

# Questions and Answers for Coronavirus (COVID-19)

## 1. What is Coronavirus (COVID-19)?

- CDC is responding to an outbreak of respiratory disease caused by a novel (new) coronavirus that was first detected in China and which has now been detected in more than 100 locations internationally, including in the United States. The virus has been named “SARS-CoV-2” and the disease it causes has been named “coronavirus disease 2019” (abbreviated “COVID-19”).

## 2. How is COVID-19 Spread?

- **Person-to-person spread**
  - The virus is thought to spread mainly from person-to-person. Between people who are in close contact with one another (within about 6 feet). Through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
- **Can someone spread the virus without being sick?**
  - People are thought to be most contagious when they are most symptomatic (the sickest).
  - Some spread might be possible before people show symptoms; there have been reports of this occurring with this new coronavirus, but this is not thought to be the main way the virus spreads
- **Spread from contact with contaminated surfaces or objects**
  - It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads

## 3. What are the symptoms of COVID-19?

- Reported illnesses have ranged from mild symptoms to severe illness and death for confirmed coronavirus disease 2019 (COVID-19) cases. The following symptoms may appear **2-14 days after exposure**.
  - Fever
  - Cough
  - Shortness of breath

## 4. What should I do to prevent getting Coronavirus (COVID 19)?

- Avoid close contact with people who are sick
- Take everyday precautions
  - Clean your hands often
  - Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing, or having been in a public place.

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- If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.
- To the extent possible, avoid touching high-touch surfaces in public places – elevator buttons, door handles, handrails, handshaking with people, etc. Use a tissue or your sleeve to cover your hand or finger if you must touch something.
- Wash your hands after touching surfaces in public places.
- Avoid touching your face, nose, eyes, etc.
- Clean and disinfect your home to remove germs: practice routine cleaning of frequently touched surfaces (for example: tables, doorknobs, light switches, handles, desks, toilets, faucets, sinks & cell phones)
- Avoid crowds, especially in poorly ventilated spaces. Your risk of exposure to respiratory viruses like COVID-19 may increase in crowded, closed-in settings with little air circulation if there are people in the crowd who are sick.
- Avoid all non-essential travel including plane trips, and [cruise ships](#).

## 5. What if COVID-19 is spreading in your community?

- Take extra measures to put distance between yourself and other people to further reduce your risk of being exposed to this new virus. Stay home as much as possible.

## 6. Who is at higher risk?

- Older Adults over 60 years old
- People who have serious chronic medical conditions like:
  - Heart disease,
  - Diabetes
  - lung disease

## 7. What do I do if I have traveled?

- Stay home for 14 days from the time you left an area with widespread, ongoing community spread and practice social distancing.
- Take these steps to monitor your health and practice social distancing:
  - Take your temperature with a thermometer two times a day and monitor for fever. Also watch for cough or trouble breathing.
  - Stay home and avoid contact with others. Do not go to work or school for this 14-day period. Discuss your work situation with your employer before returning to work.

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- Do not take public transportation, taxis, or ride-shares during the time you are practicing social distancing.
- Avoid crowded places (such as shopping centers and movie theaters) and limit your activities in public.
- Keep your distance from others (about 6 feet or 2 meters).

## 2. What To Do If You Get Sick

If you get sick with fever (100.4°F/38°C or higher), cough, or have trouble breathing:

- Symptoms may appear 2-14 days after exposure.
- Seek medical care. **Call ahead before you go** to a doctor's office
- Tell your doctor about your recent travel and your symptoms.
- Avoid contact with others.

## 3. What is the current criteria for COVID-19 testing?

The CDC clinical criteria for considering testing for COVID-19 have been developed based on what is known about COVID-19 and are subject to change as additional information becomes available. OSHD is following with the criteria

- Any persons who have a history of travel from affected geographic areas with wide spread transmission (Level 2-or 3 countries) within 14 days of symptom onset.
- Any persons including healthcare personnel, who within 14 days of symptom onset had close contact with a laboratory-confirmed COVID-19 patient.
- Hospitalized patients with symptoms
- Any person with symptoms and underlying health conditions should call their primary provider to discuss testing

## 4. Whom should healthcare providers notify if they suspect a patient has COVID-19 to request testing?

**\*There are limited test kits at the PHL therefore, prior to collecting specimens all providers should:**

- Consult with the Acute Disease Service at the Oklahoma State Health Departments to determine;
  - If patients meet criteria for testing (a Persons Under Investigation- PUI).
  - Once approved, Provider will collect specimen and send to Public Health Lab for testing. (nasopharyngeal).
  - Instructions on appropriate paperwork, shipping and handling and transportation of specimens to the public health laboratory for testing will be given.
- Providers should immediately notify infection control personnel at their facility if they suspect COVID-19 in a patient.

# Questions and Answers for Coronavirus (COVID-19)

- OSDH has an active call center for the public to call with questions and concerns.

COVID-19 Call Center: 877-215-8336

Call Center Hours: Monday - Friday: 9:00 a.m. - 7:00 p.m. and Saturday: 9:00 a.m. - 3:00 p.m.

Our Call Center has the capability to connect callers to Spanish speaking interpreters

To address the high volume of calls and in an effort to reduce wait times on the phones

- OSDH has 3 lines available which are currently manned by OSDH employees.
- There have been 5-15 additional lines made available at the warehouse that are manned by medical volunteers and Medical Reserve Corp (MRC).
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