JOHNSON STUDENT HEALTH CENTER PLAN – FALL 2020

At the end of 2019, the newly identified SARS-CoV-2/COVID-19 began to spread rapidly throughout the world. In response to the pandemic, the Johnson Student Health Center at Hamilton College is adjusting access and flow to the facility.

The virus is thought to spread mainly through close contact via respiratory droplets from an infected person when they cough, sneeze, or talk. Asymptomatic individuals can unknowingly spread COVID-19 to the people around them, with symptoms that can range from mild to severe. Symptoms may appear two to 14 days after exposure to the virus. (For the most current list of possible symptoms, visit https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html).

Our current planning is based on local, state, and federal guidelines and may be subject to change as new information emerges. It is now more important than ever to control access to the Health Center because unplanned COVID-19 exposures could overwhelm its staff. Our goal is to better utilize telehealth services to connect with students to determine their needs and respond appropriately.

The center’s outside doors will remain locked; access to the building will be allowed by appointment only. The Airphone feature, which is installed in the entryways and used after hours by the Counseling Center, has been connected to the first-floor reception desk so people can be admitted when they arrive for appointments. We plan to hang signs, in collaboration with the Counseling Center, on the outer doors to remind people that they may not enter without a scheduled appointment. Follow-up instructions will advise students to return to their residence hall rooms and to call either office to review their needs by phone. For all medical emergencies, people should call Campus Safety at 315-859-4000.

Building on efforts to avoid unnecessary COVID-19 exposures, the health center will divide the working day into two sections:

- Morning sessions are reserved for well visits: immunizations, asymptomatic STI screenings, routine gynecologic exams, birth control consultations, etc.

- Afternoon sessions are reserved for sick visits: cough and cold symptoms, fever, sore throat, etc.
• Students will be scheduled after consultation with health center staff by telephone conversation or telehealth visit. Our staff has the ultimate authority in determining where an appointment is scheduled. If a student does not want to wait for an evaluation at the health center, they can opt to go off campus to a local urgent-care facility. Transportation arrangements for such appointments cannot be guaranteed by health center staff.

• Students must come to their appointments alone. No one will be allowed to bring a friend or guest to scheduled appointments.

• The waiting room will remain closed. Therefore, students will need to wait in the entryway or outside the building, while socially distancing from others (remaining at least six feet apart) until they are granted entrance to the building via the appropriate door. They should wear a mask or appropriate face covering.

• If a student is experiencing a medical emergency, they should contact Campus Safety at 315-859-4000 for activation of an emergency medical response. They should never wait to speak with health center staff first, because time is of the essence during an emergency. Examples of a medical emergency include chest pain, difficulty breathing, inability to swallow, loss of consciousness, severe abdominal pain, etc.

It is important that all students call the health center and speak with staff before coming to the building. Telehealth is being implemented and attempts will be made to manage as many calls as possible in this fashion. All students will need to complete a telehealth consent form prior to their first telehealth appointment. We are working to get the consent form posted on our website for easy access. Students can complete and return it via email to our office coordinator, slwallac@hamilton.edu. In the event that health center staff determines that a student requires an in-person evaluation, individuals will be given an appointment time to arrive at the center. Students will not be admitted into the building until the intake staff member is available to receive them and has a room secured for their placement. Students will need to wait in the entryway or outside the building, wearing a mask or cloth face covering, while physically distancing from others by at least six feet, until they are granted entrance into the building via the appropriate door.

In an effort to avoid unnecessary exposures, the Johnson Student Health Center will have two distinct points of entry for the building:

• The “well door” is the door facing Martin’s Way and the Sadove Student Center and is reserved for use by well students only. This means only asymptomatic students should use this door. This door is intended for both entrance and exit from the building by well students only.
• The “sick door” is the door facing the Little Pub parking lot and is reserved for students experiencing any symptoms: fever, sore throat, cough, etc. Asymptomatic students should not access the building via this door. This door also allows access for emergency response personnel in the event that an off-campus transfer via ambulance is required. This door is intended as an entrance and an exit by sick students.

• Upon entering the building all students will have their temperature taken with a no-touch thermometer. Students may have a repeat temperature taken at the discretion of staff when placed in an exam space, using either oral or tympanic (ear) thermometers.

• The hallway door nearest to the “well door” entrance will be used by well students only when entering or exiting for exam room access.

• The hallway door nearest to the “sick door” entrance will be used by sick students only when entering and exiting for exam room access.

• If a student is in contact with health center staff in the morning and has a scheduled appointment for evaluation in the afternoon, center staff will reach out to both Lucy Burke in Auxiliary Services (lburke@hamilton.edu) and Reuben Haag in Bon Appetit (Reuben.Haag@cafebonappetit.com) so that arrangements can be made to have a meal dropped off at the building’s pick-up location for lunch.

To help protect staff and students while in the health center:

• All students will be required to wear a face covering or mask upon entry to the building. The face covering can only be removed when authorized by a care provider who needs to do a medical examination or testing. The face covering must be put back on after such an evaluation is completed.

• Staff will be wearing either surgical masks or when required, an elastomeric or N95 respirator. Masks can only be removed by individuals when they are alone in an enclosed personal-office setting.

• Facilities Management has reviewed the air exchange and filtration system in place for the Johnson Student Health Center and have made sure that it complies with current established guidelines.

• To maximize air turnover and room disinfection, portable air-filtration units will be installed in the rooms used for sick encounters.
• Staff who are directly caring for known or suspected cases of COVID-19 will be trained on the proper technique for putting on and removing their protective gear.

• Staff will remove all soiled PPE in the lab, discard any soiled or used items, wash their hands, and then clean any reusable PPE as required.

• Sick exam-room doors will be closed at the end of the working day to contain any residual contaminants in the space.

• Enhanced cleanings should occur nightly on days that the health center has been open for patient care.

• Efforts will be made to de-densify and remove all clutter from designated sick exam room spaces to help minimize potential barriers to enhanced cleaning efforts.

For students who develop symptoms consistent with COVID-19 after hours or over the weekend, the following should take place:

• **Stay in your room.** You do not want to risk potentially exposing others.

• If it is a medical emergency, like difficulty breathing, chest pain, or shortness of breath, call Campus Safety at 315-859-4000 to activate an emergency medical response. Transport to a local off-campus medical facility will occur if needed in response to the call.

• **If it is after hours, you have a few options.**

  - You may call the main phone line for the health center (315-859-4111) and follow the prompts for the after-hours RN triage line. Typically, you must provide your information and concerns to an operator and then wait for a call back from the nurse. If the nurse feels you need more immediate care, they will direct you to a number of off-campus local medical facilities, which may vary depending on the time of day. If they suggest that you follow up with the health center the following day, it is important that you **remain in your room** to minimize exposure risks.

  - When on campus, you may call Campus Safety at 315-859-4000 for the student EMT agency to be dispatched to your location for an evaluation. These are trained individuals but they cannot diagnose you. They may suggest you need to go off campus for further evaluation depending upon your symptoms. They may suggest that you call the health center the next day, and if you opt to follow such advice, **stay in your room** to avoid exposing other individuals.
You may choose to wait and review with health center staff by phone during their next business day if you have new-onset mild symptoms and feel comfortable managing your symptoms and are able to remain in your room while waiting.

If a student opts for off-campus testing and tests positive by rapid testing or is considered PUI while awaiting send-out test results, they need to notify Campus Safety as soon as possible so they can be placed into isolation housing until they get the results. Campus Safety in turn will notify other key individuals on campus.

Prescription deliveries to the Health Center will be on hold until the COVID-19 pandemic is resolved. Students can contact CVS Pharmacy in Clinton directly to see if they are eligible to receive their refills by mail at their campus mailbox. The contact number for CVS Pharmacy in Clinton is 315-853-5528. We will not be able to accept in-person deliveries from Kinney Drugs in Clinton. Students with accounts there will need to contact them directly to see if they are eligible to receive their refills via mail. The contact number for Kinney Drugs in Clinton is 315-853-3980.

Staff illness remains a concern for timely access to care for students. If a staff member develops symptoms consistent with COVID-19, they will be asked to remain home and seek follow-up testing through either a NYS test site or in conjunction with their primary care provider. Staff will be subject to the same isolation requirements as the general public when they test positive. Exposed staff members can continue to work per NYSDOH guidance, provided that they remain asymptomatic and are screened regularly using a symptom-tracking device — in addition to routine PCR testing as part of on-campus employee protocols.

We are still learning information about COVID-19 and will adjust our protocols as needed. As a result, this plan is subject to change. COVID-19 may cause capacity issues in the health center, which may at times result in some students needing to go off campus for testing and evaluation. In addition, if health center staff members become symptomatic or test positive for COVID-19, it may result in the facility needing to close.