

Updated: 06/16/20

Purpose:

To provide the process on how to inform a patient of a positive COVID-19 test result.

Procedure:

1. **Use interpreter services to ensure delivery in the patient's native language**
2. **Introduce yourself and verify if:**
 - It is a good time to talk and to discuss results
 - Patient can hear you
 - Patient is not occupied doing something else (e.g., driving, cooking, watching TV, etc.)
 - Other family members or caregivers who the patient wants to participate are available (on speaker, conferenced in, etc.)

3. **Deliver Results**

Communicate with patient:

"I am calling to tell you that you have tested positive for COVID-19, also known as the Coronavirus."

4. **Pause and await reaction and address emotions with empathy.**

Suggested Prompts:

I am sorry to have to deliver this news, I am here to answer all questions and concerns you may have.

As you may have heard, many people are now affected by this virus. What do you know about COVID-19?

How are you feeling?

5. **Discuss implications of the result**

COVID-19 is caused by a virus called a coronavirus. There are different types of coronaviruses. Some of them are a common cause of the common cold, but the strain that causes COVID-19 is due to a newly discovered type of coronavirus that only started to affect humans in the last few months.

Most people who have COVID-19 have mild illness that feels like a bad flu and will be able to care for themselves at home and get better on their own.

Some people, however, are becoming seriously ill due to the infection.

6. Assess symptoms

These symptoms may appear 2-14 days after exposure

- Fever
- Cough
- Shortness of breath
- If you develop emergency warning signs for COVID-19, get medical attention
- Immediately:
 - Trouble breathing
 - Persistent pain or pressure in the chest
 - New confusion or inability to wake up someone
 - Bluish lips or face

7. Home Care and Isolation Instructions for People with Confirmed COVID-19

The following instructions are for people who have laboratory-confirmed COVID-19. It also includes information for their families or caregivers.

Home Care

There is no specific treatment yet for the virus that causes COVID-19.

Here are steps that you can take to help you get better:

- Rest
- Drink plenty of fluids
- Perform hand hygiene frequently. Wash your hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer that contains 60 to 95% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty.
- Avoid touching eyes, nose, and mouth with your hands
- Clean and disinfect frequently touch objects and surfaces
- Take acetaminophen (Tylenol®) to reduce fever and pain

Note: Children younger than age 2 should not be given any over-the-counter cold medications without first speaking with a doctor.

Note: These medicines do not “cure” the illness and do not stop you from spreading germs.

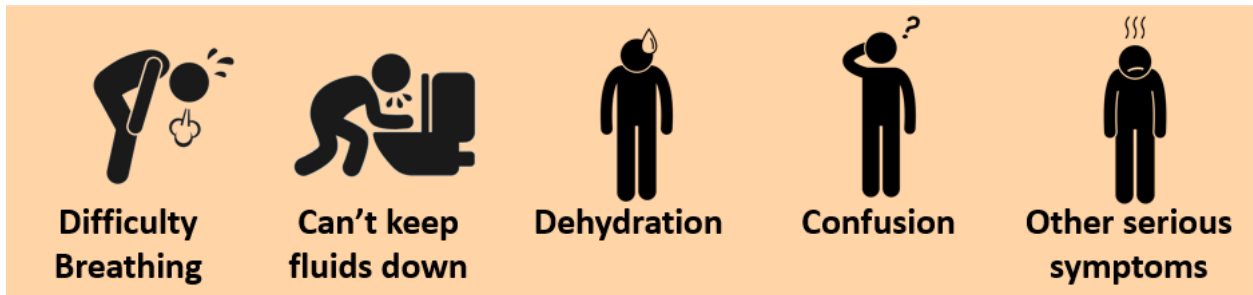
8. Seeking Medical Care

Seek prompt medical care if your symptoms get worse, especially if you are at higher risk of serious illness. This includes people who are:

- Age 65 years and older
- Pregnant

- Health problem such as a chronic heart, lung, liver or kidney disease, a weak immune system (including anyone taking medications to suppress the immune system)

It is recommended that you seek medical care for serious symptoms, such as:



People with life-threatening symptoms, such as difficulty breathing, or chest pain should call 911. Tell the dispatch personnel that you have confirmed COVID-19. If possible, put on a facemask before emergency medical services arrive.

If it's not urgent, call ahead to your primary care provider, you will be able to get advice by phone.

If you do visit a healthcare facility, put on a mask before you enter to protect others.

Call our Nurse Advice Line at 844-804-0055 related to COVID-19.

9. Home Isolation

Follow the steps below to help prevent the disease from spreading to people in your home and your community:

- Stay home except to get medical care
- Do not go to work, school, or public areas.
- Stay home until at least 10 days have passed after your symptoms first appeared AND at least 3 days after you have recovered, whichever is longer.

Recovery means that your fever is gone for 72 hours without the use of fever-reducing medications and your respiratory symptoms (e.g. cough, shortness of breath) have improved.

If you do not have someone to help you:

- a. if possible, arrange for food and other necessities to be left at your door.
- b. If you need to meet someone at your door, wear a mask covering your nose and mouth, and maintain 6 feet of distance and avoid physical contact

Separate yourself from other people in your home

Stay in a specific room and away from other people in your home as much as possible. It is particularly important to stay away from people who are at higher risk of serious illness.

Consider alternate living arrangements for them if at all possible.

Use a separate bathroom. If this is not possible, clean the bathroom after use

Try to stay at least 6 feet from others.

Open windows or use a fan or an air conditioner in shared spaces in the home, if possible, to ensure good air flow.

Do not allow visitors and limit the number of people in your home.

Do not handle pets or other animals while you are sick.

Wear a facemask when you are around others

You should wear a facemask covering your mouth and nose when you are around other people (e.g., sharing a room or vehicle) or pets and before you enter a hospital or doctor's office.

If you are not able to wear a facemask (for example, because it causes trouble breathing), then people who live with you should not be in the same room with you.

If they must enter your room, they should wear a facemask. After leaving your room, they should immediately clean their hands, then remove and dispose of their facemask, and clean their hands again wash their hands.

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.

Avoid sharing personal household items

Do not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. Wash them thoroughly with soap and water after use.

Clean your hands often

Wash your hands often and thoroughly, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food. Use soap and water for at least 20 seconds.

If soap and water are not available, clean your hands with a hand sanitizer that contains at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Use soap and water if your hands are visibly dirty.

Clean and disinfect all “high-touch” surfaces every day

High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also, clean and disinfect any surfaces that may have body fluids on them. Use household cleaning and disinfectant sprays or wipes, according to the product label instructions.

10. INFORMATION FOR YOUR CLOSE CONTACTS

Quarantine

People in your house, your intimate partners, and caregivers as well as people who were within 6 feet of you for more than 10 minutes while you had symptoms, are “close contacts”.

Because these close contacts have been exposed, it is possible that they will get COVID-19. They should self-quarantine even if they feel well because it can take 2– 14 days for them to show symptoms.

Precautions for close contacts

It is recommended that everyone stays at least 6 feet away from you while you are under home isolation. If this is not possible, their 14-day quarantine period will have to restart from the time of close contact.

Your caregivers and household contacts should wear a disposable facemask and gloves if they clean your room or bathroom or come into contact with your body fluids, and/or secretions (such as sweat, saliva, sputum, nasal mucus, vomit, urine, or diarrhea). They should remove and dispose of their gloves first, clean their hands, then remove and dispose of their facemask, and clean their hands again.