

# Student Health Services

## COVID-19 Response & Updates

The health and safety of our campus community is of the utmost importance to the University. To prevent the spread of illness, we will separate well and sick students and are limiting the number of patients in our clinic at one time.

### Health & Safety for Patients:

We have implemented the following procedures for patients.

#### Face coverings or masks

- All patients and staff members are required to wear face coverings or masks at all times.
- Staff will be in full PPE while working with ill patients.

#### Online Paperwork:

- To prevent multiple people from touching the same surfaces, we have eliminated the physical paperwork.
- All patients will need to complete the paperwork online before an appointment.

#### Schedules and Appointment Types:

- Walk-in appointments are no longer allowed, you must make an appointment before coming to Student Health Services.
- We have designated blocks of appointment times to keep “well” and “ill” patients separate. Call Student Health Services to schedule an appointment time based on your symptoms or needs.
  - a. “Well” patient visits include general physicals, women’s health exams, pregnancy tests, and medication management appointments.
  - b. “ill” patient visits include those where the patient is exhibiting symptoms for COVID-19, flu, other illnesses, or other conditions.
- There will be extended gaps of time between appointments to limit any interactions between patients.

#### Sanitation & Cleaning:

- Housekeeping and sanitation happens every morning before the clinic opens, and common-touch areas are sanitized regularly and between patient appointments.
- Plexiglass barrier will be installed at check-in area.
- Exam rooms have been designated as either “ill” or “well” rooms for patients who are either exhibiting symptoms or not. Every patient goes straight into an exam room- the lobby and triage rooms are not being used.
- Social distancing and hand hygiene signs have been placed around the clinic.

### Changes to Appointments:

#### Making an Appointment

- You must call (870) 575-7106 to make an appointment. We are not accepting walk-ins. When you call, you will complete a COVID-19 screening over the phone.

- Your appointment time will be determined based on your symptoms or needs. “Well” appointments and “ill” appointments are scheduled in separate blocks of time.

#### **Before your Appointment**

- To prevent multiple people from touching the same surfaces, we have eliminated the physical paperwork. You must complete the required paperwork online. You will receive instructions to do that when you schedule your appointment.

#### **At Your Appointment**

- You are required to wear a mask or face covering to your appointment.
- The front doors are locked, so you will need to call the number on the front door to be allowed inside the building.
  - a. Walk-in are not allowed
  - b. If you have an appointment, you are not allowed to bring anybody with you.
- When you enter the building, the nurse will screen you for COVID-19 symptoms and exposure.
- After your screening, you will be escorted directly to an exam room. Use of the lobby has been eliminated for the time being.

#### **Staff Safety:**

- All staff are required to wear masks while they are in the building. They are also required to wear full PPE while interacting with “ill” patients.
- All staff and visitors are screened for COVID-19 symptoms every day, including a temperature screen. “ill” staff are not allowed to report to work.

**\*\* For after-hours COVID-19 information, screening: Contact- Jefferson Regional Medical Center at (870) 541-3134.**