



The Health Care Center and the HCC Pharmacy are fully operational during the COVID-19 pandemic. Managing your chronic health conditions and providing preventive care is essential in maintaining your health and we're here for you.

As of 11/23/2020 North Carolina requires that all people must wear face coverings when in public places, indoor or outdoor, and around people who are not members of the same household residence.

Health Care Center Visits

- Appointments may be scheduled for in-person visits in the clinic or via telehealth, with provider discretion.
- Face masks are mandatory for all HCC staff, patients and visitors.

Call the HCC if you are feeling ill. Do not walk in.

- A member of our COVID Triage team will contact you and provide guidance for your care.
- Scheduling staff may refer you to a COVID Triage nurse regardless of your symptoms.
- COVID-19 calls received after 3:45 p.m. will be answered in the morning of the next business day.

Symptoms of COVID-19

- [Symptoms: COVID-19, Common Cold, Flu or Allergies?](#)
- Symptoms may appear **2-14 days after exposure to the virus.**
- Symptoms can be mild and last only a few days.
- Most people do experience mild to moderate flu-like symptoms.
- The risk of severe complications of COVID-19 is better understood, but the course of illness for every individual cannot be predicted.

- It is important to contact your health care provider if **your symptoms are not improving by Day 8** of the illness.
 - Use [NC DHHS Check My Symptoms](#) tool to help you determine next steps for seeking care.
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COVID-19 Testing

If you test positive for COVID-19, contact your health care provider ASAP!

There are new outpatient therapies available that can prevent severe symptoms and complications however health care provider evaluation and referral are required, and timing is of utmost importance.

If you think you may have COVID-19 or have been exposed to someone who tested positive, call the Health Care Center at [919-531-8809](tel:919-531-8809) and a triage nurse will help you to determine if testing is warranted.

- The HCC does diagnostic PCR Nasopharyngeal COVID-19 testing daily for
 - patients with symptoms suggestive of COVID-19
 - close contacts of known positive cases
 - Testing is done while you wait in your car. You will be given specific instructions by the HCC COVID Triage team prior to your arrival.
 - Test results are commonly available in 2-3 days.
 - Community PCR and Rapid testing is available in the community. Visit [NC DHHS: Find My Testing Place](#) to find a site near you.
 - Note: Rapid testing may not be as accurate as PCR and is only useful if symptoms are present.
 - See [When to Test and Quarantine](#) for further preliminary guidance.
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COVID-19 Vaccine

The Health Care Center is hopeful to receive a shipment of vaccine this spring. It is unlikely we will have vaccine clinics until at least Group 4 eligibility.

When the HCC receives vaccine

- we will administer vaccine to SAS Employees and their dependents who are at least 18 years of age and covered under the SAS medical plan.
- we will make an effort to prioritize within eligible groupings those with high risk conditions.
- employees will be notified of vaccine clinics by email, InsideSAS article and/or Yammer posts.

Priority Vaccination Groups

- Group 1: Health care workers & Long-Term Care staff and residents
- Group 2: Anyone 65 years or older, regardless of health status or living situation
- Group 3: School and Child Care workers & Frontline essential workers
 - The CDC defines frontline essential workers as first responders (e.g., firefighters and police officers), corrections officers, food and agricultural workers, U.S. Postal Service workers, manufacturing workers, grocery store workers, public transit workers, and those who work in the education sector (teachers and support staff members) as well as child care worker.

- Group 4: 16 to 64 year olds with at least one chronic condition, or high-risk condition & other essential workers
- Group 5: All others

How much vaccine will the HCC receive?

The exact quantity and timing of shipments is determined by the state to ensure equity. Due to limited vaccine supply and patient eligibility, we are not yet planning to run full scale vaccination clinics like we do for flu shots.

If you are in Priority Group 1, 2 or 3, vaccine is available to you in the community. Schedule an appointment today!

- [NC Vaccine Finder](#) vaccine information for all counties
 - [Wake County](#)
 - [NeighborHealth Center](#) (Raleigh)
 - [Durham County](#)
 - [Walgreens](#) limited vaccine available in select areas
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HCC Pharmacy

- The HCC Pharmacy is fully operational. A maximum of 4 people are allowed to wait in the pharmacy lobby at one time.
 - **Curbside delivery.** If you are sick or prefer not to enter the lobby, call the pharmacy when you arrive at [919-678-8261](tel:919-678-8261), we'll take your payment over the phone and bring medications out to your car.
 - Remember that you can only get 90-day prescriptions filled at the HCC by pick-up or by mail order.
 - **Mail order prescriptions:**
 - Call and speak with the HCC Pharmacy directly to discuss mail order options.
Phone: [919.678.8261](tel:919.678.8261)
Toll Free: 866.827.8975
 - **Do not** click "Mail to Me" on walgreens.com or on the app as your prescriptions may be sent from another Walgreens location, take longer to get to you and cost more.
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If you think you have been exposed to COVID-19 or have symptoms



Stay home except to get medical care

CDC: What to Do if You are Sick

*Use the **CDC's Symptom Self Checker** on this site to check your own symptoms and receive guidance on whether to stay home, isolate, get tested or seek medical care. It is not intended for the diagnosis or treatment of disease or other conditions, including COVID-19. For U.S. residents only.*

- **Stay home.** Most people with COVID-19 have mild illness and can recover at home without medical care. Do not leave your home, except to get medical care. Do not visit public areas.
- **Take care of yourself.** Get rest and stay hydrated. Take over-the-counter medicines, such as acetaminophen, to help you feel better. Use a humidifier and take a hot shower to ease a sore throat or cough. Drink plenty of liquids and rest.
- **Stay in touch with your healthcare provider.** Call us before seeking medical care. Be sure to get care if you have trouble breathing, or have any other emergency warning signs, or if you think it is an emergency.



Separate yourself from other people

- Do not go to work or other public areas.
- Try to keep yourself in a specific room in your home and stay away from people and pets in your home.
- Do not share dishes, drinking glasses, cups, eating utensils, towels or bedding with other people in your home.
- Use a separate bathroom if available.
- Wash anything you touch or use.
- If you have to be around others, wear a cloth face covering.



Cover your mouth when you cough or sneeze

- Cough or sneeze into your elbow, not your hands.
 - If you cough or sneeze into your hands, wash them immediately with soap and water.
 - Throw away used tissues in a lined trash can.
 - Immediately wash your hands for at least 20 seconds with soap and water.
- If no soap and water are available, use an alcohol-based sanitizer with at least 60% alcohol.



Clean your hands often

- Wash your hands often with soap and water for at least 20 seconds. This is especially important after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- Use hand sanitizer if soap and water are not available. Use an alcohol-based hand sanitizer with at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.
- Soap and water are the best option, especially if hands are visibly dirty.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- [Handwashing Tips](#)



Clean surfaces frequently

- Use household cleaner to wipe frequently touched surfaces clean, i.e., tabletops, doorknobs, bathrooms, keyboards, mobile devices.
- See [CDC Guidance for cleaning and disinfecting](#).



Ending home isolation. You can be around others after you had or likely had COVID-19:

- at least 10 days since symptoms first appeared **and**
- at least 24 hours with no fever without using fever-reducing medication **and**
- symptoms have improved

See CDC: [When You Can be Around Others After You Had or Likely Had COVID-19](#)

If you are experiencing symptoms or think you've been exposed to COVID-19, call the Health Care Center before going to your appointment.

COVID-19 Resources

- [North Carolina Department of Health \(NC DHHS\)](#)
- [Centers for Disease Control and Prevention \(CDC\)](#)
- [SAS: Coronavirus Updates](#)
- [Work/Life Resources: Coping with Coronavirus \(COVID-19\)](#)
- [SAS: Medical Plan Information for Coronavirus \(COVID-19\)](#)
- [SAS Yammer Group: Coronavirus employee resources](#)
- [COVID-19 Test: Nasal Throat Swab Demo](#)