

POLICY for WELLNESS CENTER AND PATIENT VISITS during the COVID-19 pandemic. Our policies have changed, so that we can provide you outstanding medical care.

All patients must call for an appointment; there will be no walk-in appointments. To avoid cross contamination, patients may not bring personal items (backpacks, skateboards, outside food, etc.) into the Wellness Center.

A phone is located next to the Wellness Center door in the hallway of Bldg. 73. Anyone needing service from the Wellness Center can call the office 928-777-6653 using the wall phone or use their personal cell phone.

Doors will remain locked in an order to maintain a safe environment for all patients. There are designated chairs in the hallway spaced 6' apart available for seating.

In order to decrease the risk of cross contamination and to make everything touch free, all students must download, print and complete all required paperwork from their Ernie Portal or the Wellness Center webpage <https://ernie.erau.edu/Departments/health-and-wellness-Prescott/Pages/Default.aspx>. This paperwork must be completed and emailed to bielm@erau.edu, before check-in. You must also bring your Eagle Card and your insurance card with you to your appointment. (If you only have a copy on your phone you must email it to the Wellness Center at bielm@erau.edu). If you do not have required documents or insurance information, and you have not provided it properly in advance, your appointment will be rescheduled.

Patients will be asked to wait in the hallway until their appointment time. A staff member will greet them and escort them back to see the doctor.

The Wellness Center will be following CDC guidelines for each patient. All patients are required to wear a mask and possibly gloves upon entering the Wellness Center. Proper cleaning will be done between each patient visit. There will be a designated sick room and a designated well patient room.

Upon entering the exam room all students will be asked to wash their hands, for those who are ill, staff will be in proper protective equipment. Labs will be collected on site, if needed at the appointment time.

After your appointment, you will be escorted out a separate door to avoid exposure to anyone in the waiting room.

If you have an appointment with the Chiropractor, there will be a separate form to complete and bring with you found on your ERNIE portal. All paperwork must be completed before entering the Wellness Center and must be emailed to bielm@erau.edu.

You will be required to sanitize your hands and wear a mask before entering the chiropractor exam room.

Thank you for your patience and understanding during these challenging times. The Wellness Center staff strives to provide you with outstanding service and we look forward to seeing you.

Sandy Palmer, RN

Director Wellness Center