MGA Health Clinic Operations Outline, Beginning fall semester 2020:

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
- Walk-ins and online bookings are suspended until further notice, all appointments must be scheduled by phone in order to gain access to clinics
  - Phone numbers, resources, and directions will be clearly posted online, on the clinic exterior doors, and voicemail recordings

Covid-19 Testing:

- MGA Health Clinics will not provide COVID-19 testing or clearance to return to campus
- Anyone seeking Covid-19 testing should utilize community testing sites and local health departments, or contact your primary care provider
  - 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

Scheduling Appointments and Contacting MGA Health Clinic:

- 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
  - Anyone with a positive telephone screening, severe illness, and/or notifies clinic staff of possible COVID-19 symptoms/exposure will be directed to community testing sites and appropriate health resources
- Telehealth and face to face appointments will be offered (pending provider judgement 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 Services and Health Events:

- Health services may vary subject to availability, inventory, staffing, and ultimately the safety of both patients and providers
- Health outreach/educational programming will include limited virtual opportunities
  * 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

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