

Frequently Asked Questions

Student Health Center

August 27, 2020

- 1. What services are available in the Student Health Center?** The Student Health Center provides confidential health services for the following:
 - evaluation and treatment for all common illnesses and injuries including supply of select prescription and OTC medications;
 - nebulizer treatments on site;
 - medical equipment loan program for nebulizers, crutches, braces, heating pads, and vaporizers;
 - allergy injections;
 - BP checks;
 - tuberculin screening tests (PPD);
 - weight monitoring;
 - mono/strep/glucose and urine testing;
 - symptomatic COVID testing.
- 2. How will the Student Health Center operate during the Fall Semester?** Hours of operation are Monday-Friday, 8:30am to 4:30pm BY APPOINTMENT ONLY. No walk-ins will be accepted. Students must call 570-208-5852 or email studenthealth@kings.edu to make an appointment, to schedule a test (TB test, allergy injection, etc.) or to ask health-related questions.
- 3. Who are the staff?** The staff includes a full-time Registered Nurse, a part-time Medical Assistant, a full-time Physician Assistant/Director of Student Health Services, a part-time Physician, and a per diem Physician Assistant.
- 4. What special processes should be followed due to COVID-19?** Students are asked to perform a daily health screening, which includes daily temperature and symptom surveillance. The Student Health Center will provide triage concerning symptoms, travel, and exposure screening related to COVID-19. Depending on the nature of the issues, students will be counseled via phone, scheduled for a telehealth visit, or scheduled for a face-to-face visit. For patients who are stable but are suspicious for COVID-19, a face-to-face visit may be scheduled near or directly after the end of normal business hours, and those patients will be instructed to enter the office through a side entrance. They will remain isolated from the main waiting area. To limit exposure, only one health care provider, wearing appropriate PPE, will attend to a patient in a designated specially ventilated room. Doxy.me or Zoom will be utilized for telehealth sessions. Resident students will be advised to call/contact their RAs or RCs for after-hour guidance. Referral to local urgi-centers or ERs will be advised as appropriate. Trans Med and 911 are options for urgent and emergent transport of patients. Phone and telehealth video visits will be utilized to follow-up with patients as needed.
- 5. What additional precautions will be employed in the Student Health Center?** Patients in the designated waiting area will be distanced approximately six feet apart from one another. The waiting room will be properly arranged, and signage placed to guide adequate physical distancing.

Appointment times will be staggered to avoid excess patients in the waiting room. The Student Health Center entrances are secure and require staff permission for access to the building. Any individual entering the Student Health Center must wear a mask and have his or her temperature checked upon arrival. Additional PPE such as gowns, N95 masks, surgical masks, and gloves will be utilized in the exam rooms by the staff, depending on the patient presentation. Each exam room will be thoroughly wiped down after each patient visit. Doorknobs and high-touch areas throughout the Student Health Center will be periodically cleaned between patient visits. Air ventilation systems with UV light disinfectant have been added to each exam room.

6. **What is the plan for COVID-19 testing and contact tracing?** The latest guidance from the Centers for Disease Control (CDC) *“does not recommend entry testing of all returning students, faculty, and staff.”* Visit the CDC website for detailed information at <https://www.cdc.gov/coronavirus/2019\ncov/community/colleges-universities/ihe-testing.html>

Testing

Per the CDC, the Pennsylvania Department of Health (PA DOH), and the local Wilkes-Barre City Health Department, King’s College will assess the need for and provide testing for students with signs or symptoms of COVID-19. College employees will be referred to their primary health care providers for evaluation and to assess need for testing.

The College continues to monitor the changing landscape of testing and may adjust its testing policies as circumstances evolve.

Contact Tracing

Trained King’s College Staff from the Departments of Athletics, Athletic Training, Campus Security and Safety, Human Resources, Student Health, and Student Affairs will serve as contact tracers for the campus. As soon as a positive COVID-19 case or a highly suspected COVID-19 case is identified, confidential contact tracing with recommendations for isolation and/or self-quarantine per CDC guidelines will be required. The Contact Tracing Program is a collaborative effort and will be overseen by Student Health Services, Human Resources, the Pandemic Safety Officer, and local and state public health officials.

7. **What if a student tests positive for COVID or is deemed a probable COVID case?** A student who tests positive for COVID-19 or is determined to be a probable COVID case, as defined by the PA Department of Health (regardless of test results) who is clinically stable and has consulted with and received guidance from Student Health Services is expected to return home for the isolation period. Students with a legitimate and approved reason who are unable to return home will be temporarily assigned to alternative housing for isolation and will be placed in the Sara Alert Surveillance System. Based on current local, state, and national guidelines for a symptomatic positive patient, isolation is required for at least 10 days from symptom onset. Students are expected to maintain contact with Student Health Services and must be cleared to return to campus. To return to class, a student must be fever-free for at least 24 hours without the use of fever-reducing medications and must demonstrate improving symptoms.

Students who are considered **close contacts of a positive or probable COVID case (regardless of test results)** through our Contact Tracing Program will be expected to follow self-quarantine protocols in their private home, off-campus apartment, or residence hall room. Self-quarantine

must extend 14 days from the date of exposure. Contact tracers will register the student in the Sara Alert Surveillance Program, which will begin upon notification.

Isolation and self-quarantine requirements may be adjusted based on the guidelines in effect at the time. Coordination of care between Academic Affairs, Dining Services, Residence Life, Student Affairs and Student Health will occur for all students with isolation or quarantine status. Students will be provided access to coursework, medical support, mental health support, and assistance with basic needs, such as food. King's College will collaborate with the Wilkes-Barre City Health Department on all COVID-19-related matters.

8. **Will all students and staff be notified if there is a positive COVID-19 case on campus?** Only the close contacts of a known or probable exposure to a positive or probable case will be notified and instructed to self-quarantine.