



## Coronavirus Disease 2019 (COVID-19)

Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. The virus that causes COVID-19 is a novel coronavirus first identified during an investigation into an outbreak in Wuhan, China.

The Employee Health & Wellness Center cannot perform COVID-19 testing at this time. Testing is limited to hospitals, health departments, urgent care facilities, and senior living centers/geriatric care; therefore, availability is highly limited and currently not available at the onsite health centers. This information is rapidly changing and we will provide updates as they become available.

### Appointment Guidelines:

1. Utilize the Patient Portal ([www.my-patientportal.com](http://www.my-patientportal.com)) or Call My Health Onsite Call Center at 1-888-644-1448 to make a provider appointment for a sick visit.
2. The Employee Health Center staff will call and screen the patient prior to the appointment for respiratory symptoms (**fever, cough, shortness of breath and sore throat**) based on the CDC's guidelines and ask the below questions:
  - ▶ Persons who have had a close contact with a laboratory-confirmed COVID-19 case
  - ▶ History of travel to or from an affected geographic area with widespread community transmission
  - ▶ History of international travel or a cruise

If you meet the criteria, your provider **appointment will not be cancelled**, but changed to a **tele-visit** (telephonic medical appointment). Please ensure the Employee Health Center staff have an updated contact number so the provider can reach you by phone at the scheduled appointment time. Based on the provider's assessment you may be asked to self-quarantine for 14 days per CDC guidelines and/or be referred for further testing. If applicable, the provider will schedule follow up **tele-visit** appointments during this time to monitor.

If you are experiencing **emergency warning signs** for COVID-19, seek medical attention immediately at an Emergency Room and/or call 911. Per CDC guidelines, Emergency signs include:

- ▶ Difficulty breathing or shortness of breath
- ▶ Persistent pain or pressure in the chest
- ▶ New confusion or non-responsive
- ▶ Bluish lips or face

### Hygiene Stations

All My Health Onsite employee health and wellness centers are equipped with Hygiene Stations which includes hand sanitizer, facial tissues, and masks. In addition, there are instructions posted in the lobby of how to use the Hygiene Station.

**IMPORTANT NOTICE:** Please update your contact information in your Patient Portal profile with the best cell phone number for our providers to contact you for **tele-visit** appointments.

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## How Does Covid-19 Spread?

**A:** The virus that causes COVID-19 probably emerged from an animal source, but is now spreading from person to person. The virus is thought to spread mainly 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. It also 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. Learn what is known about the spread of newly emerged coronaviruses at: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/transmission.html>.

## What Are the Symptoms of COVID-19?

**A:** Patients with COVID-19 have had mild to severe respiratory illness with symptoms of:

- ▶ Fever
- ▶ Cough
- ▶ Shortness of Breath

<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

## What are severe complications from this virus?

**A:** Some patients have pneumonia in both lungs, multi-organ failure and in some cases death.

## Should I Be Wearing a Mask to Prevent COVID-19?

**A:** Health officials in the U.S. do not recommend the use of masks among people not showing symptoms of COVID-19.

## How can I help protect myself?

**A:** People can help protect themselves from respiratory illness with everyday preventive actions.

- ▶ Avoid close contact with people who are sick.
- ▶ Avoid touching your eyes, nose, and mouth with unwashed hands.
- ▶ Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available. <https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>

## If you are sick, to keep from spreading respiratory illness to others, you should:

- ▶ Stay home when you are sick
- ▶ Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- ▶ Clean and disinfect frequently touched objects and surfaces.

## Is There A Vaccine?

**A:** There is currently no vaccine to protect against COVID-19. The best way to prevent infection is to take everyday preventive actions, like avoiding close contact with people who are sick and washing your hands often.

## Is There A Treatment?

**A:** There is no specific antiviral treatment for COVID-19. People with COVID-19 can seek medical care to help relieve symptoms.

## For More Information About COVID-19 Go To:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

**Florida Department of Health Hotline for Questions:  
1 (866) 779-6121**

**The Call Center is available Monday through Friday, 8:00am to 5:00pm • COVID-19@flhealth.**