

CORONAVIRUS DISEASE 2019 (COVID-19)

Frequently Asked Questions



Audience: Colleagues, social media followers, general public

Revision Date: 03/24/2020

Version: Final (adaptable)

Social Media Posts General Individual and Community Wellness

Note: Graphics for the long-list items are in progress; they will make it possible for you to post at once as a single graphic.

1. Feeling unwell and worried you may have COVID-19? [INSERT appropriate call to action — call RHM or a state hotline, send a message to your physician, visit a page that explains when to be concerned, call RHM COVID-19 hotline, etc.] #HereBesideYou
2. PROTECT OTHERS: Don't go to your local emergency department for COVID-19 testing. That environment is needed by those who require the most critical care. Call your health care provider to discuss your symptoms and next steps. #HereBesideYou
3. PROTECT YOURSELF: Don't hesitate to call 911 if you have any potentially life-threatening symptoms like chest pain, shortness of breath, dizziness or a severe headache. COVID-19 is not the only health issue to be concerned about. #HereBesideYou
4. GET ANSWERS: For questions about COVID-19, call the [STATE] Health Department's 24/7 hotline at [INSERT PHONE NUMBER]
5. Worried you may have coronavirus (COVID-19)? Steps you should — and shouldn't take [can be customized and listed or linked to a ministry website]:
 - Login to your patient portal and send a message to your physician.
 - (If applicable) Schedule a virtual visit to discuss your symptoms and potential exposure.
 - Call ahead before going in person to any physician's office, urgent care or emergency room (or, if applicable, before seeking testing at a drive-through testing facility).
 - Don't go to your local emergency department for COVID-19 testing. That environment is needed by those who require the most critical care.
 - Call 911 if you have any potentially life-threatening symptoms like chest pain, shortness of breath, dizziness or a severe headache.
 - For questions about COVID-19, call the [STATE] Health Department's 24/7 hotline at [INSERT PHONE NUMBER]
6. If you suspect you have COVID-19, focus on taking care of yourself and on preventing the disease from spreading to others. The Centers for Disease Control and Prevention recommends:

- Isolating yourself at home and addressing your symptoms
 - Contacting your physician to discuss your symptoms and next steps
 - If you need medical care, calling ahead so your provider can prepare and protect others
 - When in the presence of others, wearing a facemask
 - Always covering your coughs and sneezes. No tissue? Cough or sneeze into your upper sleeve or elbow, not your hands.
 - Washing hands often with soap and warm water for 20 seconds or more
7. Protect yourself, those close to you and your community. If you are sick:
- Isolate yourself at home and address your symptoms
 - Contact your physician to discuss your symptoms and next steps
 - If you need medical care, call ahead so your provider can prepare and protect others.
 - When in the presence of others, wear a facemask
 - Always cover your coughs and sneezes. No tissue? Cough or sneeze into your upper sleeve or elbow, not your hands
 - Wash hands often with soap and warm water for 20 seconds or more
8. If you feel sick with fever, cough, severe diarrhea or, if you are having difficulty breathing, contact your primary care physician or other health care provider immediately. Your health care professional can evaluate your symptoms to determine if you need to be tested for COVID-19 and provide you with other important next steps.
9. If you are or someone else in your household is sick, the Centers for Disease Control and Prevention has tips for taking care of yourself, your loved ones and your community. https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2Fsteps-when-sick.html
10. The Centers for Disease Control and Prevention suggests that if you are sick with COVID-19 or suspect you may be infected with the virus that causes it, you should follow these steps to "flatten the curve" and help prevent the disease from spreading to people in your home and community:
- Stay home except to get medical care.
 - Separate yourself from other people and animals in your home.
 - Call ahead before visiting your doctor.
 - Wear a facemask when seeking medical care.
 - Cover your coughs and sneezes.
 - Clean your hands often.
 - Avoid sharing personal household items.
 - Clean all "high-touch" surfaces every day.
 - Monitor your symptoms.
11. Take care of yourself. Stay healthy by eating well, drinking lots of fluids, staying active, if you are well, and trying to get high-quality sleep. Your immune system will be better equipped to fight infection. #HereBesideYou
12. When the Centers for Disease Control and Prevention asks the public to help "flatten the curve," they are asking us to slow the infection rate. The curve is high when a lot of people get infected in a short amount of time. A flattened curve assumes the same number of people get infected, but over a longer period. #HereBesideYou
13. Your help "flattening the curve" will protect those most at risk and ensure a less-stressed health care system, fewer hospital visits on any given day, and fewer sick people putting others, including health care workers, at risk.
14. Protect yourself at home. The Centers for Disease Control and Prevention recommends that you clean and disinfect your home to remove germs. Practice routine cleaning of frequently touched surfaces like tables, doorknobs, light switches, handles, desks, toilets, faucets, sinks and cell phones.

15. COVID-19 emergency warning signs from the Centers for Disease Control and Prevention:

- Difficulty breathing or shortness of breath
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

*This list is not inclusive. Please consult your medical provider for any other severe or concerning symptoms.

16. Isolating at home? The Centers for Disease Control and Prevention recommends creating a household plan of action. Suggestions for the plan include compassionate and caring steps that can help people find and access the resources they may need — when they most need it. (link to: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/get-your-household-ready-for-COVID-19.html>)

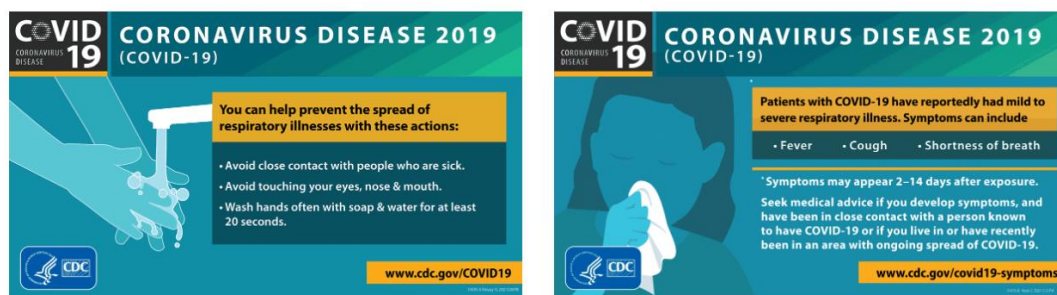
17. Do you have a household plan of action? To get started, the Centers for Disease Control and Prevention recommends:

- Talking with the people who need to be included in your plan and discussing the needs of each person.
- Planning ways to care for those who might be at greater risk for serious complications.
- Getting to know your neighbors and talking to them about emergency planning. If your neighborhood has a website or social media page, consider joining it to maintain access to neighbors, information and resources.
- Identifying aid organizations in your community. Create a list of local organizations that you and your household can contact in the event you need access to information, health care services, support and other resources.
- Creating an emergency contact list. Ensure your household has a current list of emergency contacts for family, friends, neighbors, carpool drivers, health care providers, teachers, employers, the local public health department and other community resources.

OTHER OPTIONS: You can also post any of the included CDC video resources intermittently, as well, either as stand-alone posts or with comments from local clinical leaders. Videos are available [here](#) and include:

- COVID-19: What older adults need to know
- COVID-19: What is coronavirus disease 2019?
- What's my risk?
- How do I protect myself?
- COVID-19: Stop the Spread of Germs

The following images from CDC are also available at <https://www.cdc.gov/coronavirus/2019-ncov/communication/graphics.html>



Finally, both CDC and CMS are excellent resources. You can find the CMS Coronavirus (COVID-19) Partner Toolkit [here](#) and excellent content for Medicare beneficiaries can be found on [the coronavirus resource page at medicare.gov](#). National associations for specific health care specialties also offer valuable information to share.