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 and learn more about the TAMU face covering policy. Follow CDC guidelines regarding how to properly wear a face covering and learn 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.

Updated March 23, 2021, 10:00 a.m.
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.