Is the IVC Health Center Open?

**ASK-A-NURSE HOTLINE: 949-451-5687**

The IVC Health Center is NOT seeing students in person as the IVC campus is closed. The Health Center has established an Ask-A-Nurse Hotline that you can call during their regular office hours of Monday – Thursday: 9am – 6pm; Fridays: 9am-1pm. The Ask-A-Nurse Hotline number is 949-451-5687.

When you call, you will be screened to assess your condition so that the center can provide you with the most appropriate care or referral to an outside clinic.

The Ask-A-Nurse Hotline can help with:

- Flu and cold symptoms
- Allergies
- Diarrhea/Vomiting
- Pink eye
- Nausea
- Rashes
- Respiratory problems

*Please call the ASK-A-NURSE HOTLINE if you need a medication refill or other questions regarding medical care.*

How Do I Get the Referral Form my Insurance Requires if the Health Center is Closed?

International students are required to go to the IVC Health Center before seeking medical assistance off campus in order for the deductible to be waived. As IVC is closed, this is not possible. We are working with the insurance company to see about waiving this requirement due to the closure of the campus; we will update you once we have a firm answer. *Therefore, at this time, if you seek medical assistance without a referral form, you must assume you will pay the one-time $100 deductible.*

For now, you should still call into the Health Center at the Ask-A-Nurse Hotline for assistance over the telephone and then go to one of the preferred providers in your Cigna Health insurance for medical care as needed.

If after hours, go straight to a medical clinic within the network. **The closest medical clinics to IVC in the Cigna network are:**

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<thead>
<tr>
<th>Sand Canyon Urgent Care</th>
<th>Family Care Centers</th>
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<tbody>
<tr>
<td>15775 Laguna Canyon Road, Suite 100</td>
<td>4950 Barranca Parkway, Suite 104</td>
</tr>
<tr>
<td>Irvine, CA 92618</td>
<td>Irvine, CA 92604</td>
</tr>
<tr>
<td>(949) 417-0272</td>
<td>(949) 857-1248</td>
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**Concentra Urgent Care**

| 15751 Rockfield Boulevard       |
| Irvine, CA 92618                |
| (866) 944-6046                  |

**Will my IVC Health Insurance Cover Medical Care for Coronavirus?**
Currently Enrolled F-1 Visa Students:

Does the IVC health insurance (Reliant Insurance/Cigna) plan cover Coronavirus testing?
Yes, if the member presents with symptoms, the testing is covered based on plan benefits.

Is Coronavirus treatment covered by the IVC health insurance plan?
Yes, covered based on the plan benefits

Government Sponsored Students:
Government sponsored students who have outside insurance should consult their specific insurance company related to insurance coverage.

Optional Practical Training Students:
OPT students who have coverage through their employer should contact their specific insurance company related to insurance coverage.

Do I Need to Have a Copy of my IVC Health Insurance Card?
Yes! As we have always told our students, you must carry a copy of your health insurance ID card as this will be required anytime you seek medical assistance (not just Coronavirus related!). If you do not have an insurance ID card, please visit www.4studenthealthinsurance.com/ivc and click on the "Insurance ID Card" icon to print out a copy of your insurance ID card. Keep this in your wallet. If you need help, come to our office (M-Th 9am-4pm and Fr 9am-12pm).

Where Can I get More Information about my IVC Health Insurance?
For more information about your IVC health insurance, please visit: http://students.ivc.edu/internationalcenter/Pages/insurance.aspx or www.4studenthealth.com/ivc.

COVID-19

COVID-19 Testing:
The IVC Health Center will also be able to refer students to the OC Health Agency for COVID-19 testing as needed.

When Should I Call My Doctor About COVID-19?
• If you have a fever OR respiratory symptoms AND

Have traveled internationally or been on a cruise ship with a known outbreak (or been in contact with someone who has) in the last 14 days OR

• If you have a fever OR respiratory symptoms (Shortness of Breath) AND
• Have been in contact with a known or potential COVID-19 patient, including a health care worker or another person under quarantine

Where can I go to get Tested for COVID-19?
Guidelines on COVID-19 testing is evolving rapidly. Currently, the Public Health Department is the only agency that has testing materials.
You can call or go in person to the Orange County Health Care Agency:
800-564-8448
Monday-Friday | 8am-5pm
1725 W. 17th Street
Santa Ana, CA 92706

What if I Feel Like I Need Emergency Care?
If you decide that you need emergency care, you will be screened when you enter the Emergency Room. If you have respiratory symptoms, you will be given a mask to wear. If you have respiratory symptoms and meet the screening criteria for COVID-19, you will be given a mask and asked to wait outside of the waiting room. A nurse will come out to you and escort you to a patient room.

What are the Symptoms of COVID-19?
Fever and respiratory symptoms, including a cough and difficulty breathing. These can also be the symptoms of other common illnesses circulating in the community.

Who is Most at Risk for COVID-19?
This is a rapidly evolving situation and the risk assessment may change daily. The latest updates are available on [CDC's Coronavirus Disease 2019 (COVID-19) website](https://www.cdc.gov/coronavirus/2019-ncov/index.html).

How Can I Help Protect Myself and My Family?
There is currently no vaccine for COVID-19. The best way to prevent infection is to avoid being exposed to the virus. U.S. Centers for Disease Control and Prevention always recommends everyday preventive actions to help prevent the spread of respiratory viruses:

- Wash your hands often with soap and warm water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60 percent alcohol if soap and water are not available.
- When cleansing your hands make sure to focus on your fingertips as these are the areas most likely to come in contact with bacteria/viruses.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay at least 6 feet away from others at all times.
- Stay home and do not travel when you are sick.
- Cover your mouth and nose with a tissue when you cough or sneeze then throw the tissue in the trash. Then wash your hands with soap and water.
- Clean and disinfect frequently touched objects and surfaces.