Coronavirus (COVID-19) Updates

Frequently Asked Questions

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

SHS is 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:
  o To make an appointment at SHS, visit us online at https://shs.tamu.edu/appointments. If you are experiencing any high-risk symptoms (fever, cough, shortness of breath/difficulty breathing, loss of taste/smell, chest pain), you may web book a telemedicine appointment with a clinician or call SHS at (979) 458-8310 to schedule a telenuurse screening appointment.
  o Telemedicine appointments are available for students who are physically located in the state of Texas. Telemedicine appointments are available for a variety of patient complaints, and can be scheduled online by visiting the SHS Appointment page. Telemedicine appointments do not require a nursing pre-screening appointment.
  o SHS now offers COVID-19 testing without needing to see a clinician (i.e., via self-referral). The following tests are available:
    ▪ PCR (molecular) testing: to detect an active COVID-19 infection
    ▪ Antibody testing (serology): to determine likely prior COVID-19 infection; to expedite the antibody testing process, please fill out the COVID Antibody Testing form available on the SHS Coronavirus website (https://shs.tamu.edu/coronavirus).
      Student can self-schedule on the patient portal if they do NOT exhibit any high-risk symptoms (symptoms referenced above). Insurance may reimburse for this testing, so students should bring their insurance card. For more information, contact Patient Services at 458-8310.
• Women's Clinic: Services remain the same. Please note that limited clinicians available for procedures so scheduling may be delayed. If students need prescription extension to accommodate this delay and are physically located in the state of Texas, schedule a telemedicine 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 main clinic entrance.
• Nutrition Services: 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. Virtual visits are also available for students.
• Pharmacy: Services remain the same. If a student is only visiting the pharmacy for medication pick-up, they will be screened at the main 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.
  o 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
  Prescription 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.
Online over-the-counter (OTC) medication ordering is available for students. Medications can be shipped for a nominal fee. Access the order form here: https://shs.tamu.edu/services/pharmacy-online-ordering.

- **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.

The below services are available to faculty and staff:

- The following COVID-19 tests are available:
  - PCR (molecular) testing: to detect an active COVID-19 infection
  - Antibody testing (serology): to determine likely prior COVID-19 infection; to expedite the antibody testing process, please fill out the COVID Antibody Testing form available on the SHS Coronavirus website (https://shs.tamu.edu/coronavirus).

Faculty and staff can self-schedule on the patient portal if they do NOT exhibit any high-risk symptoms. There is a charge associated with SHS testing, yet insurance may reimburse for the full cost of the test. Please contact Patient Services at (979) 458-8310 for more information.

**RESOURCES AVAILABLE**

- For general clinic questions, please contact Patient Services at (979) 458-8310 or patientservices@shs.tamu.edu.
- For general medical advice when SHS is closed, 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/.

**Where can I find more information regarding COVID-19?**

- If you are sick or think you may have COVID-19, follow these guidelines to help prevent the spread: https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html.

**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.
- Depending on your primary complaint, telemedicine may be available for you. Telemedicine enables you to consult a provider from home. Check with your health insurance provider, or visit the SHS Appointment page to schedule an appointment.
  - If you are a student enrolled in the TAMU Student Health Insurance plan, MD Live is available for you (a medical visit copay applies).
- 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 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 physical distancing. Physical 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.
• Wear a cloth face covering when in public. Learn how to properly wear a face covering and how to make one here: cdc.gov/coronavirus. Cloth face coverings can help protect you and those around you.
• 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.