Frequently Asked Questions

General

Why do I need to complete the daily health screening?

As part of New York State's school reopening requirements, each school must perform a daily health check for all employees and students to maintain the health and safety of all.

Who needs to complete the daily health screening?

All faculty, staff, and students are required to complete the daily health screening each day *before* arriving on school grounds.

How will the school know students are clear to be in class? / How will my employer know I'm clear to come to work?

Once you complete the daily screening process, you will receive a confirmation that you are clear to be on school grounds. Your school will have access to check each person's status.

What days should I be completing the daily health screening?

Complete the daily health screening every day you are to be on school grounds. On the days you are not coming to school grounds, you do not need to complete the daily health screening, this includes working from home. For staff accessing the building on the weekend or over a scheduled holiday, please complete the screening daily as needed.

If I am taking a sick or personal leave day or vacation day or I am on another approved leave, do I need to complete the daily health screening?

No, you do not need to complete the daily health screening if you are taking a health, personal, or vacation day or are on another approved leave.

I am required to go to my work location occasionally, for example one or more times per week – do I need to complete the daily screening?

Complete the daily health screening for the days you are reporting to school grounds, but not for days you are working remotely.

What happens if I do not complete the daily health screening?

If you do not complete the daily health screening you are not authorized to be on the school's grounds, however occasionally you may have challenges that prevent this from occurring in the morning. On such occasions, please report to the school nurse upon arrival to the building for a health screening.

I don't have internet access at home and I do not have a smartphone, so I can't complete the daily health screening prior to coming to work/school each day. What should I do?

If you cannot complete the daily health screening via the website, you may call Cayuga Health's Call Center at 607-319-5800. Call Center staff will be able to assist you with completing the daily screening over the phone. The Call Center is open Monday-Friday from **6:00am – 5:00pm**.

What happens if I "screen red" during the daily screening?

If you "screen red" you will be required to have a telemedicine visit with a provider at Cayuga Health. To accomplish this click the "register" button on your status page, if you have already closed your status page check your email. You will receive a copy of your status, from that email follow the link, this will direct you back to the "register" button. You can also call the Cayuga Health Call Center at 607-319-5800 and they will assist you with getting a telemedicine visit set up.

If I "screen red" who do I tell?

If after your telehealth appoint with a Cayuga Health Provider your status is still red, you will need to alert the school that you will not be at work/class.

What happens after my telehealth visit?

Depending on your evaluation, your provider will either send you for COVID testing and advise you to isolate, or clear you to return to work/school.

When will I be able to return to work/school?

Your provider, following all Department of Health and Department of Education guidelines will provide you with a return to work/school date.

Why do I need to contact Cayuga Health? Can I call my primary care physician instead?

We have partnered with Cayuga Health to administer telemedicine visits for the daily health screening. The ability to connect the daily health screening application to Cayuga Health's scheduling process will help to ensure that any individual who may be at risk for having COVID-19 receives guidance from a health care professional as quickly as possible. Once cleared by a Cayuga Health clinician, you will receive a confirmation from Cayuga Health that you are cleared to return to work. If you are not cleared, Cayuga Health will provide guidance on in-person testing options. However, you may choose to go to your own physician. Your physician would provide a Dr.'s note clearing you to return to work/school.

I don't live in Ithaca; do I still need to go to Cayuga Health for my telemedicine visit?

Cayuga Health will accommodate a telemedicine visit regardless of where you live.

If I need to contact Cayuga Health, will I be charged for that consultation?

If you do not clear the daily health screening you will be instructed to connect with Cayuga Health to schedule a telemedicine consultation. As part of that scheduling process, Cayuga Health will ask for your insurance information, so that your insurance can be billed. You may be subject to any co-pays or co-insurance costs, per your health insurance policy. Many insurance companies are currently waiving co-pays or co-insurance costs during the COVID-19 pandemic, contact your insurance company to determine your specific coverage. If you don't have insurance, you can call an insurance enroller at 607-273-8686.

I made a mistake on one of my answers and now I have a "red" status and I am told to not come into work, what should I do?

Only health professionals have the authority to clear a "red" status to "green" status. Follow the instructions on "red" status notification to schedule a telemedicine visit.

Technical

What should I do if the screening website is not working?

Make sure you are using a supported browser: Chrome, Safari, Firefox, and Edge are all supported. Internet Explorer 7 does not work, if you do not have one of the supported browsers you can download a supported browser for free by clicking on the links above. If you are still having difficulty with the site, call Cayuga Health by phone at 607-319-5800.

What should I do if I have not received daily email reminder notification?

You will not receive the daily reminder until after you use the system for the first time. If you have not received the daily reminder, check your spam folder and your spam settings. If you still do not have a daily reminder email, go directly to the screening website provided by your school and fill out the daily screening.

Why am I getting the same check in status from yesterday?

The check in status resets at 8pm every night. If you complete the check in after 8pm, your daily screening status is good until 8pm the next day. This allows you to complete your check-in the night before you have to be on campus.

Who has access to the data that is captured within the Daily Check?

The data collected is not HIPAA protected; however, the only people who can see individual data and responses are Cayuga Health. Select school administrators can see your red or green

status and the aggregate number of people who are cleared or flagged as red for follow up. System administrators cannot see the individual answers to your questions.

If a telemedicine visit is required, your visit information is only accessible by Cayuga Health and is protect by HIPAA Privacy and Security requirements.

What system is used to do a telehealth visit?

Cayuga Health provider use Zoom to conduct the telehealth visit. You will need to register for a free Zoom account if you do not have one. Instructions for doing that are below.

ZOOM Telemedicine Technology Instructions
1. Make sure you are connected to the internet/Wi-Fi
2. If you are using a smart phone or tablet:
    o For iPad, iPhone or Mac product please go to:
        ▪ **App Store**
        ▪ Search > **Zoom**
        ▪ And install
    o For Android phones go to **Google Play store**
        ▪ Search **> Zoom**
        ▪ And install
3. If you are using a computer either Windows or Apple other operating systems please go to: http://www.zoom.com
4. To sign up for an account click "Sign up its free" in the upper right corner
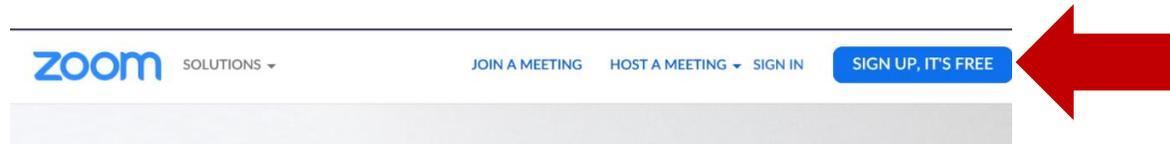
Set up free user account, with your email address as your user name. Follow the screen shots below:
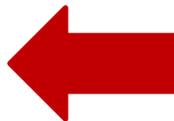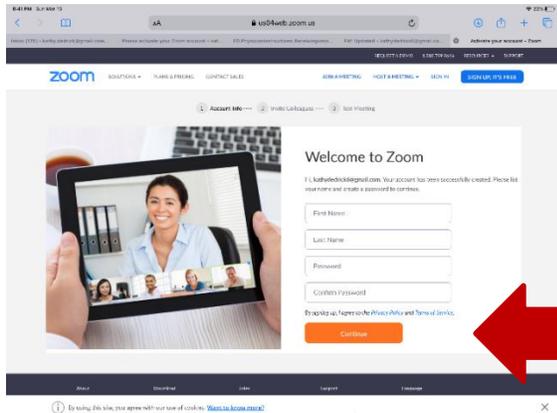
Skip the invite friends screen, you will need to check your email as you will be sent an activation link. After confirmation your account will be active.