

COVID 19 FAQs

As we monitor COVID-19 cases on campus, we are asking members of the Tulane Community to fill out **this form** if they have tested positive for the virus or are awaiting the results of a COVID-19 test from a facility off-campus (anywhere other than Campus Health or the Tulane Testing Centers). This information will help us to reduce the spread of the disease by making sure appropriate areas of campus are cleaned and disinfected and your contacts are notified.

COVID-19 Reporting Form

What is the difference between isolation and quarantine?

- The CDC provides two separate definitions for quarantine and for isolation. vary depending on whether the individual is a student or a university employee.
- *Quarantine* is used when a person has potentially been exposed to an illness and needs to separate from other people to see if they develop symptoms.
- *Isolation* is used when someone has symptoms or is confirmed to have an illness.
- Residential students who have tested positive or are a contact to a known positive case will be required to utilize the Paterson Hall isolation and/or quarantine Rooms.
- Off-campus undergraduate, graduate and professional students will be able to utilize these rooms when they are unable to stay in their personal residences.
- While in quarantine or isolation, students will have full access to wireless internet, so they will be able to attend classes remotely and participate in virtual student activities. Food and linen services will also be provided.
- Paterson House has 60 rooms available for students who need to quarantine or self-isolate. Most rooms have a direct entrance from the outside and include private bathrooms. Rooms with interior entrances will be used for asymptomatic contacts only and will be filled last. Strict entry and exit protocols and infection control procedures will be in place.

What is the reason for 10-day isolation and 14-day quarantine?

The CDC and Louisiana Department of Health have adopted a symptom-based strategy for testing. For positives, that means 10 days after a positive test, a person can be released if symptom free for 24 hours without medication. For a close contact, we are required to quarantine for 14 days-which is the timeframe that illness with symptoms would develop. We are not testing close contacts, as a negative test would not result in release. We are required to monitor symptoms. And test only if sick.

What happens if I test positive through the Tulane Testing Program?

- Students who test positive will receive an email notifying them and then will receive a call from Campus Health staff.
- Campus Health will help you determine whether to isolate/quarantine.

- Tulane Contact Tracers will also contact you to determine any close contacts that may need to be notified and determine what areas on campus may need to be disinfected.
- If Campus Health advises isolation/quarantine, you may isolate/quarantine at home if off-campus or at Paterson.
- Case Management will then contact you to offer support and make professor notification.

What happens if I isolate/quarantine at Paterson?

- Nursing staff will perform medical rounds twice a day and meals and snacks will be provided. If students desire to see a medical provider, they can request a telehealth visit through their patient portal. Mental Health Support is also available if requested.
- For individuals with COVID-19, they will be able to leave Paterson after 10 days if asymptomatic OR mild symptoms and after 24 hours without fever.
 - At Paterson the nursing staff will monitor the students but will not be providing medical care there. If a student worsens, they will likely be transferred to a hospital. It will be staffed 24/7, but not always with nurses. TEMS members may be staffing overnight.

What happens at the end of my Isolation/Quarantine?

- A contact tracer will check in with all students who are about to end their isolation/quarantine the morning of their release (whether or not the student is in Paterson or staying off campus). As long as they are asymptomatic, they will be allowed to leave isolation/quarantine.
- For those students who need to check into housing after leaving quarantine, the Irby HRL office will be open M-F 8:30a-5pm and on the weekend of 8/23 and 8/24, they will be open from 10am-4pm.
- Once HRL receives word from Campus Health that a student is cleared to move-in, they will issue the room key and check-in packet.
- There should not be a need to check in outside of these hours, but if it is necessary, the Student Affairs Professional On Call (SAPOC) can assist.

What happens if I am identified as someone in close contact with a student who tests positive?

- You will be called by a contact tracer.
- You do not need a test unless you develop symptoms.
- Testing is not recommended for a close contact unless they develop symptoms. A negative test does not release a close contact from quarantine
- If you become symptomatic, you should contact student health for a telehealth appointment at which time a provider will set up a time for you to get tested at the health center.
- Case Management will then contact you to offer support and make professor notification.

What should I do if I test positive at a non-Tulane testing center?

- You should report your positive result at https://cm.maxient.com/reportingform.php?TulaneUniv&layout_id=17
- You will then be contacted by staff from Campus Health to advise you of next steps.
- You can also call the Nurse Advice Line as well as schedule a telehealth appointment <https://campushealth.tulane.edu/telehealth-appointments>.
- To speak to a nurse during business hours, call (504) 862-8121. After hours call 855-487-0290. Campus Health is open Monday, Tuesday, and Thursday – 9 a.m. to 7 p.m.; Wednesday – 10 a.m. to 7 p.m.; Friday – 9 a.m. to 5 p.m.; Saturday – 11 a.m. to 3 p.m
- Case Management will then contact you to offer support and make professor notification.

What should I do if I suspect I am infected with COVID-19 or have come in contact with someone who is infected?

- You should file a report at https://cm.maxient.com/reportingform.php?TulaneUniv&layout_id=17
- This testing program is for asymptomatic individuals (people without symptoms of COVID-19). If you are feeling ill or experiencing symptoms of COVID-19, please contact your healthcare provider or schedule a telehealth appointment with Campus Health using the patient portal for evaluation.
- You will then be contacted by staff from Campus Health to advise you of next steps.
- You can also call the Nurse Advice Line as well as schedule a telehealth appointment <https://campushealth.tulane.edu/telehealth-appointments>.
- To speak to a nurse during business hours, call (504) 862-8121. After hours call 855-487-0290. Campus Health is open Monday, Tuesday, and Thursday – 9 a.m. to 7 p.m.; Wednesday – 10 a.m. to 7 p.m.; Friday – 9 a.m. to 5 p.m.; Saturday – 11 a.m. to 3 p.m
- Case Management will then contact you to offer support and make professor notification.

What should I do if I am isolating/quarantining off-campus and need to seek non-emergent medical advice?

- You can call the Nurse Advice Line as well as schedule a telehealth appointment <https://campushealth.tulane.edu/telehealth-appointments>.
- To speak to a nurse during business hours, call (504) 862-8121. After hours call 855-487-0290. Campus Health is open Monday, Tuesday, and Thursday – 9 a.m. to 7 p.m.; Wednesday – 10 a.m. to 7 p.m.; Friday – 9 a.m. to 5 p.m.; Saturday – 11 a.m. to 3 p.m

I already went through the TU testing center and got a negative result. But since then I've been in close contact with someone who has tested positive. Do I have to wait a month to get my next test via Tulane?

- You should file a report at https://cm.maxient.com/reportingform.php?TulaneUniv&layout_id=17
- You will then be contacted by staff from Campus Health to advise you of next steps.
- Case Management will then contact you to offer support and make professor notification.

What if I arrive late to campus, after the start of classes?

- This applies to on-campus students arriving to campus after 8/15 – the last day of arrival center testing. This applies to international students arriving late or students who were in isolation/quarantine away from campus.
- You must email CHTestResults@wave.tulane.edu to schedule a test.
- You must make arrangements to stay off-campus until you have a negative test result from Tulane Campus Health
- You will receive your test results via email in 24-48 hours. If you do not receive an email with your results, you should check your Campus Health Patient Portal under messages.
- If after 36 hours a student has not received their results, they should e-mail CHTestResults@wave.tulane.edu.
- If you are an on-campus student, you will visit LBC G02 with your negative test results during normal business hours to get a green wristband which will allow you to move-in.
- If you arrive after normal business hours, you will need to stay in a hotel until the next business day.

How do I access classes remotely if I am in isolation/quarantine?

- A Case Manager will assist you with notifying your professors of your isolation/quarantine period.
- Check each syllabus and Canvas as many faculty have included information on accessing classes remotely.
- If it is not included in your syllabus or on Canvas, the Case Manager will advise you to contact those professors directly for instructions.
- For guidance on successfully participating remotely, visit Tulane Learn Anywhere Guide: <http://guide.tulane.edu/learn-anywhere/>

Do we have to email professors about attendance/missing work due to COVID?

Once you are connected with a Case Manager, they can notify your professors with your permission. They will only disclose that you have been advised to isolate/quarantine and the end date.

Will students be informed if a student in their class has been tested positive?

No. Because a student's health is protected and confidential, the University will not disclose a student's test results.

What support services are available to me while in isolation/quarantine?

- Case Management & Victim Support Services: call (504) 314-2160 or email srss@tulane.edu
- Student Affairs Professional On Call: (504) 920-9900
- The Counseling Center: call (504) 314-2277 or schedule a virtual appointment through your patient portal <https://campushealth.tulane.edu/patient-portal> or attend group therapy <https://campushealth.tulane.edu/counseling-center/groups>
- The Line: 24/7 confidential crisis support line for Tulane students. Call or text (504)
- Campus Health: schedule a telehealth appointment through your patient portal <https://campushealth.tulane.edu/patient-portal>
- Academic Advising: call (504) 865-5798, email advising@tulane.edu or schedule an appointment with your advisor at <https://advising.tulane.edu/make-appointment>
- Success Coaching: schedule an appointment by visiting <https://success.tulane.edu/support/coaching>
- Academic Success workshops: <https://success-dev.tulane.edu/opportunities/workshops>
- Academic Learning & Tutoring Center: schedule with a peer tutor, writing coach or supplemental instructor at <https://success.tulane.edu/support/altc>
- **Tulane's Learning Toolkit** is a student-led initiative to bring together resources, announcements, and self-guided learning tools so that students may navigate the fluctuation of the semester. With each new semester comes new challenges and transitions. This toolkit is designed to be self-guided in overcoming any barriers students may experience during their time at Tulane. "[Tulane's Learning Toolkit](#)" is published on your Canvas dashboard
- Tulane Learn Anywhere Guide: <http://guide.tulane.edu/learn-anywhere/>
- Guide for off-campus students: [Off-Campus Guide](#)
- TSSW self-care tips: [Self-Care Tips](#)
- Campus Health Guide for self-isolation and monitoring: [How to Self-Isolate & Self-Monitor Guide](#)

Are there any services that provide food while one has been tested positive if you are not on the meal plan?

The University does not have a meal program for off-campus students who are in isolation/quarantine. Below are several resources.

- Robert Fresh Market shop and delivery: <https://www.robertfreshmarket.com>
- Rouses Markets shop and delivery: <https://www.rouses.com/shop/>
- Instacart: [near-me-in-new-orleans-la](#) Fresh Market, Rouses, Winn Dixie, Costco, CVS, and Petco
- Shipt: <https://www.shipt.com> Langensteins, Petco, Rouses, Target, Winn Dixie, and CVS
- [Uber Eats](#), [Postmates](#), [Doordash](#), [Waitr](#), and [Grub Hub](#)

What recommendations do you have for off-campus students living in a house with a roommate who is positive for COVID? <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/shared-housing/index.html>

- Minimize contact between the sick person and others in the household.
- Designate a separate bedroom and bathroom for the sick person if possible.
- If a bathroom must be shared with other members of the household, clean and disinfect after each use by the sick person.
- Avoid sharing personal household items (dishes, towels, bedding, etc.)
- Designate a lined trash can for use by the sick person. Use gloves when removing garbage bags and wash hands immediately after.
- Use gloves when handling non-disposable food service items used by the sick person.
- Wash items with hot water or in a dishwasher.
- Use gloves when handling a sick person's laundry.

Bedroom and Bathroom

- Keep a separate bedroom and bathroom for a person who is sick (if possible).
- The person who is sick should stay separated from other people in the home (as much as possible).
- If you have a separate bedroom and bathroom: Wear disposable gloves and only clean the area around the person who is sick when needed, such as when the area is soiled. This will help limit your contact with the person who is sick. Caregivers can provide personal cleaning supplies to the person who is sick (if appropriate). Supplies include tissues, paper towels, cleaners, and EPA-registered disinfectants. If they feel up to it, the person who is sick can clean their own space.
- If shared bathroom: The person who is sick should clean and disinfect after each use. If this is not possible, the caregiver should wait as long as possible before cleaning and disinfecting.
- See [precautions for household members and caregivers](#) for more information.

Food

- Stay separated: The person who is sick should eat (or be fed) in their room if possible.
- Wash dishes and utensils using disposable gloves and hot water: Handle any used dishes, cups/glasses, or silverware with gloves. Wash them with soap and hot water or in a dishwasher.
- Clean hands after taking off gloves or handling used items.

Trash

- Dedicated, lined trash can: If possible, dedicate a lined trash can for the person who is sick. Use disposable gloves when removing garbage bags, and handling and disposing of trash. Wash hands afterwards.

What needs to be replaced/washed in our homes?

The Centers for Disease Control & Prevention (CDC) offers the following guidelines for everyday steps to take to clean and disinfect your home as well as extra steps to take when someone is sick. Each household should have a home cleaning plan, assigning residents tasks for regularly cleaning and actively hold each other accountable for keeping up with those tasks. Please keep in mind that you should continue social distancing, using a mask when near others outside your home, and following guidelines issued by the City of New Orleans and Tulane University.

Routine cleaning and sanitizing of your home can help lower the chances you or a loved one will contract COVID-19 and lower the chance you might spread it to someone else. The CDC recommends taking steps to clean and sanitize high-touch surfaces in your home.

- The CDC recommends you do a little of both, even if nobody in your home is sick.
- Cleaning is about removing contaminants from surfaces.
- Disinfecting is about killing pathogens.
- Do both daily if anything or anyone has entered or exited your home.

Clean

- Wear reusable or disposable gloves for routine cleaning and disinfection.
- Clean surfaces using soap and water, then use disinfectant.
- Cleaning with soap and water reduces the number of germs, dirt and impurities on the surface.
- Disinfecting kills germs on surfaces.
- Practice routine cleaning of frequently touched surfaces. High touch surfaces include: Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

Disinfect

The EPA has a full list of disinfectants that will kill the novel coronavirus, but here are a few common ones:

- Disinfecting wipes (Clorox, Lysol, or store brand will do)
- Disinfectant spray (Purell, Clorox, Lysol, all make sprays that will work)
- Isopropyl alcohol
- Hydrogen peroxide

Follow the instructions on the label to ensure safe and effective use of the product. Read the EPA's [guidelines](#) for safe and effective disinfectant use.

Always read and follow the directions on the label to ensure safe and effective use.

- Wear skin protection and consider eye protection for potential splash hazards
- Ensure adequate ventilation
- Use no more than the amount recommended on the label
- Use water at room temperature for dilution (unless stated otherwise on the label)
- Avoid mixing chemical products
- Label diluted cleaning solutions
- Store and use chemicals out of the reach of children and pets

You should never eat, drink, breathe or inject these products into your body or apply directly to your skin as they can cause serious harm. Do not wipe or bathe pets with these products or any other products that are not approved for animal use.

Diluted household bleach solutions may also be used if appropriate for the surface.

- Check the label to see if your bleach is intended for disinfection and has a sodium hypochlorite concentration of 5%–6%. Ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening, may not be suitable for disinfection.
- Unexpired household bleach will be effective against coronaviruses when properly diluted.
- Follow manufacturer’s instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser. Leave solution on the surface for at least 1 minute.

Soft surfaces

- For soft surfaces such as carpeted floor, rugs, and drapes.
- Clean the surface using soap and water or with cleaners appropriate for use on these surfaces.
- Launder items (if possible) according to the manufacturer’s instructions. Use the warmest appropriate water setting and dry items completely.

OR

- Disinfect with an EPA-registered household disinfectant.
- Vacuum as usual.

Electronics

For electronics, such as tablets, touch screens, keyboards, and remote controls:

- Consider putting a wipeable cover on electronics.
- Follow manufacturer’s instruction for cleaning and disinfecting. If no guidance, use alcohol-based wipes or sprays containing at least 70% alcohol. Dry surface thoroughly.

Laundry

For clothing, towels, linens and other items:

- Launder items according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- Wear disposable gloves when handling dirty laundry from a person who is sick.
- Dirty laundry from a person who is sick can be washed with other people's items.
- Do not shake dirty laundry.
- Clean and disinfect clothes hampers according to guidance above for surfaces.
- Remove gloves, and wash hands right away.