



## Student Health Clinic Services: COVID-19 FAQs

### Is the clinic open with classes cancelled?

The Student Health Clinic on the downtown Atlanta 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 or come into the clinic for **ANY** reason. 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](mailto:healthclinic@gsu.edu). Also, beginning April 13, 2020, students can make telehealth appointment on the Patient Portal at [www.gsu.medicatconnect.com](http://www.gsu.medicatconnect.com). Please note that our providers can only see students who currently are in Georgia. After hours, please call our 24/7 nursing line at 1-855-750-5056.

We have canceled or rescheduled non-acute appointments for the rest of the semester such as well visits, annual exams, physicals, etc. To encourage social distancing, we are reserving our in-office services for students with urgent needs and to maintain treatment plans.

### What should I do if I get sick?

Anyone who is experiencing symptoms of COVID-19 (cough, shortness of breath, fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, or new loss of taste or smell) should call their health provider or the Student Health Clinic at 404-413-1930. We are here to help! 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, email us at [healthclinic@gsu.edu](mailto:healthclinic@gsu.edu), or contact a provider through the Patient Portal at [www.gsu.medicatconnect.com](http://www.gsu.medicatconnect.com) so we can arrange the best time for pick-up.

### 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.

Students can also make telehealth appointments through the Student Patient Portal at [www.gsu.medicatconnect.com](http://www.gsu.medicatconnect.com).

### **Is the clinic testing for COVID-19?**

We can test for COVID-19 at the student health, but only with a test that requires a wait of 2-4 days for results. However, we can help facilitate rapid COVID-19 testing at facilities close to campus.

Remember, not everyone needs to be tested. Please reach out to us to discuss your symptoms and how we can help. Testing results are helpful to inform decision-making about who you have come into contact with. Remember, if you have any symptoms you should self-isolate.

### **Is the Patient Portal still available?**

The Student Patient Portal is still available at [www.gsu.medicatconnect.com](http://www.gsu.medicatconnect.com). Students can now make telehealth appointments with our providers, as well as still upload immunization information, send messages to providers, review medical records and labs, etc.

### **What do I do if I am have questions about required immunizations?**

Our immunization staff are still available to help you with any immunization needs you may have. You can reach them through our Immunization Line (404-413-1941) or our immunization email [pcimmunizations@gsu.edu](mailto:pcimmunizations@gsu.edu). Students can also FAX immunization information to 678-891-3036 if a PC campus student or (404)413-1955 or for Atlanta campus students.

### **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/>.

### **Does the school have assistance programs for students who are having financial, academic, or other problems?**

GSU has assistance programs available through the Office of the Dean of Students at <https://deanofstudents.gsu.edu/student-assistance/>.