

COVID 19 FAQs

(Frequently Asked Questions)

FOR APPOINTMENT OR FURTHER QUESTIONS, PLEASE CALL US AT

(217) 581-3013

APPOINTMENT QUESTIONS

If I need medical treatment, may I just walk into the Medical Clinic.

No. Beginning March 22, all students wishing to use the Medical Clinic will need to make a phone appointment prior to coming by calling 217/581-3013 between 8:00 – 12:00 and 1:00 – 4:30. Those attempting to enter the building without an appointment will be requested to phone the front desk from outside of the building.

Why are walk-in appointments no longer available?

The health and safety of our students, faculty, and staff is of utmost importance. Requiring students to call prior to coming to the medical clinic helps enhance physical and social distance by spreading appointments out. If a student calls with serious respiratory infection and/or other COVID-like symptoms, it allows the medical clinic staff to prepare and respond to that student's needs minimizing the risk of transmission to others. Requiring phone appointments also allows us to schedule students with non-COVID like needs (STI testing, allergy injections, immunizations, etc.) during separate periods from when we schedule students with COVID-like symptoms decreasing the chance of a patient arriving with one health problem, and leaving with another.

If the Clinic is a "Call-in" instead of a "Walk-in". Can I be seen on the same day?

In most cases, YES! We construct the schedule to help that possibility. Moreover, we consider the nature of a patient's problem when placing them on the schedule. That said, there are times when based on the severity of a problem we may triage a student to be seen sooner than others with less urgent needs, or we may recommend that a patient go directly to the Emergency Department of a Hospital. The best way to be seen sooner? Call early! The phone line opens at 8 AM.

My Parents say I should come in and be tested for COVID 19. How do I get tested?

Before being tested, patients need to meet criteria for testing. These criteria are set by the Centers for Disease Control and Prevention (CDC) and the Illinois Department of Public Health (IDPH), not EIU.

Travel to Covid-19 risk areas, contact with a known Covid-19 patient, and severe symptoms resembling Covid-19 are a part of the criteria. If a student were to meet the diagnostic criteria, EIU Medical Clinic staff will consult with Coles County Health Department and Illinois Department of Public Health officials to determine if the student should be tested and become a Person Under Investigation. We expect testing restrictions to be relaxed in the future, and hope to be able to provide testing on campus at a later date.

If I am diagnosed with COVID-19, who should I notify?

Students should notify The EIU Health and Counseling Services Medical Clinic between 8:00 – 12:00 and 1:00 – 4:30 Monday through Friday, by calling (217) 581-3013.

Employees should seek assistance from their primary healthcare provider. Once seen by a provider, if treatment and/or self-isolation is required, employees should notify their supervisors, or if not reachable, their departments regarding absences.

Who would need to self-isolate before returning to campus?

- Following CDC Guidelines, a traveler returning from any country with a CDC warning level 3, which is currently most European countries including UK and Ireland, China, Korea, Malaysia and Iran should self-isolate for 14 days. A full listing of countries may be found on-line at: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/after-travel-precautions.html>.
- Any individual who has had direct contact with someone that tested positive for COVID-19 or is under care for suspected exposure to COVID-19 should self-isolate for 14 days.
- Any individual who is mildly sick and/or is concerned about being sick without having traveled to a CDC Travel Level 3 country or has had direct exposure to someone with COVID-19 should isolate for a minimum of 7 days.
- Any individual who has a lack of smell or taste should self-isolate for a minimum of 7 days.
- Any individual who believes they have COVID, but does not see a doctor, nor gets tested, should self-isolate for a minimum of 3 days after the fever subsides, and no less than 7 days from the on-set of symptoms.

How does one Self-Isolate?

- The first preference is for students to self-isolate at their permanent residence/home. Those unable to return to their permanent home should contact EIU Residence and Dining Services at housing@eiu.edu for assistance or with their family.
- **No matter where you are located, if you are self-isolating, you need to notify the EIU Medical Clinic as soon as possible at (217) 581-3013.**
- Stay in your home, apartment or room. Do not go to work, classes or any social events.

- If you are being monitored by another institution or agency, we will want a note from them attesting to your completion of successful isolation. If you are doing the isolation on your own, call the EIU Medical Clinic for a self-isolation form which you will need to fill out daily.
- Limit Contact with other individuals as much as possible, including other persons in your home or apartment. Stay at least six feet away from other individuals.
- Avoid sharing household items, including drinking glasses, towels, eating utensils, bedding or other items until you are told that you no longer need to self-isolate.
- Keep your surroundings clean. Use standard household disinfectants, like Clorox Wipes™ to clean household surfaces and any objects touched sneezed or coughed on. Wash your hands when finished cleaning.
- Monitor yourself for signs of possible infection, including fever greater than 100.4° F (38° C), cough and difficulty breathing. **If symptoms develop, avoid contact with others, and call your medical provider or the EIU Medical Clinic. If you cannot reach your provider or the Clinic, call your local hospital emergency department and ask for instructions prior to your arrival. Except in extreme emergency, this is preferred to calling 911.**

Has the University increased its cleaning of facilities?

At both the clinic and campus wide, there has been an increase in frequency in cleaning and disinfecting, and expansion of the scope of these efforts. Special attention has been taken using the right agents with virucidal properties.

ABOUT COVID-19 CORONAVIRUS

What are the Symptoms of COVID-19?

When a person has the virus they may have a fever greater than 100.4° F (38° C), cough and difficulty breathing. These symptoms are quite similar to other more common respiratory infections such as influenza.

How can a person protect themselves from a COVID-19 infection?

There are several measures one can take which reduce the likelihood of getting or spreading the virus:

- Regularly wash your hands with soap and water for no less than 20 seconds.
- If hand washing is not available, use alcohol-based Hand Sanitizer.
- Cover your nose and mouth when you cough or sneeze. It is best done with a tissue (Then wash your hands). If you don't have time to get a tissue, then into the crook of your elbow.
- Do not share food or drinks.
- Avoid close contact with people who have fever, coughing, sneezing, or difficulty breathing.

- Keep Yourself away from others if you have fever, coughing, sneezing, or difficulty breathing.

How is COVID-19 treated?

There is no remedy or cure for COVID-19. Ultimately the body has to fight and defeat the virus itself. But we do have medications that can reduce or alleviate symptoms while the body is fighting off the virus. Most of these medications are common and over-the-counter. First line drugs are Acetaminophen (Tylenol™ - The WHO does not recommend Ibuprofen) for pain and fever, decongestants, expectorants and cough suppressants. The most seriously ill patients are treated in the hospital with IV's, additional medications, oxygen and sometimes respirators.

Is there a vaccine for COVID-19.

At present, there is no vaccine available. There is a concerted effort to create one, but most medical experts anticipate that it is many months away.