Health Services COVID FAQ:

Q: What are the pre-arrival testing requirements?
A: A COVID test (PCR, antigen or saliva) needs to be taken within the 3 days prior to your arrival on campus. Ex. Move-in day is 2/1; test can be taken 1/29, 1/30 or 1/31. These results need to be uploaded in the CoVerified app.

If you have tested positive within the last 90 days do NOT get any further testing. Please upload your previous positive COVID test in the CoVerified app. This will clear you for 90 days after the positive test result. Testing will resume after that timeframe expires.

Q: What if I had a test taken, but it hasn’t resulted yet?
A: You will need to upload proof that the test was taken. Once resulted, you will upload the actual test results in the CoVerified app as a new test entry. There will not be a way to edit your initial upload.

Q: What if I can’t get a test prior to arrival on campus?
A: You will have antigen and PCR testing on the day of your arrival. You will then proceed to the Hampton Inn where you will quarantine for 10 days per NYSDOH guidelines. You will receive your next PCR test on day 8 or 9 of your quarantine.

Q: What if I arrive after 4pm for move-in?
A: You will proceed to the Hampton Inn and will need to return to campus in the morning after 9am to proceed with the antigen testing.

Q: How do I schedule a COVID test?
A: There is no scheduling for the arrival day antigen test. You will need to follow the assigned date and time as provided by Residential Life. For all other tests, use the HealtheLife app or wmchealth.iqhealth.com to schedule a routine PCR test. If you are having difficulty using the app or portal, please submit questions to COVID19CCOPS@wmchealth.org. If you need diagnostic testing or additional testing, please contact Health Services. We can provide antigen or PCR testing.

Q: How long does it take to get testing back?
A: PCR tests generally result within 2-3 days but this can vary depending upon the volume of tests being processed. Antigen tests result in 15 minutes.
Q: When should I get tested again after having COVID-19?
A: You should not get tested for 90 days after a positive COVID-19 test unless you are feeling ill and testing would be at the discretion of the clinician.

Q: How often do I need to get tested?
A: The routine testing cycle will be every 2 weeks after the initial move-in tests are conducted. This is subject to change depending upon community and campus metrics.

Q: How will I know if I have a positive PCR test?
A: If there is a positive test, Quest labs will notify a representative from Westchester Medical Center. This representative will reach out to you directly and will also notify the Director of Health Services. Subsequently a provider from Health Services will call you to discuss the result. Results will also be pushed to the Coverified app and will be available through the WMC portal or the HealthLife app.
It is possible that results may be available for your review before Health Services is notified, so if you see a positive result and have not yet been called by a provider, please contact Health Services at 845-437-5800 to discuss how to proceed.

Q: What if I have had Covid-19 and I am a student athlete?
A: All student athletes who have had Covid-19 within the past 6 months will need to obtain clearance from Health Services. This will consist of an initial virtual visit. A second in-person visit will be scheduled if needed. You can also present Health Services with a clearance note from an off-campus provider that explicitly states you are cleared without restrictions to participate in competitive sports. Please note that if you have already received clearance from Health Services last semester, you do not need to repeat this process.

Q: What if I had the COVID vaccine?
A: If you have had the COVID vaccine, you will still need to test according to the college’s testing plan. If you test positive for COVID-19 you will still need to isolate and if you are a close contact you will still need to quarantine. COVID vaccines do not cause positive antigen or PCR test results. COVID vaccines can only impact antibody test results.
If you have received your 1st dose of the COVID vaccine we recommend you stay home until the 2nd dose is received. NYS can not guarantee you will be able to obtain vaccines once on-campus.
Q: If I’m not feeling well what do I do?
A: Call Health Services at 845-437-5800 (M-F 9-5; weekends 12-4) or self-schedule an appointment through the patient portal at https://vassar.medicatconnect.com. If you are having COVID-like symptoms please self-isolate until you speak to a member of the Health Services team. Do not get tested at the Aula if you are ill. Please complete the health attestation in the CoVerified app as this will also notify Health Services of your symptoms. If you are having a medical emergency call CRC 845-437-7333 or 911 (if off-campus).

Q: How do I complete the daily health attestation?
A: This will be completed in the CoVerified app and will need to be completed daily. If symptoms, a positive test or an exposure to COVID are reported your status in the app will read restricted and notification will be made to Health Services. Please call Health Services to discuss your results. If you are in isolation or quarantine you will still need to complete the daily health attestation. If you make an incorrect entry, please contact Health Services during normal business hours to correct and adjust your status. This feature will not go live until students are all moved back onto campus.

Q: Why am I restricted in CoVerified?
A: You may be restricted due to any of the following:
   a) Failure to submit daily health attestation
   b) Report of Covid symptoms
   c) Positive Covid test in the past 10 days
   d) Positive Exposure to Covid in the past 10 days
   e) Failure to upload a pre-arrival test
You can see the reason for the restriction in the app. If you believe the restriction was made in error, it can be adjusted by contacting Health Services during regular business hours or the Administrator on Call after hours.

Q: Who should I contact about CoVerified technical questions?
A: Technical questions about the CoVerified app can be directed to servicedesk@vassar.edu

Q: What if I am having a medical emergency?
A: If you are on-campus, call CRC at 845-437-7333 and an EMT will be sent to your location and emergency services will be dispatched. If you are off-campus call 911 directly.
Q: What do I do if I have a mental health concern?
A: During normal business hours, call Counseling Services at 845-437-5700. After hours call the CRC at 845-437-7333 to speak to the Counselor on Call or to activate an emergency response if necessary.

Q: What if I think I am a close contact to a positive person?
A: Close contacts are identified by the person who tested positive for COVID-19 during the contact tracing process. All people identified as close contacts are subsequently interviewed to verify that they meet the criteria to quarantine. There have been cases where COVID positive individuals have forgotten a close contact, so if you believe you may have been exposed and are not contacted by a contact tracer please call Health Services during normal business hours to discuss your potential exposure risk.

Q: If I need to leave campus, what do I do?
A: You will need to submit a request to leave with Case Management (epappas@vassar.edu). If it is a medical emergency there is no prior approval necessary, although when possible it is encouraged that you notify Case Management. If you are gone for less than 24 hours you do not need any additional testing. If you are gone for more than 24 hours, then you will need to call and schedule an antigen test at Health Services which will be performed when you arrive on campus.

Q: How do I get prescriptions?
A: Prior to returning to campus, it is best to fill all existing prescriptions. Opt for a 90-day supply when possible. Switching over to mail order is a good option. Two local pharmacies are delivering to campus: CVS 722 Dutchess Turnpike Poughkeepsie, NY 12603 845-452-7117 and Rite Aid 238 Hooker Ave. Poughkeepsie, NY 12603 845-486-6166. If you are still having difficulty, contact Case Management (epappas@vassar.edu) for assistance.

Q: How are we addressing the COVID-19 variant concerns?
A: We are continuing to use the gold standard PCR test to rapidly identify the presence of any variants in our positive Covid specimens. We strongly encourage continued physical distancing, hand sanitizing and proper wearing of face masks. We encourage students to get vaccinated when eligible.