

August 2020

TO: ALL UCI STUDENTS

RE: CORONAVIRUS UPDATE: WE'RE HERE FOR YOU!

Dear UCI Students:

In this time of uncertainty due to COVID-19, the leadership, providers and staff of the UCI Student Health Center (SHC) hope that you and your families are doing well and staying safe and healthy. We want to assure you that the health of our students remains our top priority. Our clinical care teams and administrative support staff are still here to serve you and assist you in fulfilling your health and wellness needs.

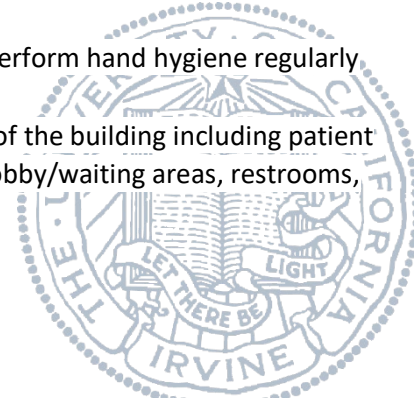
We realize that during the COVID-19 pandemic you may have delayed seeking care for your medical, mental health and dental care needs. SHC is here to serve you; our doors are open. It is important that you seek the care you need, whether it's time for your annual physical exam, diagnostic screenings, health maintenance for a chronic condition or dental care. We also want to give you an update about the safety measures that we've instituted and our ability to provide you care that will keep you safe.

UCI Student Health Center, as an essential campus service, has remained open throughout the course of the pandemic and will continue to do so. SHC has transitioned to give our patients the flexibility of choosing either in-person visits or telehealth care for most of their primary care and mental health care needs. Providing both types of visits allows us to continue to help care for you while complying with physical distancing measures for patients and staff. Telehealth visits are either telephone or video conferences utilizing the Zoom HIPAA-compliant platform with a primary care provider, psychiatrist and/or certain other specialists with whom you can engage through your video-enabled phone, tablet, laptop, or desktop computer.

In addition, SHC Pharmacy has recently launched a new *medication delivery by mail* service for the convenience of students who are located within the state of California. For details, please visit our [SHC Pharmacy](#) webpage.

Along with physical distancing precautions, we have instituted strict *working-well* policies for staff to ensure that anyone in our clinic is healthy and safe. All providers, nurses and staff are screened prior to starting their workday. We have also enacted the following additional measures:

- Every patient must complete an online screening tool prior to entry to the building.
- Every patient receives temperature screening prior to entry.
- All patients who call for an appointment are screened for symptoms and exposures.
- Patients who display symptoms of illness are re-directed to separate entrances to limit exposure.
- Dental patients who display symptoms are referred to their SHC or outside primary care provider.
- Providers and nurses must wear Personal Protective Equipment (PPE) when treating patients who are symptomatic.
- All persons must wear face coverings while in the building. If you do not have a face covering, one will be provided to you.
- All persons must perform hand hygiene prior to entry and are encouraged to perform hand hygiene regularly throughout the day.
- SHC has implemented rigorous cleaning and disinfecting measures in all areas of the building including patient exam rooms, treatment rooms, ancillary services (i.e., Lab, X-ray, Pharmacy), lobby/waiting areas, restrooms, reception areas and staff offices /work areas.



- Contactless measures have been implemented wherever feasible in order to maximize health and safety.
- Drive-up/Drive-thru COVID-19 testing is available in order to provide an additional level of safety and convenience for students.

Please visit SHC's [Emergency Services and After Hours Care](#) webpage for information and guidance regarding urgent care, emergency care and/or after-hours care services. Please take advantage of two options available to you 24/7 if you are enrolled in UC SHIP: [LiveHealth Online](#) (Anthem's telemedicine platform); and Anthem's 24/7 Nurse Advice Line at 877-351-3457. For students enrolled in a health insurance plan other than UC SHIP, the *LiveHealth Online* service is available to you on a fee-for-service basis. Check with your insurance carrier to determine if it offers a similar telemedicine and/or nurse advice line service.

If you feel that you may have symptoms of COVID-19 or are concerned that you have been exposed, please call UCI Student Health Center at 949-824-5304 and we can guide you through the next steps. SHC is making every effort to ensure that students who meet requirements for testing have timely access to it and to any other care that they may need. Note that testing must be deemed to be medically necessary in order to be covered by UC SHIP.

Special Message to Incoming Students (Fall 2020):

Please be sure to comply with the two UC mandated non-academic admission requirements that are administered by SHC: 1) TB Screening and Immunizations; 2) Health Insurance/Health Insurance Waiver. For additional information including deadline dates, please visit the [New Student Information](#) webpage on our website.

Special Message to ALL Incoming and Continuing Students (Fall 2020):

Effective Fall 2020, by Executive Order from President Napolitano issued 8-7-2020, Flu vaccinations are mandatory for all UC students (and faculty and staff) for this academic year. The compliance deadline is November 1, 2020. Visit [Health Clearance and Immunization Requirements](#) webpage on SHC's website for additional information.

UC Irvine is home to some of the nation's leading experts in infectious disease and quality care. Our SHC team is actively engaged with UCI Health, the Centers for Disease Control and Prevention (CDC), the California Department of Public Health (CDPH) and the Orange County Health Care Agency (OCHCA) to adopt the latest clinical recommendations. Get the latest updates, information and resources by visiting <https://uci.edu/coronavirus/>

Thank you for choosing UCI Student Health Center and trusting us with your care. Please stay healthy and safe.

