Name of Policy	**School Clinic Policy During Distance/Virtual Learning**
Approved by	Principal
Approved on	April 2026
Next Review	April 2027
Related Policies and Procedures	School Clinic Policy for School Health Services; First Aid Policy; Sick Student Policy; Incident Reporting Policy; School Fitness Policy; School Clinic Policy During Public Health Emergencies; Health and Safety Policy; School Clinic SOP; Referral Pathway

Distribution List: Principal & Director; Vice-Principals; Headmistresses; Senior Manager (Administration); Supervisors; Administrative Staff; Academic Staff; School Medical Team.

1 Purpose

To ensure continuity of school health support, guidance and health education for students and staff during distance or virtual learning.

2 Aims and Objectives

1. To provide remote health support when students cannot attend school physically due to public health emergencies, natural calamities or other disruptions.

2. To provide initial support for health and wellbeing concerns, including anxiety, stress, digital fatigue and reduced social interaction, and arrange appropriate referrals where necessary.

3. To deliver online health education and awareness sessions.

4. To provide guidance on nutrition, physical activity and healthy daily routines.

5. To respond to health-related queries through designated school communication channels.

3 Roles and Responsibilities

3.1 Responsible Executive — Vice-Principal

1. Oversee the implementation of this policy and coordinate school health services during distance or virtual learning.

2. Ensure that health support is provided by appropriately qualified and licensed healthcare professionals within their professional scope.

3. Ensure that the responsibilities of relevant staff are clearly communicated.

4. Ensure that written policies and procedures are reviewed annually.

5. Oversee compliance with applicable regulations and school procedures.

3.2 Responsible Office — Senior Manager Administration

1. Implement administrative arrangements that support the delivery of remote school health services.

2. Ensure that appropriate personnel and resources are available.

3. Coordinate with the ICT Department to support reliable access to approved communication platforms.

4. Ensure that school clinic contact details and working hours are communicated to students, parents and staff.

3.3 Academic Staff

1. Remain alert to signs of illness, distress or changes in student wellbeing during online lessons.

2. Promptly communicate relevant concerns to the school medical team through designated channels.

3. Coordinate with parents and the school medical team, as appropriate, to support the student.

4. Handle student health information sensitively and share it only with staff directly involved in providing support.

3.4 Parents and Guardians

1. Inform the school medical team of relevant health concerns affecting their child's participation in distance learning.

2. Support communication between their child and the school medical team when required.

3. Follow up on advice and referrals provided by the school medical team.

4. Seek appropriate medical attention when their child requires an in-person assessment or urgent care.

3.5 School Medical Team

1. Respond promptly to health-related enquiries during designated school clinic working hours.
2. Provide remote health guidance within professional scope and explain when an in-person assessment is required.
3. Involve parents or guardians in student consultations, as appropriate, and follow applicable consent and confidentiality procedures.
4. Conduct online health education and awareness sessions.
5. Provide guidance on nutrition, physical activity, screen breaks and healthy routines.
6. Provide initial wellbeing support and coordinate with the school counsellor or other appropriate professionals when necessary.
7. Follow the school's referral pathway and arrange follow-up where appropriate.
8. Maintain confidential records of consultations, advice, referrals and follow-up in accordance with school procedures.

4 Access to Remote School Health Support

1. Students, parents and staff may contact the school medical team through the designated Microsoft Teams channel or approved school contact details.
2. Requests will be reviewed during communicated school clinic working hours.
3. Health concerns must be communicated privately and must not be posted in class groups or other shared forums.
4. Remote support will be provided within the limits of the information available. The school medical team may recommend an in-person medical assessment where necessary.
5. Remote school health support does not replace emergency care. In an emergency, parents or staff must contact emergency services immediately rather than wait for a response through Teams.

5 Monitoring and Evaluation

The School Task Force, in coordination with the Vice-Principal and school medical team, will monitor the implementation and effectiveness of this policy.
Monitoring will include:

- Accessibility and responsiveness of remote health support.
- Delivery of health education and awareness activities.
- Completion of relevant referrals and follow-up.
- Feedback from students, parents and staff.

Findings will be used to identify improvements while maintaining the confidentiality of individual health information.

6 Review of Policy

This policy will be reviewed annually, or earlier if changes in applicable regulations, school arrangements or service requirements make revision necessary.

7 Contact Details

School Medical Team — EXT-208/288/233

School Clinic Email: CLINICSR@msdpssharjah.com / CLINICPR@msdpsharjah.com School Clinic Working Hours: 07:30 / 02:30