**Student Health Services**

\*Student Health Centers should submit the following as part of their plan for fall operations:

**1. *Number of full-time providers:*** 3 FTE 12 month, 2 FTE 10 month  
**2. *Number of part-time providers*:** 0

**3.** **Number of support staff:** 1 FTE LPN, 1 FTE Office Coordinator, 1 FTE Office Assistant  
**4. *Number of staff who will be able to continue to serve students in their current physical space?*** 5  
**5. *Number of staff who will need either different physical space or will need to engage in alternate arrangements (tele-counseling)*** 1: FTE Office Coordinator. Her work area may need to be altered by providing plexiglass barriers for interaction with patients.

**6. *Needs for alternate physical spaces:*** None  
**7. *Practices to be implemented for face-to-face patient visits that ensure social distancing from the time a student schedules an appointment to the time the student leaves the appointment.***

* Only a limited number of students will be able to engage in in-person appointments at any given hour due to the social distancing recommendations by CDC and ACHA. This will limit the number of people in the Student Health Center.
* All appointments will be made by calling the Student Health Center and discussing with office staff.
* All persons entering the Student Health Center will be provided a facial mask if they are not already wearing one.
* We can consider distance markers being placed in front of the check in desk to maintain spacing for students checking in for appointments.
* Intake lobby computers will not be in use during this time. Students will be encouraged to complete check in forms remotely using Unify and Medicat.
* Chairs in the waiting room will be spaced to ensure that there is at least 6 feet of space between those sitting at any given time. The main waiting area will be for those who are well and those not exhibiting upper respiratory symptoms and/or fever.
* Our sick waiting area will be located in an area that is not adjacent to other frequented areas. Chairs will be spaced six feet apart to maintain social distancing as recommended by CDC.
* Providers will stagger picking their patients up from the waiting room to ensure traffic in the halls is limited. Where permitted, patients will be escorted to an exam room quickly upon arrival to the health center.
* Use of nebulizers will be avoided due to aerosolization of respiratory droplets.
* There will be no accompanying guests or visitors who are not receiving care or services.
* Providers will discharge the patient from the exam room, eliminating interaction and traffic in halls.
* Waiting room furniture and frequently touched surfaces will be sprayed with disinfectant after the start of each hour.
* Telemedicine visits will continue when appropriate as deemed by providers.

**8. *Resources needed to stand up a fully operational Student Health Center for fall with the alternate delivery options.***

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| page1image21784page1image22368  **Resource** | **Purpose** | page1image24680page1image25000  **Cost** |
| Hand sanitizer dispensers & hand sanitizer | self-explanatory |  |
| Face masks for providers & each patient | Per American College Health Association guidance |  |
| Disinfectant spray for chairs, frequently touched surfaces and objects, exam rooms  page1image35352page1image35936 | Per American College Health Association guidance | page1image37928page1image38248 |
| page2image704page2image1288  Possible air purifiers | To ensure the exam room is appropriately and effectively sanitized prior to introduction of another patient to the room | page2image4184page2image4504 |
| Possible plexiglass barriers for front desk areas  page2image7232page2image7816 | To provide protection for front desk workers who come into contact with students as they check-in | page2image10544page2image10864 |
| Face shields | Per American College Health Association guidance |  |
| Barrier gowns | Per American College Health Association guidance |  |
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***9. What staff development opportunities related to best practices in the remote work environment for job duties are available for your staff?***

• There are multiple websites, including the American Telehealth Association that will continue to provide resources for remote medical visits.

**10*. What is your department’s plan for communicating your services and any necessary change in services to students?***

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| --- | --- | --- | --- | --- |
| page2image16776  Content Topic | page2image18448page2image18768  Timeline | Content Owner | page2image21704  Critical Points | page2image23456  Method of communication |
| Change in service delivery | 2 weeks prior to semester start | Executive Director: will be added to social media pages, FrontPage and to the SHS website | * Services offered * How to schedule appointments | * Front Page announcement * Email to student list * Social media * SHS website |
| Mid- semester change in service delivery  page2image36248 | ASAP  page2image38352page2image38672 | SAA | SAA  page2image41664 | SAA  page2image43064 |

***11. What, if any, of your office policies & procedures need to be reviewed/amended to provide for a remote work environment, including expectations for new Hires?*** We need to provide guidance on how to stagger work schedules, telemedicine procedures particularly when

**12. Which of your employees are able to operate remotely? What are the supervisor expectations for these employees beyond the stated job duties?**All staff are able to work remotely.

**What additional equipment is necessary, if any, to move staff to telework?** None.

**Which employees are required to remain on campus and should remain on campus and practice social distancing while still having student residence life operational?** See above. Provider schedules can be created so that they rotate on-site verses remote work, thus maintaining social distancing recommendations.

**Will your department require personnel on campus for operations during specific times of the semester? If yes,**a. **In the weeks leading up to the beginning of Fall? Plan for social distancing?** No, all planning can be done via virtual staff meetings

**b. At the beginning of the semester? Plan for social distancing?**  No  
**c. At any other distinguishable time during the semester? Please indicate timing and plan for social distancing.** No

**What flexible Schedules will be implemented to ensure social distancing is possible for employees who remain on campus in your department?** SHS staff schedule 40 hours/week Mon-Friday between 8 am and 5 pm. Staff can rotate through the center, and can work remotely when seeing telehealth patients, or completing administrative work.

**Contingency Plan 1: Fall classes begin on-campus, students reside on-campus, w/ social distancing expectations.**

**CLINICAL SERVICES**

• In compliance w/ the recommendations of the American College Health Association, health services will continue to be offered via telehealth throughout the fall semester, where providers deem appropriate. In-person sessions (limited due to social distancing & sanitization requirements) will be prioritized and dependent on the provider’s assessment of patient needs.

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There will be no walk-in services: students wanting to be seen immediately will be

directed to either schedule an appointment, or to speak with a provider.

At the time their appointment is scheduled, students will be reminded of procedures including, but not limited to, wearing a face mask before entering the building and, utilizing hand sanitizer, maintaining social distancing. The student would present to Student Health Services for their appointment, be given/have a face mask and asked to use hand sanitizer, and be brought to a private office if available. If the student has fever and/or upper respiratory symptoms and a private exam room is not available, then the student will be directed to the designated sick room. If the patient is not exhibiting signs/symptoms of COVID-19, then he/she will be directed to the well waiting area.

Following each appointment, the exam room will be sanitized following CDC guidelines.

All waiting areas will be sanitized every hour utilizing CDC guidelines

All staff meetings and committee meetings will be held via

telehealth.

Because staff are able to safely self-distance in their individual offices, staff will primarily

complete their duties from within the Student Health Center.

**TRAINING**

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**Contingency 2: Fall classes begin fully online, students live on-campus**

**CLINICAL SERVICES**

Clinical services will continue to be delivered 100% remotely as they have been since

Spring semester. Once classes move to on-site format, the plan for clinical services

outlined in Contingency 1 will be enacted.

Staff will continue to work on-site in rotation until classes are moved to an on-site format.

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**Contingency 3: Classes and operations must go to an online format for a period of time**

**during the semester.**

**CLINICAL SERVICES**

During periods of on-site classes, the delivery of clinical services will occur as outlined in

Contingency 1. During periods of on-line only classes, clinical services will be delivered

100% remotely with staff rotating through the center for coverage.

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