COVID-19 Q&A
March 22, 2020

Health Concerns

- Can NUQ somehow provide us with N95 masks if we're traveling?
  - There are a limited number of masks that can be requested at the security desk of the NU-Q building.

- Where can I get tested for coronavirus in Qatar?
  - All testing is managed by Hamad Medical Corporation. If you have concerns about your symptoms and would like to visit a doctor for further consultation, you can visit a PHCC clinic or hospital near you for testing. For those on campus, QF Primary Health Care Clinic is available, no appointment necessary. You can call at 4454-1244 it is open from 7:30 am – 6:30 pm and on-call nurses are in both Janoubi and Shamali from 6:30 pm-7:30 am.

- Does my insurance cover for coronavirus-related medical care if I end up getting it?
  - COVID-19 related expenses are not covered by the DBAC policy; however, students are encouraged to submit claims via Direct Billing/Reimbursement since it is possible that some aspects of a claim may be reviewed for consideration.
  - Considering the novelty of the COVID 19 situation, I believe this will be an on-going dialogue with DBAC and is best handled on a case-by-case basis. Regarding coverage of testing for or treatment of COVID-19 at facilities other than QF clinic, please contact customer care with your questions about Doha Bank Assurance Company covered services.

- Is it advisable to go to the doctor for routine medical check-ups, or to avoid hospitals altogether?
  - All routine check-ups through PHCC have been canceled. It is advised that all non-urgent medical care be postponed.

- I received a message from PHCC that all non-urgent scheduled appointments will be canceled. How do I get the needed medical care?
  - If your appointment was at QF Clinic, they have not canceled any appointments. The rest of PHCC is managing COVID-19 cases, but you can likely find care at one of the facilities that have direct billing with Doha Bank Assurance Health Insurance. Please click here to see direct billing providers.
  - The QF Primary Health Care Center (QF-PHCC) is activating telemedicine consultations, where appointments with patients will be conducted via phone. Patients should call QF-PHCC on 44541240 or 44541244, or email qfphcc@qf.org.qa, to book an appointment.