

CONCERNED PATIENT FAQ



What to do if you have symptoms of coronavirus (COVID-19) and have not been around anyone who has been diagnosed with COVID-19

If you have a fever, cough or shortness of breath but have not been around anyone you know has COVID-19, follow the guidelines below to help prevent your infection from spreading to people in your home and community.

Could I have COVID-19?

The most common symptoms of COVID-19 are fever, cough and shortness of breath. If you have a fever, cough or shortness of breath it is possible you could have COVID-19.

Should I go to my doctor and get tested for COVID-19?

If you have any of the conditions that may increase your risk for a serious viral infection—age 60 years or over, are pregnant, or have medical conditions—call your GHC-SCW clinic or GHC NurseConnect and ask if you need to be evaluated in person. They may want to monitor your health more closely.

If you do not have a high-risk condition and your symptoms are mild, **you do not need to be evaluated in person** and do not need to be tested for COVID-19. There are currently no medications to treat COVID-19 and treatment recommendations include: **stay home, rest, drink fluids, and take fever-reducing medications (Tylenol/Acetaminophen).**

GHC-SCW Members experiencing moderate to severe symptoms should call the GHC-SCW NurseConnect Line at: 608-661-7350 or toll free 855-661-7350 for advice on, where they should go for care. Our nurses are on-call 24/7.

GHC Care OnDemand is our new 24/7 Online Clinic. No appointments are needed for medical visits, ever and the service is free* for most GHC-SCW members. Visit ghccareondemand.com to start a virtual visit.

**Members with Badgercare, Medicare or HSA-Eligible plans have restrictions or limitations.*

What should I do to keep my infection from spreading to my family and other people in the community?

- Stay home except to get medical care. Call if you have questions about whether or not you should be seen.
- You should restrict activities outside your home, except for getting medical care. Do not go to work, school, or public areas while symptomatic. Avoid using public transportation, ride-sharing, or taxis.
- Separate yourself from other people and animals in your home.
- As much as possible, you should stay in a specific room and away from other people in your home. Also, you should use a separate bathroom, if available.
- You should restrict contact with pets and other animals while sick. When possible, have another member of your household care for your animals while you are sick; if you must care for your pet, wash your hands before and after you interact with pets and wear a facemask. See COVID-19 and Animals for more information.
- If you have a medical appointment, call the healthcare provider and tell them that you have symptoms that are consistent with COVID-19. This will help the healthcare provider's office take steps to keep other people from getting infected or exposed.

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- **Wear a facemask:** You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) or pets and before you enter a healthcare provider's office. If you are not able to wear a facemask, then people who live with you should not be in the same room with you, or they should wear a facemask if they enter your room.
- **Cover your coughs and sneezes:** Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can; immediately wash your hands with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water is preferred if hands are visibly dirty.
- **Avoid sharing personal household items:** You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water.
- **Clean your hands often:** Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water is preferred if hands are visibly dirty. Avoid touching your eyes, nose, and mouth with unwashed hands.
- **Clean all regularly touched surfaces every day.** Regularly touched surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also, clean any surfaces that may have blood, stool, or bodily fluids on them. Use a household cleaning spray or wipe, and follow the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

Monitor your symptoms

Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing). Before seeking care, call your healthcare provider and tell them that your symptoms are consistent with COVID-19. Put on a facemask before you enter the facility. These steps will help the healthcare provider's staff to prevent other people in the office or waiting room from contracting your infection.

If you have a medical emergency and need to call 911, notify the dispatch personnel that you have symptoms consistent with COVID-19. If possible, put on a facemask before emergency medical services arrive.

Discontinuing home isolation

If you had fever, cough or shortness of breath and have not been around anyone who has been diagnosed with COVID-19, you should remain under home isolation as directed by your health care provider.