SHC COVID-19 Services and Information

Receiving care during COVID-19
Most Student Health Center (SHC) services are still available to our students during the COVID-19 pandemic. You may notice that availability, hours, and methods of care have been adjusted in order to maintain the health of our students and staff. The SHC staff are closely monitoring the Coronavirus Disease outbreak (COVID-19).

Note All information below reflects the most current information related to COVID-19. Information below is subject to change and will be updated accordingly.

Making an appointment at the Student Health Center:

- Students should call 704-687-7400 between 8 am and 5 pm Monday - Friday to schedule an appointment.
- Appointments are available for medical care related to both COVID-19 and non COVID-19 reasons (preventative care, injury and psychiatry visits, as well as immunizations, and nutrition services).
- Our staff will work with you and a provider to determine if an in-person or telemedicine appointment is needed. Please call prior to coming to the Student Health Center for medical care. (exception: if only visiting the Pharmacy, Medical Records or Insurance department calling prior to visit not needed.
- In-person and telemedicine appointments are available. Telehealth appointments are available for some health issues such as a cough, sore throat, fever, runny nose, ear pain, pink eye, skin concerns, mental health needs, nutrition, gynecology issues, contraception, and prescription refills. This is not an all- inclusive list.

Visiting the Student Health Center Building- What to expect?

- Summer Hours through 9/05/2020: Monday – Friday 8:30 am- 5:00 pm

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<th>NEW MEDICAL CLINIC HOURS</th>
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*Call to arrange evening appointment
• Masks or cloth face coverings are required for students, visitors and staff.
• Mobile self-check-in is available. Once you arrive on the property of the Student Health Center, you may utilize your cell phone to check-in for an appointment and by-pass the SHC check-in computer and be directed to your provider’s waiting room.
• Plexi-glass sneeze guards, floor markings and waiting areas configured to promote physical distancing.
• Exam rooms are disinfected between patients.
• Patients are asked not to bring companions/visitors to their appointment
• Personal protective equipment (PPE) is available for all SHC staff.
• Additional hand sanitizer and signage to encourage hand hygiene for all.
• Increased cleaning and disinfecting areas throughout the day. Limited shared materials in waiting areas.
• Telehealth visit available for some visits.
• SHC staff will complete a COVID-19 screening prior to reporting for work.

COVID-19 SHC Testing
The Student Health Center provides COVID-19 diagnostic testing for eligible students. Time to receive lab results can vary based on reference lab testing capacity and a current nationwide shortage of testing supplies.

Testing can be done based on CDC recommendations for those with symptoms, those who do not have symptoms but came in close contact with someone who has tested positive and those who are in a CDC-defined high-risk group. Testing for this group is typically covered by health insurance.

Individuals who are concerned about a potential exposure, should quarantine for 7-10 days is encouraged prior to testing to reduce the possibility of a false negative result. COVID-19 testing for this group is typically NOT covered by health insurance.

Note: The Student Health Center will file claims for those with the Student Blue health plan. All other insurances will not be filed in-house. Students will be given a billing statement that can be used if they wish to file their own insurance claim.

If an individual has a positive test, the SHC is required to notify the local Health Department and then isolation of the individual is required for up to 14 days. Daily medical monitoring is required for all known individuals in quarantine or isolation due to COVID-19. Arrangements for support if needed during this period are coordinated with campus partners such as: Housing and Residence Life, Dining Services and the Dean of Students Office.
COVID-19 FAQs

What are some symptoms of COVID-19?

Per the CDC, people with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms may have COVID-19:

- Fever (greater than 100.4)
- Chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

If you are experiencing any of the symptoms above, please do not attend class, work or campus or community activities and contact your medical provider.

How can I protect myself and others from getting COVID-19?

- Wash your hands with soap and water for at least 20 seconds. If no soap and water, use a hand sanitizer that contains at least 60% alcohol.
- Wear a mask or cloth face cover when around others.
- Wait at least 6 feet away from others.
- Wipe down and disinfect frequently touched surfaces daily.
- Watch/monitor your health daily.
- Stay home if you are not feeling well.
- Avoid touching your eyes, nose, and mouth.

What are key terms I should know about COVID-19?

- Close contact means being within six feet of an infected person for at least 15 minutes, had direct physical contact with the infected person (touched, hugged, or kissed), shared eating or drinking utensils, or they sneezed, coughed, or somehow got respiratory droplets on you.
- Physical distancing (social distancing) is for everyone. It means keeping people farther apart to prevent the virus from spreading in communities.
• Quarantine is for people who *may have been exposed* to the virus. Quarantine helps prevent spread of disease that can occur before a person knows they are sick or if they are infected with the virus without feeling symptoms.
• Isolation is for people who *are infected with the virus*. It means keeping them separated from people who do not have it/ no symptoms.

**When and where should I self-quarantine?**

Per the Centers for Disease Control and Prevention (CDC) travel guidance, individuals traveling internationally, or in other areas such as cities, locales, and/or events where the exposure to COVID-19 is likely, you will need to quarantine yourself for 14 days. This applies even if a negative COVID test was recorded prior to your arrival.

• If you are traveling internationally, consider arriving in the U.S. at least 14 days prior to the start of classes to begin your quarantine. Off-campus quarantine is preferred, however Housing and Residence Life staff can assist students that are planning to live on campus with quarantine/isolation housing, if needed.
• If living off-campus, quarantine 14 days prior in your off-campus residence prior to coming on campus.

**What is restricted while in quarantine?**

• DO NOT go out in public, which includes classes, work, public areas/events, dining halls, etc.
• NO visitors (unless they live in your home, follow distancing guidelines).

**What to do while in quarantine?**

• Complete the UNC Charlotte **COVID-19 reporting form**. If needed, a SHC nurse will contact you for more information and directions.
• Wear a mask or a cloth face covering if around others in common areas of your living space.
• **Wash hands** frequently for at least 20 seconds with soap and water.
• Stay at least 6 feet away from others.
• Stay away from other people in your home as much as possible by staying in a separate room with a closed door and using a separate bathroom, if possible.
• Avoid sharing household items like drink cups, eating utensils, towels and bedding. Wash the items thoroughly after use.
• **Clean high-touch surfaces daily** using a household cleaner or disinfecting wipe. Surfaces may include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, remotes, tablets and bedside tables.
• Communicate with your professors and employers.
• Seek medical advice by telephone rather than presenting to the Student Health Center.
• Call 911 if there is a medical emergency.

**What to do if you develop COVID-19 symptoms?**
If you get sick with a fever (100.4°F/38°C or higher), cough, trouble breathing or other COVID-19 related symptoms:

- Call the Student Health Center at 704-687-7400 (24 hours, 7 days per week) to discuss your symptoms and any recent travel. If you are currently in quarantine, please be sure to let the staff member know. The SHC staff will determine if a telehealth or in-person visit is appropriate.
- Your health care provider will provide guidance on the next steps needed for your care.
- Avoid contact with others.
- Isolation needed. Isolation is used to separate people infected with the virus (those who are sick with COVID-19 and those with no symptoms) from people who are not infected.
- If you are having a medical emergency, call 911 and tell them your symptoms and that you have been in quarantine due to COVID-19 exposure.

If I am in quarantine, how will I get food, supplies, etc.?

- If On-Campus: Once you have notified the Student Health Center/University of yourself-quarantine, a team of University staff members including Housing and Residence Life (HRL) and Dining Services will work with you to provide food, cleaning services, supplies, etc.
- If Off-Campus: Ask a friend or family member to help with providing food and supplies. Remember to wear a mask and distance yourself from others.

  Recommended Supplies (not limited to):
  - A disposable or digital thermometer
  - Tissues
  - Face mask or face covering
  - Disposable gloves
  - Disinfectant spray or wipes
  - Hand sanitizer (containing at least 60% alcohol)
  - Food: Access to grocery or food delivery service
  - Fluids: tea, water, Gatorade, packets of ramen noodles or broth and juice
  - Acetaminophen (Tylenol) for fever and aches. Follow dosing guidelines.
  - Two- week supply of any chronic medications and food
  - Clean clothing for the time in isolation
  - School related materials (books, laptop and charger, etc.)

More Information about COVID-19

Below are some university, state, and national resources related to COVID-19.

- Niner Nations Cares
- University Emergency Management- COVID19
- NC Dept. of Health and Human Services- COVID-19
- CDC- Coronavirus 2019
- WHO- Coronavirus-2019