

MGA Health Clinic Fall 2020 Operations Outline:

Emergencies and Urgent Health Needs:

- Call 911 or report directly to the nearest hospital for any emergent medical needs or severe symptoms, including shortness of breath, chest pain, or severe illness
- Any urgent medical needs report directly to the nearest Urgent Care center

Health Services

- Health services may vary subject to availability, inventory, staffing, and ultimately the safety of both patients and providers
- Follow us on Facebook for announcements @MGAHealthClinics
- Walk-ins and online bookings are suspended until further notice, all appointments must be scheduled by phone in order to gain access to clinics as doors will remain locked at all times to protect the health of patients and staff
 - Phone numbers, resources, and directions will be clearly posted online, on the clinic exterior doors, and voicemail recordings

Covid-19 Testing:

- Anyone with severe symptoms should not await appointment scheduling, immediately call 911 or report directly to the nearest hospital
- Anyone seeking Covid-19 testing should utilize the Cochran on campus testing site each Wednesday (8am-noon/Browning Hall exterior), community testing sites, local health departments, or contact your primary care provider
 - MGA Covid-19 Testing: <https://www.mga.edu/coronavirus/get-tested.php>
 - Search all GA DPH testing sites: <https://dph.georgia.gov/locations/covid-19-testing-site>
 - Map of testing locations: <https://dph.georgia.gov/find-location/covid-19-testing-site>
- For additional information and updates: <https://www.mga.edu/coronavirus/index.php>
- MGA Contact Options: <https://www.mga.edu/coronavirus/contact.php>
- For students *without access to transportation*, please call the clinic directly for assistance
 - Cochran (478) 934-3080
 - Macon (478) 471-2092
- MGA Health Clinics will not provide documentation or clearance to return to campus
- Utilize the Self-Report form for potential/known exposure, symptoms, and/or positive Covid-19 tests: <https://www.mga.edu/coronavirus/self-report.php>

Scheduling Appointments and Contacting MGA Health Clinic:

- Please remember that clinic doors will remain locked, no entry without calling ahead for an appointment – any urgent/emergent needs please follow instructions above!
- Please call the preferred campus clinic (**Cochran (478) 934-3080** / **Macon (478) 471-2092**) and be prepared to leave a voicemail for non-urgent needs only, which will be checked frequently during hours of operation

- Staff will telephone triage all individuals seeking health services to provide a verbal screening and direction for best health resource options for further evaluation/follow up if scheduling an appointment is not appropriate
- All appointments will be scheduled to limit one patient encounter at the time to allow for adequate physical distancing and time for added cleaning/disinfection
 - Anyone with a positive telephone screening and/or notifies clinic staff of possible COVID-19 symptoms/exposure will be assisted with testing sites/options and appropriate health resources
 - Anyone with severe illness/symptoms will be directed to call 911 or report immediately to the nearest hospital
- Telehealth will be utilized for screening as much as possible; face to face appointments will also be offered (pending provider judgement, assessment needs, and availability)
- **If MGA is operating fully online**, the main point of contact for non-urgent needs becomes **email** instead of phone: healthclinic@mga.edu

Health Events:

- Health outreach/educational programming will include limited virtual opportunities – as always we plan to collaborate with community and campus resources, please stay tuned for upcoming announcements!

Self-Care and Health Promotion:

- **These facets of health remain cornerstones to Student Health Services and while Covid-19 related safety, education, and care is a global priority, we remain committed to your well-being.**
- **Please utilize the resources on our webpage, social media, and MGA/USG content.**
 - **Counseling Services:** <https://www.mga.edu/counseling-services/index.php>
 - **Accessibility Services:** <https://www.mga.edu/accessibility-services/index.php>
 - **Diversity, Inclusion, TitleIX:**
<https://www.mga.edu/student-affairs/diversity-inclusion-equity-office.php>
 - **CCLD:** <https://www.mga.edu/center-career-leadership-development/index.php>
 - **Student Success Center:** <https://www.mga.edu/student-success-center/index.php>
 - **Crisis Line & safe House:** <https://cl-sh.org/>
 - **Suicide Prevention Lifeline:** <https://suicidepreventionlifeline.org/>
 - **Pandemic/ Mental Health:** <https://www.jedfoundation.org/jeds-covid-19-resource-guide/>
 - **GA.gov Resource Hub:** <https://georgia.gov/covid-19-coronavirus-georgia/covid-19-state-services-georgia/covid-19-resources-and-hotlines>
 - **Covid-19 Emotional Support Line:** 866-399-8938/8am – 11pm

** In all scenarios, SHS will defer to the expertise of CDC and DPH for updated guidance on best practices and adhere to MGA/USG guidelines*