthma, diabetes, etc.), treatment of cough/ cold/ flu, general primary care services, minor wound care (small draining, dressing, stitches, burns, etc.), and vision and hearing screenings.
- A nutritionist will be available to provide nutrition and weight management education.

**What insurances does the PSJA ISD School Based Health Center accept?**

- We accept all carriers including Medicaid, Medicare, CHIP, Blue Cross Blue Shield, most private insurances, and PSJA ISD workman's compensation.

**Will the PSJA ISD School Based Health Center still see my children even if I do not have the ability to pay at the time of appointment and my children do not have insurance?**

- Yes, we do not turn away any student regardless of their ability to pay or insurance status.

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**What does “regardless of ability to pay mean”?**

- That means, if the patient does not have the funds available at the time of service, we will not turn the patient away. By law, this clinic must make an attempt to collect on billed charges. A financial counselor is available that can help connect patients with charitable care and/or qualify for Medicaid. The financial counselor can also help create a payment plan. No patient will be turned away from getting the healthcare they deserve.

**Will a parent/ legal guardian be required to be present at the student’s physician appointment?**

- Yes, a parent/ legal guardian must be present during the appointment for all minor students (under the age of 18). In urgent situations, we can treat or call 911, while attempting to contact the parent/ legal guardian and the primary care physician, if available.

**What documents are needed to make an appointment at the PSJA ISD School Based Health Center?**

- A valid driver’s license, student ID / employee ID, and insurance card (if applicable).

**Will the students need a referral from the school nurse to receive services at the PSJA ISD School Based Health Center?**

- No, students can be seen as “walk-ins” without a referral from the school nurse. If under the age of 17, a parent or guardian must accompany the student.

**Do I need to make an appointment to be seen at the PSJA ISD School Based Health Center?**

- No, walk-ins are welcome.

**I normally take my child to their pediatrician, but the earliest appointment they have is in two days. Will I be able to be seen by the PSJA ISD School Based Health Center today and will results be sent to our doctor?**

- Yes. However, the school based health center is not designed to replace your current primary care provider. If a child, family member, or faculty member is seen at the clinic, their primary care provider will be contacted to continue the coordination of care.

**What type of healthcare provider will take care of my child?**

- There will always be a physician or licensed family nurse practitioner at the clinic during hours of operation.  
- Providers will be able to refer the patient to a specialist should one be needed.

**Will the PSJA ISD School Based Health Center be able to take care of chronic conditions such as asthma and diabetes?**

- The PSJA ISD School Based Health Center is geared towards creating a better quality of life. If you do not have a primary care provider, we can assist with the management of chronic conditions such as asthma and diabetes.

**I am a teacher at PSJA ISD. Will I be able to be seen at the clinic during my lunch hour or free period? Will I need to call in sick to work?**

- Yes, the clinic will designate times to fast track teachers to ensure they can be seen during their break.  
- No, we will promptly see teachers so they do not have to take unnecessary time away from work.

**Where is the PSJA ISD School Based Health Center located? What are the hours of operation?**

- 1229 S. Veterans Blvd. / San Juan, TX 78589  
- Monday: 7:00 AM - 7:00 PM / Tuesday - Friday: 9:00 AM - 7:00 PM

**For more information, please call PSJA ISD School Based Health Center at (956) 787-5454.**



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**Call. Visit. Learn more.**

1229 S. Veterans Blvd. / San Juan, TX 78589 / [www.dhr-rgv.com](http://www.dhr-rgv.com) / (956) 787-5454

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**RAISING THE STANDARD OF HEALTHCARE**