Coronavirus (COVID-19) Updates

Frequently Asked Questions

What services are offered at Student Health Services during this time?

At this time, SHS is still operating under normal business hours: Monday – Friday, 8am – 5pm. Hours and availability of certain services may be limited or change depending on staff availability during the COVID-19 response.

The below services are available to students:

MEDICAL CLINICS

- **Medical Clinic**: The Medical Clinic is now separated into a respiratory clinic and a general clinic. Telehealth appointments are also available for students who are physically located in the state of Texas. All students seeking to utilize SHS must engage in the pre-screening process to speak with a nurse and be given appointment options. The pre-screening process can be accessed by visiting https://shs.tamu.edu/appointments. For a pre-screening appointment, students should not present to the clinic.

- **Women's Clinic**: Services remain the same, but we recommend delaying routine preventive services during this time, including IUD and Nexplanon placement. If students need prescription extension to accommodate this delay and are physically located in the state of Texas, schedule a telehealth visit. Students may also send a secure message to their treating clinician.

ADDITIONAL SERVICES

- **Laboratory**: Services remain the same. Students interested in receiving a self-referral lab test must utilize the Green Clinic entrance (ramp door) adjacent to the parking lot. If a student is only visiting the laboratory for self-referral testing, they will be screened at the Green Clinic entrance.

- **Nutrition Services**: All appointments are via phone until further notice. Currently, appointments are restricted to initial consultations and follow-up appointments. To schedule a Nutrition Services appointment, please email mwindham@shs.tamu.edu. Students do not need to go through the pre-screening process for these appointments.

- **Pharmacy**: The Pharmacy is available to fill/refill prescriptions. To access the Pharmacy, students must utilize the Green Clinic entrance (ramp door) adjacent to the parking lot. If a student is only visiting the pharmacy for medication pick-up, they will be screened at the Green Clinic entrance. If a student wishes to have their medication brought outside to them as they wait in the parking lot, please call the Pharmacy at (979) 458-8292.
  - Prescription mailing is available for a minimal charge (average cost is less than $5). Prescriptions will only be mailed as long as the following conditions are met:
    - Recipient is located in the state of Texas
    - Prescription total is less than $100
  - Prescriptions typically arrive within two business days and tracking information will be provided to the recipient. Refrigerated items are not able to be mailed. To inquire regarding prescription mailing, please contact the Pharmacy at (979) 458-8292 or pharmacy@shs.tamu.edu.

- **Physical Therapy**: Services remain the same.

- **Preventive Medicine**: Services remain the same. For students who have their allergy serum at SHS, please contact Preventive Medicine at (979) 458-8345 to coordinate pick-up.

- **Radiology**: Services remain the same.
RESOURCES AVAILABLE

- For general clinic questions, please contact Patient Services at (979) 458-8310 or patientservices@shs.tamu.edu.
- For general medical advice, please contact SHS Dial-A-Nurse at (979) 458-8379.

**What is the latest information regarding the Coronavirus as it relates to Texas A&M University?**

Texas A&M University continues to work with governmental agencies, professional health and security organizations, and our academic partners to monitor world-wide coronavirus developments. Please see the latest announcements here: https://www.tamu.edu/coronavirus/.

**What are symptoms of the Coronavirus (COVID-19)?**

- For the vast majority of people who have had the illness, symptoms were mild (like a cold or flu) and they resolved after several days. COVID-19 symptoms can include fever, cough and shortness of breath.

**If I’m concerned that I may have COVID-19, should I go to Student Health Services?**

- Call your healthcare provider in advance. Please do not show up at a clinic, urgent care or other healthcare facility without calling first. Your provider may need to take special measures to protect other people in the clinic.
- Telemedicine is available, enabling you to consult a provider from home. Check with your health insurance provider, or visit the SHS Appointment page to schedule a pre-screening appointment with a nurse.
  - If you are a student enrolled in the TAMU Student Health Insurance plan, MD Live is available for you (a medical visit copay applies).
  - Dial-A-Nurse is available for students who need general medical advice after hours, and can be reached at (979) 458-8379.
- If you have symptoms such as a cough, fever, or other respiratory problems, contact your primary care doctor first. Do not go to an emergency room. Emergency rooms need to be able to serve those with the most critical needs.

**What does it mean to self-monitor?**

According to the CDC, individuals should self-monitor and stay home for 14 days if they left an area with widespread, ongoing community spread and practice social distancing.

Take these steps to monitor your health and practice social distancing:

- Take your temperature with a thermometer two times a day and monitor for fever. Also watch for cough or trouble breathing.
- Stay home and avoid contact with others. Do not go to work or school for this 14-day period. Discuss your work situation with your employer before returning to work.
- Do not take public transportation, taxis, or ride-shares during the time you are practicing social distancing.
- Avoid crowded places (such as shopping centers and movie theaters) and limit your activities in public.
- Keep your distance from others (about 6 feet or 2 meters).
To download the CDC Check and Report Every Day (CARE) Booklet which helps you understand how to self-monitor your health and how to check your symptoms daily visit: https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID-19_CAREKit_ENG.pdf.

What does it mean to self-isolate?

If you are not experiencing any symptoms of COVID-19 and are asked to self-isolate after returning from:

- a country listed on the CDC's COVID-19 travel advisories page as Level 2 or Level 3;
- the New York Tri-State area;
- California;
- Louisiana;
- Washington;
- Atlanta, Georgia;
- Chicago, Illinois;
- Detroit, Michigan;
- Miami, Florida

you are advised to stay off campus, monitor your symptoms, remain home, and follow the guidelines below. The above list is subject to change. Find the most up-to-date information at https://gov.texas.gov/coronavirus.

Do not go to campus including work, residence halls and apartments, classes, athletic events or other social gatherings until 14 days after leaving the countries or states in question. Likewise, avoid public places and gatherings in the community.

Please follow these guidelines for self-isolation:

- Report any symptoms of COVID-19 immediately to your medical provider – preferably by calling to get advice and instructions. TAMU students are able to call SHS Patient Services at (979) 458-8310. For after-hours contact/inquiries, call the Dial-a-Nurse program at (979) 458-8379.
- Stay in your room or apartment. Do not go to work, classes, athletic events, or other social or religious gatherings until 14 days after your return to the United States from the locations in question.
- Limit contact as much as possible. This also means limiting close contact with others including persons living in your residence.
- Wash your hands with soap and water, or use alcohol-based hand rubs after coughing or sneezing or throwing a used tissue in the garbage.
- Avoid sharing household items. Do not share drinking glasses, towels, eating utensils, bedding, or any other items until you are no longer asked to self-isolate.
- Keep your surroundings clean. While the virus is not spread very well from contact with soiled household surfaces, try to clean surfaces that you share with others, such as door knobs, telephones, and bathroom surfaces (or any other object that you sneeze or cough on), with a standard household disinfectant wipe. Wash your hands after cleaning the area.
- Monitor yourself for symptoms at least daily including measuring your temperature. Any symptoms of COVID-19 should be reported to your physician. To download the CDC Check and Report Every Day (CARE) Booklet which helps you understand how to self-monitor your health and how to check your symptoms daily visit: https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID-19_CAREKit_ENG.pdf.
- Cover coughs and sneezes with your upper sleeve or a tissue. Never cough in the direction of someone else.
• Discontinuing home isolation should only be followed if you meet the criteria provided by the CDC. Guidelines for discontinuing home isolation can be found below.

When should I discontinue home isolation?

People with COVID-19 who have stayed home (home isolated) can stop home isolation under the following conditions:

• **If you will not have a test** to determine if you are still contagious, you can leave home after these three things have happened:
  
  o You have had no fever for at least 72 hours (that is three full days of no fever without the use medicine that reduces fevers) AND
  
  o other symptoms have improved (for example, when your cough or shortness of breath have improved) AND
  
  o at least 7 days have passed since your symptoms first appeared

• **If you will be tested** to determine if you are still contagious, you can leave home after these three things have happened:
  
  o You no longer have a fever (without the use medicine that reduces fevers) AND
  
  o other symptoms have improved (for example, when your cough or shortness of breath have improved) AND
  
  o you received two negative tests in a row, 24 hours apart. Your doctor will follow CDC guidelines.

What should I do if I came into close contact with an individual who has a suspected or confirmed case of COVID-19?

If you have had close contact with an individual with a suspected or confirmed COVID-19 case, follow the below CDC guidelines to manage your health at home:

• Stay home from work, school, and away from other public places. If you must go out, avoid using any kind of public transportation, ridesharing, or taxis.
• Monitor your symptoms carefully. If your symptoms get worse, call your healthcare provider immediately.
• Get rest and stay hydrated.
• If you have a medical appointment, call the healthcare provider ahead of time and tell them that you have or may have COVID-19.
• For medical emergencies, call 911 and notify the dispatch personnel that you have or may have COVID-19.
• Cover your cough and sneezes.
• Wash your hands often with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.
• As much as possible, stay in a specific room and away from other people in your home. Also, you should use a separate bathroom, if available. If you need to be around other people in or outside of the home, wear a facemask.
• Avoid sharing personal items with other people in your household, like dishes, towels, and bedding.
• Clean all surfaces that are touched often, like counters, tabletops, and doorknobs. Use household cleaning sprays or wipes according to the label instructions.

What preventive actions can students take at this time?

It is highly recommended that students continue to practice preventive actions to avoid illness. See below for recommended preventive actions:

• Practice social distancing. Social distancing means remaining out of congregate settings (crowded public places where close contact with others may occur), avoiding mass gatherings, and maintaining distance (approximately 6 feet or 2 meters) from others when possible.
• Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
• Avoid touching eyes, nose, and mouth with unwashed hands.
• Avoid sharing food, beverages, and utensils.
• Avoid close contact with those who may be ill.
• Stay home when you are sick or have flu symptoms.
• Cover cough/sneeze with a tissue or cough/sneeze into your elbow.
• Clean and disinfect frequently touched objects or surfaces.
• Get your annual flu shot.

What additional resources are available for students at this time?

• Academic HealthPlans is offering a Student Assistance Program (SAP) to all Texas A&M University System students, regardless if they are enrolled in the TAMU student health insurance plan. The SAP provides a 24/7 Care Center staffed by qualified and experienced professionals, life and wellbeing resources, and a variety of health/wellness resources and tools. Access the SAP here: https://myahpcare.personaladvantage.com/portal/welcome/sso. Company code is AHP1.
• The Division of Student Affairs departments have a multitude of resources available. Find more information here: https://studentaffairs.tamu.edu.

Where can I find updated information?

• Texas A&M University updates: https://www.tamu.edu/coronavirus/
• Brazos County Health District updates: http://www.brazoshealth.org/node/87
• Department of State Health Services updates: https://dshs.texas.gov/coronavirus/
• World Health Organization (WHO) updates: https://www.who.int/emergencies/diseases/novel-coronavirus-2019
• Texas A&M University International Student Services travel updates: http://iss.tamu.edu/Current-Students/Traveling-and-Coronavirus

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