

FAQ from Campus Health re: COVID-19 Procedures

*Due to the rapidly changing guidance and recommendations regarding COVID-19, this is a living document and will be updated if new information occurs.

Last Updated: July 5, 2020

1. What is the process for students if they have had an exposure?

No matter where students are (local or non-local to Chapel Hill), if a student is paying the Campus Health fee, Campus Health (CH) wants to advise them. This central oversight will allow for ease of record keeping and contact tracing.

CH will give the student an individualized approach; and make recommendations for when and how the student should be tested. Recommendations will depend on the type of exposure and could include quarantine, completing a symptom survey, or COVID testing.

If a student is determined to need a COVID test, the preference is to have it be through CH if possible as CH is currently doing the nasal pharyngeal (NP) swab which is the most accurate, and CH cannot guarantee that all testing centers will offer the NP swab. If local, tests may be completed through CH or possibly through the RDC. (NOTE: RDC is not open on weekends and there are factors to determine testing, like student criteria and test availability).

Bottom line, if a student has a question about COVID-19, Campus Health wants to hear from them.

2. What if a student is not local and has an exposure?

If the student is not local to Chapel Hill, they should still notify CH. If the clinical site is not able to test the student, but is advised to get tested, the student can get a COVID test at testing sites and usually it will be covered by insurance. CH does not have the capability to order a COVID test to an outside location.

The Department of Health and Human Services has a website for testing locations:

<https://covid19.ncdhhs.gov/about-covid-19/testing/find-my-testing-place>. **If a student goes to an outside testing location, they should notify CH and provide a copy of the test results for CH files.**

3. How does CH communicate testing and results with students?

CH will call the student, and if the student cannot be reached, they will send a web portal message.

4. What is the turnaround time for a COVID test result?

The average time is 3-5 days; however, they are working with LabCorp to decrease this time.

5. What if a student has an exposure outside of CH's normal business hours?

Please note that beginning fall semester (August 8), CH will be open on weekends (8 am - 5 pm).

Students can send a message to CH through the web portal and CH will connect with them during normal business hours.

6. What if a student is asymptomatic but is considered to have an exposure? Or What happens while the student is awaiting results of a COVID test?

If a student is asymptomatic but is considered to have had an exposure (< 6 feet away for >15 minutes with a known COVID-19 exposure and without proper PPE), then CH will recommend quarantine. Students will complete a symptom assessment survey through CH. This survey must be completed daily and CH will be notified to follow up with the student if the survey indicates a change in symptoms. A nurse will phone the student and discuss next steps. Students will complete the daily survey throughout quarantine.

7. What if a student is employed at the same institution as their clinical practicum?

- If a student is working and has an exposure—they will have to go to through Occupational Health, however, they should also notify CH.
- If they have an exposure as a student, they should contact CH.
- If they have symptoms and no clear understanding of where—they should notify both CH and occupational health.

8. Is there a fee for triage or phone consultation regarding Covid?

For the summer, CH fees are waived for Covid concerns. If a student sends a message or phones CH with concerns, they will not be charged. However, if CH offers any services (eg labs/xrays), they will be charged fees associated with that service.

In the fall, however, students must pay the CH fee to be treated by CH.

9. How does CH communicate with the professional schools regarding a student exposure?

For a potential exposure:

- Occupational Health and Campus Health notifies Student Affairs of possible COVID exposure including name of index patient, service where exposure happened, attending on that service, and time of exposure.
- Student Affairs identifies students possibly at risk and send email to students detailing the exposure in a confidential email. For low risk exposures the student does not need to take further action. For higher risk exposures the student is asked to contact Campus Health. The student is asked to confirm reading the email.

If a student is symptomatic:

- Student is instructed to stay at home if they are: (1) sick (especially if with fever > 100.0 F or a cough, shortness of breath, or URI symptoms) (2) if they have been tested for COVID-19, or (3) if they have been in household contact with anyone being tested for COVID-19.
- Students notifies immediate supervisor and Student Affairs that will not be on the rotation so that administrative excuse can be granted.
- Student calls Campus Health to receive instructions on next step. If student is not local, they will use the process outlined in FAQ #2. Campus Health will provide guidance for COVID-19 testing if appropriate and provide advice on return to the rotation.
- COVID19 positive results are shared with student. If COVID testing is performed outside of Campus Health, student will be asked to communicate results to Campus Health. Campus Health notifies Student Affairs of a COVID related test that needs contact tracing and helps route the information to

the appropriate Occupational Health team at the relevant health system where the student had been working or in clinical.

Once a student is cleared:

- The current process is once a student is cleared, they will receive a clearance letter via the web portal. This letter should be shared with the student's professional school. It can be shared with the clinical site if needed. **NOTE:** A negative test result does not automatically return them to clinicals. Incubation can be up to 14 days, so additional monitoring may be needed. The return to clinical will be based on exposure type (low vs. high) and CH will work with the student to determine a plan for return to clinical.

10. What if the student does not have a direct exposure (defined as being <6 feet away for more than >15 minutes without PPE)?

This is known as a 2nd or 3rd degree exposure and CH is not currently tracking these individuals. They are welcome to call CH with concerns, but it is unlikely that they will be tested. The student should be able to continue clinical.

11. What is the appropriate time for testing?

CH will work with the student to determine the best time. If testing does not change how we manage the student, CH may recommend quarantine and not test, or test about 1 week after exposure. Incubation time can be up to 14 days, but symptoms may start showing about 1 week after exposure, so earlier testing may not be accurate as the virus may still be replicating.

12. What if a student has had contact with someone whose COVID test is still pending?

The student in this scenario would not be managed any differently while awaiting results from their contact and would be able to remain in clinical with proper PPE. At this point, everyone should be self-monitoring and considering every encounter as if there is a possibility of an exposure. Students should be practicing universal droplet precautions (wearing a mask) in clinical and non-clinical settings. Face shields and/or eye protection are additional recommendations. Wear a face shield in addition to a face mask when the patient is not wearing a face mask.

13. Additional Recommendations:

- Students should get their flu vaccine as soon as it is available. Not only does flu symptoms match with many COVID symptoms, but the flu is also highly contagious as well.
- This is a very anxiety producing time. Students should be reminded that they can utilize CAPS (Counseling and Psychological Services) during normal business hours. Outside of normal business hours, CAPS 24/7 is available by calling 919-966-3658 for counseling and support.
<https://caps.unc.edu/about-us/hours>
- There are two dorms reserved in case there is a need to quarantine/isolate students already living on campus. Monitoring of numbers of students who need quarantine will inform the Provost regarding 'off-ramp' needs. This is another reason why students should notify CH if they feel they have had an exposure.