



Student Health Clinic Services: COVID-19 FAQs

Is the clinic open with classes cancelled?

The Student Health Clinic on the downtown campus is currently open. We urge all students, including those who attend classes on the perimeter campuses, to call us if they think they need to be seen. Our providers are available to discuss your problem and to answer your questions from 8:30 am to 5:15 pm at 404-413-1930. You can also email us at healthclinic@gsu.edu. After hours, please call our 24/7 nursing line at 1-855-750-5056.

We are cancelling or rescheduling non-acute appointments for the rest of the semester such as well visits, annual exams, physicals, etc. We want to reserve our services for urgent needs, such as students who have an illness or injury, to encourage social distancing, so for some problems, we may refer you to another facility for care.

What should I do if I get sick?

Anyone who is experiencing symptoms of COVID-19 (fever, cough, or difficulty breathing) or other illnesses should call their health provider or the Student Health Clinic at 404-413-1930. Your provider can help determine if you should stay home while you recover or if you need to be evaluated in person.

If you are experiencing an emergency, please call 404-413-3333 or 911 (if off-campus).

Can I still get my medications refilled?

We do not want anyone to run out of medications. You can have your regular provider, or the Student Health Clinic staff refill your prescriptions. We understand that you cannot come to clinic for your scheduled follow-up visits so we are holding that requirement until students can come back to campus. If you need a refill of medication, including medication that requires a written paper prescription, please call the clinic at 404-413-1930 or email us at healthclinic@gsu.edu.

If I am not sick, can I still use the clinic's services?

We are asking that no students come into the clinic without calling in advance. We will be assessing these calls on a case-by-case basis to determine how we can best help students who do not need acute care.

Is the clinic testing for COVID-19?

Currently, the clinic is not performing testing for COVID-19.

Will the Patient Portal still be available?

The Student Patient Portal is still available at www.gsu.mediatconnect.com for uploading immunization information, sending messages to providers, reviewing medical records and labs, etc. We have disabled the ability to make online appointments through the portal. We are asking that all students call the clinic at 404-413-1930 to schedule appointments.

If I have the Student Health Insurance Plan, where can I find information about my coverage as it relates to COVID-19?

This information has been posted on the USG main Coronavirus webpage at:
<https://www.usg.edu/coronavirus/>.