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 change depending on staff availability during the COVID-19 response.

All available services can be found at https://shs.tamu.edu/services. Enhanced safety and cleaning protocols have been implemented within the clinic to protect students and staff.

The below COVID-19 tests are available to students, faculty and staff, and are available via self-referral:

- 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 webpage (https://shs.tamu.edu/coronavirus).

Students, 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 patient-services@shs.tamu.edu.

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](https://www.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](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](https://studentaffairs.tamu.edu).

**Where can I find updated information?**

- Texas A&M University updates: [https://www.tamu.edu/coronavirus/](https://www.tamu.edu/coronavirus/)
- Brazos County Health District updates: [http://www.brazoshealth.org/node/87](http://www.brazoshealth.org/node/87)
- Department of State Health Services updates: [https://dshs.texas.gov/coronavirus/](https://dshs.texas.gov/coronavirus/)
- Texas A&M University International Student Services travel updates: [http://iss.tamu.edu/Current-Students/Traveling-and-Coronavirus](http://iss.tamu.edu/Current-Students/Traveling-and-Coronavirus).