

Talking points for providers

Providers play a critical role together to help slow the spread of COVID-19. People who have COVID-19 or were exposed to COVID-19 need to separate themselves from others until there is little risk of spreading (transmitting) the infection to others. [If needed, explain terminology: when someone with COVID-19 is separated from others, we refer to this as being in isolation; when someone who might have COVID-19 is separated from others, we refer to this as being in quarantine.] Ensuring that people with COVID-19 and contacts who were exposed remain apart from others is critical to help slow transmission of COVID-19 in our communities.

For patients with symptoms of COVID-19:

- I am asking you to stay at home and **quarantine while waiting for your test results.**
 - Quarantine means staying at home in a specific room away from other people and pets, and using a separate bathroom, if possible.
 - Keeping away from others in this way is critical to protecting those who you live with as well as your community.
 - It will help slow the spread of COVID-19 and can help keep your family, friends, neighbors, and others you may come in contact from getting COVID-19.
 - If you need support or assistance while self-isolating, your health department or a community organization may be able to provide assistance.
- Until you get your test results, and if your test result is positive, your close contacts should also stay at home and self-isolate (away from others) for 14 days, starting from the last day that they were possibly exposed to you. A close contact is anyone who has been within 6 feet of you for 15 minutes or more. They should monitor themselves by checking their temperature twice a day and watching for symptoms of COVID-19. They should maintain social distancing (at least 6 feet) from others at all times and wear masks in closed spaces.
- You should seek medical care if symptoms worsen or become severe. Severe symptoms include trouble breathing, persistent pain or pressure in the chest, confusion, difficulty in waking up or staying awake, or bluish lips or face.
- If you continue to have symptoms and your test result is negative, you should continue to remain away from others for 72 hours after your symptoms go away and at least 10 days since your symptoms started. We might also recommend that you take another test.

Person who was in contact with a positive case and is being tested:

- If you are being tested because you were in contact with someone who had COVID-19, you should remain away from others (self-quarantine) for 14 days since you were last exposed to someone with COVID-19. You should remain in quarantine even if your test result is negative, as it's possible that your result could change within the 14-day period. A negative result in the 14 days after you were exposed may not mean that you do not have COVID-19. You should monitor yourself by checking your temperature twice a day and watching for symptoms of COVID-19. You should maintain social distancing (at least 6 feet) from others at all times and wear masks in closed spaces during this period.
 - If you have not already spoken with the Health Department, you may receive a call. Please answer the call. It is very important that you speak with them to help stop the spread of COVID-19 in the community
- If you are diagnosed with COVID-19, a public health worker will likely call you to check-in on your health, confidentially discuss others that you have been in contact with, and ask about your routines and whereabouts during the time when you were likely infectious and able to spread COVID-19 to others. Because of the nature of COVID-19, people often don't realize they could have the infection and pass it to others. By law, the public health worker will protect your privacy.
 - Answer the phone when your health department calls.
 - Your name will not be revealed to those you came in contact with.
 - If you need support or assistance while remaining apart from others (self-isolating), your health department or a community organization may be able to provide assistance.
 - Just to re-emphasize, remaining apart from others (self-isolation) helps slow the spread of COVID-19 and can help keep your family, friends, neighbors, and others you may come in contact with as healthy as possible.