



# Frequently Asked Questions

**Goodside  
Health**

## **I need help with registration or need to update my information. How do I contact Goodside Health?**

Please contact us at [support@pond.md](mailto:support@pond.md). We'll review your request and follow-up with you directly.

## **Does it cost money for a SchoolMed visit?**

Most visits are provided at little to no cost. Goodside Health is a participating provider with most major health insurance plans in Texas, including all Medicaid plans and TRICARE.

For students with Medicaid and TRICARE, telehealth visits are provided at no out-of-pocket cost to families.

For families with commercial insurance, most visits cost the same as an in-person clinic visit. Your service will be billed to your insurance.

Uninsured? You may qualify for the Goodside Cares program to receive visits at a discounted rate or no cost. Learn more at [goodsidehealth.com/goodsidecares](https://goodsidehealth.com/goodsidecares)

## **What if my child needs additional care after the SchoolMed visit?**

Our providers are trained to assess the child and provide medical triage quickly. If necessary, Goodside Health can make a referral to your doctor, a specialist, or the Emergency Room.

## **I have other children not enrolled in the school district. Can they have a SchoolMed visit?**

SchoolMed visits are available to all students and staff that are registered with the program. If your child isn't enrolled at the school, they are not eligible for a SchoolMed visit.

Want to register another child? Sign-up at [goodsidehealth.com/register](https://goodsidehealth.com/register)

## **Can my child be seen by Goodside Health on evenings or weekends?**

Yes! After-hours and weekend visits are available through Virtual Care for Families, a Goodside Health company.

Learn more at [virtualcarefamilies.com](https://virtualcarefamilies.com)





# Preguntas frecuentes

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## **Necesito ayuda con la registraci3n o necesito actualizar mi informaci3n. ¿Como me comunico con Goodside Health?**

Por favor p3ngase en contacto con nosotros en [support@pond.md](mailto:support@pond.md). Revisaremos su solicitud y seguimiento directamente con usted.

## **¿Una visita con SchoolMed cuesta dinero?**

La mayoría de las visitas son realizadas a un costo m3nimo o gratuito. Goodside Health es un proveedor participante con la mayoría de los principales seguros m3dicos de Texas, incluso todos los planes de Medicaid y TRICARE.

Para los estudiantes con Medicaid y TRICARE, las visitas de telesalud se brindan sin costo para las familias.

Para las familias con seguro m3dico comercial, la mayoría de las visitas cuestan lo mismo que una visita a la cl3nica en persona. Su servicio se facturará a su seguro.

¿Sin seguro? Puede calificar para el programa Goodside Cares para recibir visitas a tarifa con descuento o sin costo. Obtenga m3s informaci3n en [goodsidehealth.com/goodsidecares](https://goodsidehealth.com/goodsidecares)

## **¿Que si mi hijo necesita atenci3n adicional despu3s de la visita con SchoolMed?**

Nuestros proveedores est3n capacitados para evaluar al ni1o y brindar atenci3n medica r3pidamente. Si es necesario, Goodside Health puede recomendarlo a su m3dico, un especialista, o a la sala de emergencias.

## **Tengo otros hijos que no est3n inscritos en el distrito escolar. ¿Pueden tener una visita con SchoolMed?**

Las visitas de SchoolMed est3n disponibles para todos los estudiantes y el personal que est3n registrados en el programa. Si su ni1o no esta inscrito en la escuela, no es elegible para una visita de SchoolMed.

¿Quiere registrar a otro ni1o? Regístrelo en [goodsidehealth.com/register](https://goodsidehealth.com/register)

## **¿Mi hijo puede ser visto a trav3s de Goodside Health durante las tardes y fines de semana?**

¡S3! Las visitas fuera del horario y los fines de semana est3n disponibles a trav3s de Virtual Care for Families, una compa1a de Goodside Health. Obtenga m3s informaci3n en [virtualcarefamilies.com](https://virtualcarefamilies.com)