

### DEFINITION

- Exposed (close contact) to a person who has been **diagnosed** (confirmed by testing) or **suspected** to have COVID-19.
- Patient has no common COVID-19 symptoms (i.e., cough, fever, shortness of breath, muscle aches)
- Questions about COVID-19

**Close Contact COVID-19 Exposure** is defined as:

- **Living in the same house** with a confirmed or suspected COVID-19 case
- **Being within 6 feet (2 meters)** of a confirmed or suspected COVID-19 case for a total of 15 minutes or more during a 24 hour period. Examples of such close contact include kissing or hugging, sharing eating or drinking utensils, carpooling, close conversation, or performing a physical examination (relevant to healthcare providers).
- OR having **direct contact with infectious secretions** of a confirmed COVID-19 case (e.g., being coughed on).
- See CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/>.

The following are **not Close Contact** exposures:

- Walking by a person who has COVID-19.
- Being outdoors and keeping safe distancing (6 feet; 2 meters).

**Congregate Setting** is defined as:

- A congregate setting is a place where a group of people live or work in close proximity to each other.
- Examples are correctional facilities, long term care facilities, homeless shelters, and meat-packing plants.

**Note to Triager:**

- During a time of community spread of COVID-19, patients with cough, fever, shortness of breath, or other compatible COVID symptoms should be suspected as having COVID-19.
- Triagers should use their clinical judgment, but generally will want to use the *COVID-19 Diagnosed or Suspected* guidelines when a patient calls with cough, shortness of breath, or a combination of typical COVID symptoms and there is community spread.

This guideline was **last updated** 1/3/2021.

### TRIAGE ASSESSMENT QUESTIONS

#### See More Appropriate Protocol

- COVID-19 lab test positive

*Go to Protocol: Coronavirus (COVID-19) - Diagnosed or Suspected (Adult)*

- [1] Lives with someone known to have influenza (flu test positive) AND [2] flu-like symptoms (e.g., cough, runny nose, sore throat, SOB; with or without fever)  
*Go to Protocol: Influenza - Seasonal (Adult). Note: patient is more likely to have flu than COVID-19 if they are living with someone who tested positive for influenza.*
- [1] Symptoms of COVID-19 (e.g., cough, fever, SOB, or others) AND [2] HCP diagnosed COVID-19 based on symptoms  
*Go to Protocol: Coronavirus (COVID-19) - Diagnosed or Suspected (Adult)*
- [1] Symptoms of COVID-19 (e.g., cough, fever, SOB, or others) AND [2] lives in an area with community spread  
*Go to Protocol: Coronavirus (COVID-19) - Diagnosed or Suspected (Adult). Note: Triage should use clinical judgment to decide whether a symptom protocol (e.g., Chest Pain, Fever, Headache) should also be used in adult patients.*
- [1] Symptoms of COVID-19 (e.g., cough, fever, SOB, or others) AND [2] within 14 days of EXPOSURE (close contact) with diagnosed or suspected COVID-19 patient  
*Go to Protocol: Coronavirus (COVID-19) - Diagnosed or Suspected (Adult). Note: Triage should use clinical judgment to decide whether a symptom protocol (e.g., Chest Pain, Fever, Headache) should also be used in adult patients.*
- [1] Symptoms of COVID-19 (e.g., cough, fever, SOB, or others) AND [2] within 14 days of travel from high-risk area for COVID-19 community spread (identified by CDC)  
*Go to Protocol: Coronavirus (COVID-19) - Diagnosed or Suspected (Adult). Note: Triage should use clinical judgment to decide whether a symptom protocol (e.g., Chest Pain, Fever, Headache) should also be used in adult patients.*
- [1] Difficulty breathing (shortness of breath) occurs AND [2] onset > 14 days after COVID-19 EXPOSURE (Close Contact)  
*Go to Protocol: Breathing Difficulty (Adult)*
- [1] Cough occurs AND [2] onset > 14 days after COVID-19 EXPOSURE  
*Go to Protocol: Cough (Adult)*
- [1] Common cold symptoms AND [2] onset > 14 days after COVID-19 EXPOSURE  
*Go to Protocol: Common Cold (Adult)*
- COVID-19 vaccine reaction suspected (e.g., fever, headache, muscle aches) occurring during days 1-3 after getting vaccine  
*Go to Protocol: Coronavirus (COVID-19) - Vaccine Questions and Reactions (Adult)*
- COVID-19 vaccine, questions about  
*Go to Protocol: Coronavirus (COVID-19) - Vaccine Questions and Reactions (Adult)*

## Discuss with PCP and Callback by Nurse Today

- [1] CLOSE CONTACT COVID-19 EXPOSURE within last 14 days AND [2] needs COVID-19 lab test to return to work AND [3] NO symptoms  
*Reason: COVID-19 viral test is recommended; return to work clearance, employee may need to discuss with their employee health department. Note: Triage should follow practice guidelines and any standing orders. Home isolation (quarantine) is recommended.*

- [1] CLOSE CONTACT COVID-19 EXPOSURE within last 14 days AND [2] exposed person is a first responder (e.g., police or paramedic) AND [3] NO symptoms  
*Reason: COVID-19 viral test is recommended; exposed first responder; employee health should be notified. Note: Triage should follow practice guidelines and any standing orders. Home isolation (quarantine) is recommended.*
- [1] CLOSE CONTACT COVID-19 EXPOSURE within last 14 days AND [2] exposed person is a healthcare worker who was NOT using all recommended personal protective equipment (i.e., a respirator-N95 mask, eye protection, gloves, and gown) AND [3] NO symptoms  
*Reason: COVID-19 viral test is recommended; exposed healthcare worker; employee health should be notified. Note: Triage should follow practice guidelines and any standing orders. Home isolation (quarantine) is recommended.*
- [1] Living or working in a correctional facility, long-term care facility, or shelter (i.e., congregate setting; densely populated) AND [2] where an outbreak has occurred AND [3] NO symptoms  
*Reason: COVID-19 viral test is recommended in when outbreaks occur in congregate setting. Note: Local public health should be notified. Note: Triage should follow practice guidelines and any standing orders. Home isolation (quarantine) is recommended.*
- [1] COVID-19 EXPOSURE (Close Contact) AND [2] within last 14 days BUT [3] NO symptoms  
*Reason: COVID-19 viral test is recommended; Note: Triage should follow practice guidelines and any standing orders. Home isolation (quarantine) and self-monitoring for symptoms are recommended.*

## Home Care

- [1] COVID-19 EXPOSURE AND [2] 15 or more days ago AND [3] NO symptoms  
*Reason: Asymptomatic for 14 days. Risk of developing COVID-19 infection has passed. Reassure and discontinue quarantine.*
- [1] Living in area with community spread (identified by local PHD) BUT [2] NO symptoms  
*Follow local or state Public Health Department (PHD) guidance about staying at home, monitoring symptoms, etc.*
- [1] Travel from area with community spread (identified by CDC) AND [2] within last 14 days BUT [3] NO symptoms  
*Follow local or state Public Health Department (PHD) guidance about staying at home, monitoring symptoms, etc.*
- [1] No COVID-19 EXPOSURE BUT [2] living with someone who was exposed and who has no symptoms of COVID-19  
*Reason: no exposure, no symptoms.*
- [1] Caller concerned that exposure to COVID-19 occurred BUT [2] does not meet COVID-19 EXPOSURE criteria from CDC  
*Reason: no exposure and needs reassurance*
- COVID-19 Testing, questions about  
*Reason: no exposure, no symptoms*
- COVID-19 Prevention and Healthy Living, questions about  
*Note: How to protect you and your family; how to reduce anxiety and stress.*
- COVID-19, questions about  
*Reason: no exposure, no symptoms*

## CARE ADVICE

### COVID-19 Exposure in the Past 14 Days

- Note to Triager - COVID-19 Testing After Close Contact Exposure:**
  - A person who had a close contact COVID19 exposure and is asymptomatic should **get a COVID19 viral test**.
  - **When:** 5 to 7 days after exposure. Testing right away after exposure isn't helpful because it may be too early in the incubation period and there isn't enough viral material for the test to detect.
  - **Where:** Options for testing vary by community. Triggers should refer to guidelines from your healthcare system, office practices, or department of health. COVID-19 testing is now more available from local and state public health departments. Hospital and commercial labs now can perform COVID-19 testing. Many clinics and urgent care centers now perform testing.
  - **Lab Test Order:** Testing requires a healthcare provider's (HCP; doctor, NP, PA) order, like all medical tests. The patient's HCP can order the test. A telemedicine provider can order a test.
  - **What About a Standing Order?** Some call centers have worked with their medical leadership to allow triage nurses to order COVID-19 testing under a standing order policy.
- Reassurance and Education - COVID-19 Exposure With No Symptoms:**
  - **Get tested:** A person who had a **close contact** COVID-19 exposure and is asymptomatic should **get a COVID-19 viral test** about 5 to 7 days after exposure. Testing requires a healthcare provider's (HCP; doctor, NP, PA) order, like all medical tests. If you do get tested, you should stay home until you get your test results and follow the advice of your health care provider or a public health professional. If you test negative for COVID-19, it probably means you did not have COVID-19 at the time of testing, or that your sample was collected too early in your infection.
  - **Stay at Home:** Stay at home (quarantine). Do not go to work until 14 days after the exposure.
  - **Monitor Your Symptoms:** Check your temperature two times a day until 14 days after the exposure. Watch for symptoms of COVID-19.
  - *Here is some more care advice and information that should help.*
- Watch for Symptoms of Cough and Fever:**
  - Watch for symptoms of cough and fever.
  - Measure your temperature 2 times each day, until 14 days after exposure.
  - Report any fever or other concerning symptoms to your healthcare provider.
- COVID-19 - Symptoms:**
  - COVID-19 most often causes a respiratory illness.
  - *The most common symptoms are:* cough, fever, and shortness of breath.
  - *Other less common symptoms are:* chills, fatigue, headache, loss of smell or taste, muscle pain, and sore throat.
  - Some people may have minimal symptoms or even have no symptoms (asymptomatic).
- COVID-19 - Who Needs Testing?**
  - People who have **symptoms of COVID-19**.
  - People who have had **close contact**, within 6 feet (2 meters) for a total of 15 minutes or more in a 24-hour period, with someone confirmed to have COVID-19. People who **live with someone** confirmed to have COVID-19.
  - People living or working in a congregate setting (such as a correctional facility, long-term care facility, or shelter) where an **outbreak has occurred**.
- COVID-19 - Where to Go for Testing?**

- Go to the testing site recommended by your healthcare provider (e.g., doctor, NP, or PA) or public health department.
- Swabs of the nose or throat will only be collected on patients who have a healthcare provider's order.
- Testing sites vary based on the city, hospital, and healthcare system.
- COVID-19 testing is now more available from local and state public health departments. Hospital and commercial labs now can perform COVID-19 testing. Many clinics and urgent care centers now perform testing.
- In general, they are not performed in private doctor's offices.
- *People cannot just walk in and request a COVID-19 test.*

7. **COVID-19 - What Types of Tests Are Available?**

- There are two types of tests available for COVID-19: viral tests and antibody tests.
- **Test for Current Infection - Viral Test:** A viral test tells you if you have the COVID-19 infection right now. A viral test is done with either a nasal swab or a saliva sample. Symptomatic patients should get a test within 3 days, if available. Asymptomatic people with a close contact COVID-19 exposure should get the viral test on day 5 to 7 after exposure.
- **Test for Past Infection - Antibody Test:** An antibody test tells you if you have had COVID-19 before. This test is done with a blood sample. An antibody test may not be able to show if you have a current infection, because it can take 1 to 3 weeks for your body to make antibodies to the infection. We do not know yet if having antibodies to the virus can protect someone from getting infected with the virus again, or how long that protection might last. If an antibody test is needed, it is usually performed 2 to 3 weeks after the start of the infection.
- The results usually come back in 1 to 3 days, but may take longer depending on testing kit or testing site availability.

8. **COVID-19 - Should You Go to Work After Exposure?**

- If a person has had **close contact** exposure to COVID-19 in the last 14 days, it is recommended that they make plans to work from home until 14 days have passed.
- Similarly, if a person has had travel from or is living in a **high risk area** (identified by CDC) it is also recommended that they make plans to work from home.
- You should **talk to the employee health office** at your workplace.

9. **Home Isolation Needed if Symptoms Occur:**

- *Isolation will be needed if you develop symptoms within 14 days of COVID-19 exposure:*
- Isolate yourself at home.
- Do **Not** allow any visitors
- Do **Not** go to work or school
- Do **Not** go to religious services, child care centers, shopping, or other public places.

10. **Call Back If:**

- Fever or feeling feverish occurs within 14 days of COVID-19 exposure.
- Cough or difficulty breathing occur within 14 days of COVID-19 exposure.
- Other symptoms of COVID-19 infection occur.
- You have more questions.

**COVID-19 Exposure 15 or More Days Ago**

1. **Reassurance and Education - No Symptoms and Day 15 or Later:**

- COVID-19 starts within 14 days of exposure.
- The most common symptoms are cough, fever, and shortness of breath.
- If you have not had any symptoms by day 15, you should be safe from getting the coronavirus.

2. **COVID-19 - Symptoms:**
  - COVID-19 most often causes a respiratory illness.
  - *The most common symptoms are:* cough, fever, and shortness of breath.
  - *Other less common symptoms are:* chills, fatigue, headache, loss of smell or taste, muscle pain, and sore throat.
  - Some people may have minimal symptoms or even have no symptoms (asymptomatic).
3. **COVID-19 - Exposure Risk Factors:**
  - *Here are the main risk factors for getting sick with COVID-19.*
  - **Close contact with a person** who tested positive for COVID-19 AND contact occurred while they were ill. Close contact means being within 6 feet (2 meters) for a total of 15 minutes or more in a 24-hour period. This includes living with someone infected with COVID-19.
  - **Living in or travel from a city** or area where there is community spread of COVID-19. This carries a lower risk compared to close contact if one follows physical distancing recommendations. Community spread has occurred in most of the US, especially in cities.
  - **International Travel:** The CDC (<https://www.cdc.gov/coronavirus/2019-ncov/travelers>) has the most up-to-date list of where COVID-19 outbreaks are occurring.
4. **COVID-19 - How it Is Spread:**
  - *COVID-19 is spread from person to person.*
  - **Respiratory Droplets:** The virus spreads from respiratory droplets that are produced when a person coughs, sneezes, shouts, or sings. The infected droplets can then be inhaled by a nearby person or land on the surface of their face or eyes. Droplets fall quickly to the floor or ground. This is **how most COVID is spread**.
  - **Surfaces:** Most infected people also have respiratory secretions on their hands. These secretions get transferred to healthy people on doorknobs, faucet handles, etc. The virus then gets transferred to healthy people when they touch their face or rub their eyes. This is a **less common cause** of spread.
  - **Aerosols:** Aerosols are tiny, invisible particles that can float in the air for 1 to 2 hours and travel more than 6 feet (2 meters). They only occur in a closed room with poor ventilation. Aerosols are a **rare cause** of COVID-19 spread.
5. **COVID-19 - How to Protect Your Family and Yourself From Getting Sick:**
  - *Avoid close contact with people known to have this new coronavirus infection.*
  - *Avoid close contact with people outside your family unit.*
  - Avoid closed spaces (indoors) when possible and all crowds (even outdoors).
  - When you must leave your home, wear a mask and observe social (safe) distancing.
  - Try to stay at least 6 feet (2 meters) away from anyone who is coughing.
  - Wash hands often with soap and water.
  - Alcohol-based hand cleaners are also effective.
  - Avoid touching the eyes, nose or mouth. Germs on the hands can spread this way.
  - Do not share eating utensils (e.g., spoon, fork).
6. **Call Back If:**
  - You have more questions

## **COVID-19 General Information**

1. **COVID-19 (Coronavirus Disease 2019) - Outbreak:**
  - An outbreak of this infection began in China in December 2019.
  - The first patient in the United States occurred on January 21, 2020.
  - Four patients were confirmed in Canada on January 31, 2020.
  - The *World Health Organization* (WHO) declared COVID-19 a global public health emergency



on January 30, 2020 and then a pandemic on March 11, 2020.

- The *Centers for Disease Control and Prevention* (CDC) is considered the source of truth for this guideline. This continues to be a rapidly changing situation and guidance from the CDC is being updated daily. See <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>.

2. **COVID-19 - Symptoms:**

- COVID-19 most often causes a respiratory illness.
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- **Aerosols:** Aerosols are tiny, invisible particles that can float in the air for 1 to 2 hours and travel more than 6 feet (2 meters). They only occur in a closed room with poor ventilation. Aerosols are a **rare cause** of COVID-19 spread.

5. **COVID-19 - How to Protect Your Family and Yourself From Getting Sick:**

- *Avoid close contact with people known to have this new coronavirus infection.*
- *Avoid close contact with people outside your family unit.*
- Avoid closed spaces (indoors) when possible and all crowds (even outdoors).
- When you must leave your home, wear a mask and observe social (safe) distancing.
- Try to stay at least 6 feet (2 meters) away from anyone who is coughing.
- Wash hands often with soap and water.
- Alcohol-based hand cleaners are also effective.
- Avoid touching the eyes, nose or mouth. Germs on the hands can spread this way.
- Do not share eating utensils (e.g., spoon, fork).

6. **COVID-19 - Travel Guidelines:**

- The Centers for Disease Control and Prevention (CDC) maintains a website with latest recommendations regarding travel and your health.
- Currently the CDC recommends against travel to many geographic areas with widespread and ongoing spread of COVID-19. See current list at <https://wwwnc.cdc.gov/travel/>.

- CDC Travel Health Website: <https://wwwnc.cdc.gov/travel/>.
- CDC Travel FAQs: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/faqs.html>.

7. **COVID-19 - Information About Testing:**

- There are two types of tests available for COVID-19: viral tests and antibody tests. A **viral test** tells you if you have the COVID-19 infection right now. A viral test is done with either a nasal swab or a saliva (spit) sample. An **antibody test** tells you if you have had COVID-19 before. This test is done with a blood sample.
- The results usually come back in 1 to 4 days, but may take longer depending on testing kit or testing site availability.

8. **COVID-19 - Face Masks for Prevention:**

- Face masks are essential for reducing the spread of COVID-19. They will also reduce the spread of influenza. Wearing a mask means you care about other people.
- **Sick Patients:** People who are sick with COVID-19 must always wear a face mask if they need to leave the home. Example: for medical visits. *Exception:* patients with trouble breathing (CDC). Consider a loose face covering such as a bandana.
- **Well People:** When community spread is high, the CDC also recommends face masks or coverings for everyone going outside the home. They are critical if entering a public building, such as a grocery store. *Reason:* Many people with COVID-19 have no symptoms but can spread the virus. *Exceptions:* Face mask or covering is optional if outdoors and you can avoid being within 6 feet (2 meters) of other people. Some examples are an outdoor walk or run.
- **Age Limits:** Face coverings also are not recommended for children under 2 years (CDC).
- More information on how to make and use a cloth face mask at: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-to-make-cloth-face-covering.html>.

9. **COVID-19 - Going to the ER or Urgent Care Center:**

- If you or your child needs to be seen for an urgent medical problem, do not hesitate to go.
- ERs and urgent care centers are safe places. They are well equipped to protect you against the virus.
- For non-urgent conditions, talk to your healthcare provider's office first.

10. **Other COVID-19 Facts:**

- **Incubation Period:** Average 5 days (range 2 to 14 days) after coming in contact with a person who has COVID-19 virus.
- **No Symptoms, but Infected (Asymptomatic):** Approximately 30% of infected patients may have no symptoms.
- **Mild Infections:** About 80% of those with symptoms have a mild illness, much like a normal flu or a bad cold. The symptoms usually last 2 weeks.
- **Severe Infections:** About 20% of those with symptoms develop trouble breathing from viral pneumonia. Many of these need to be admitted to the hospital. People with complications generally recover in 3 to 6 weeks.
- **Death Rate:** The adult death rate is approximately 1% to 3%. The death rate is lower in children and younger adults. It is higher in older adults.
- **Treatment:** Treatment is supportive. Oxygen and IV fluids are used for hospitalized patients. On May 1, 2020 the U.S. Food and Drug Administration (FDA) granted temporary emergency use authorization (EUA) for the investigational antiviral remdesivir to treat COVID-19. Doctors can use this drug to treat patients who are hospitalized with COVID-19 who are severely ill. More research is needed to determine how well this drug works and for which patients.
- **Prevention - Vaccine:** Two vaccines have been approved and released for use in the United States and Canada as of December 2020. Other vaccines are in development.
- **Prevention - Medicine:** Currently, there is no medicine to prevent COVID-19. Warning: the malaria drug (chloroquine) was studied and found not to be helpful for this disease. It also had



cardiac side effects. *Social distancing and wearing masks have been proven to help prevent COVID-19!*

11. **FAQ - Can someone spread the virus who is not sick?**
  - The virus spreads through respiratory droplets produced when an infected person coughs or sneezes. The droplets can then be inhaled by a nearby person.
  - Therefore, an infected person is thought to be most contagious when they are sick and have symptoms of cough and fever.
  - It is possible that an infected person could spread coronavirus before they start feeling sick. However, this is not the main way coronavirus spreads.
12. **FAQ - Can I get coronavirus from touching an infected surface?**
  - It is possible that a person could get coronavirus by touching an object like a doorknob or a phone, or surfaces like a table or desk.
  - However, this is not the main way coronavirus spreads.
  - You can use a household cleaning spray or wipe (e.g., Clorox or similar) to clean the object or surface. *Follow the label instructions.*
  - Remember, wash your hands often with soap and water.
13. **Call Back If:**
  - You have more questions

### **COVID-19 Prevention and Healthy Living**

1. **COVID-19 - How to Protect Your Family and Yourself From Getting Sick:**
  - *Avoid close contact with people known to have this new coronavirus infection.*
  - *Avoid close contact with people outside your family unit.*
  - Avoid closed spaces (indoors) when possible and all crowds (even outdoors).
  - When you must leave your home, wear a mask and observe social (safe) distancing.
  - Try to stay at least 6 feet (2 meters) away from anyone who is coughing.
  - Wash hands often with soap and water.
  - Alcohol-based hand cleaners are also effective.
  - Avoid touching the eyes, nose or mouth. Germs on the hands can spread this way.
  - Do not share eating utensils (e.g., spoon, fork).
3. **COVID-19 - Face Masks for Prevention:**
  - Face masks are essential for reducing the spread of COVID-19. They will also reduce the spread of influenza. Wearing a mask means you care about other people.
  - **Sick Patients:** People who are sick with COVID-19 must always wear a face mask if they need to leave the home. Example: for medical visits. *Exception:* patients with trouble breathing (CDC). Consider a loose face covering such as a bandana.
  - **Well People:** When community spread is high, the CDC also recommends face masks or coverings for everyone going outside the home. They are critical if entering a public building, such as a grocery store. *Reason:* Many people with COVID-19 have no symptoms but can spread the virus. *Exceptions:* Face mask or covering is optional if outdoors and you can avoid being within 6 feet (2 meters) of other people. Some examples are an outdoor walk or run.
  - **Age Limits:** Face coverings also are not recommended for children under 2 years (CDC).
  - More information on how to make and use a cloth face mask at:  
<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-to-make-cloth-face-covering.html>.
4. **Keep Your Mind Positive:**
  - **Live in the Present:** Live in the present, not the future. The future is where your needless worries live.

- **Think Positive:** Use a mantra to reduce your fears, such as "I am strong". Stay positive.
  - **Get Outdoors:** Take daily walks. Go to a park if you have one. Being in nature is good for your immune system.
  - **Stay in Touch With Your Friends and Family:** Use regular phone calls and video chats to stay in touch with those you love. Schedule virtual video dinners with friends and family!
5. **Keep Your Body Strong:**
    - Get your body ready to fight the COVID-19 virus.
    - Get enough sleep.
    - Stay physically active. Walk or exercise every day. Take the stairs.
    - Stay well hydrated.
    - Eat healthy meals. Avoid overeating to deal with your fears.
    - Avoid the over-use of anti-fever medicines. Fever helps fight infections and ramps up your immune system.
  6. **Ask for Help:**
    - If you feel so sad or worried that you cannot function, reach out to your health care provider, local mental health center, or national helpline.
    - **Canada:** In Canada, crisis and mental health support is available at: <https://www.canada.ca/en/public-health/services/mental-health-services/mental-health-get-help.html>.
    - **United States - SAMHSA:** 1-800-662-HELP (4357). Website: [www.samhsa.gov/find-help/national-helpline](http://www.samhsa.gov/find-help/national-helpline).
  7. **Get a Flu Shot (Influenza Vaccine):**
    - Protect yourself and your family from influenza by getting your annual flu shot (influenza vaccination).
    - All adults should get a flu shot every year. This year is more important than ever. *Reason:* Getting COVID-19 while you also have or are recovering from the flu may increase the chances of getting severe symptoms.
  8. **Call Back If:**
    - You have more questions

## COVID-19 Testing and Test Results

1. **Note to Triager - COVID-19 Testing:**
  - **For questions about testing, it is best to direct the patient to their HCP** (doctor, NP, PA) during office hours. The HCP is the best resource for up-to-date information on testing. This is a somewhat complicated decision process. National and state testing recommendations continue to change. *Testing requires a HCP's order (as with all medical tests).*
  - COVID-19 testing is becoming more available from local and state public health departments. Commercial labs now can perform COVID-19 testing. However, it may still be difficult to find a place to get tested.
  - **What about a standing order?** As testing becomes more widely available, call centers should talk with their medical leadership about triagers being able to use a standing order for testing.
2. **COVID-19 - Who Needs Testing?**
  - People who have **symptoms of COVID-19**.
  - People who have had **close contact**, within 6 feet (2 meters) for a total of 15 minutes or more in a 24-hour period, with someone confirmed to have COVID-19. People who **live with someone** confirmed to have COVID-19.
  - People living or working in a congregate setting (such as a correctional facility, long-term care facility, or shelter) where an **outbreak has occurred**.

3. **COVID-19 - Where to Go for Testing?**
  - Go to the testing site recommended by your healthcare provider (e.g., doctor, NP, or PA) or public health department.
  - Swabs of the nose or throat will only be collected on patients who have a healthcare provider's order.
  - Testing sites vary based on the city, hospital, and healthcare system.
  - COVID-19 testing is now more available from local and state public health departments. Hospital and commercial labs now can perform COVID-19 testing. Many clinics and urgent care centers now perform testing.
  - In general, they are not performed in private doctor's offices.
  - *People cannot just walk in and request a COVID-19 test.*
4. **COVID-19 - What Types of Tests Are Available?**
  - There are two types of tests available for COVID-19: viral tests and antibody tests.
  - **Test for Current Infection - Viral Test:** A viral test tells you if you have the COVID-19 infection right now. A viral test is done with either a nasal swab or a saliva sample. Symptomatic patients should get a test within 3 days, if available. Asymptomatic people with a close contact COVID-19 exposure should get the viral test on day 5 to 7 after exposure.
  - **Test for Past Infection - Antibody Test:** An antibody test tells you if you have had COVID-19 before. This test is done with a blood sample. An antibody test may not be able to show if you have a current infection, because it can take 1 to 3 weeks for your body to make antibodies to the infection. We do not know yet if having antibodies to the virus can protect someone from getting infected with the virus again, or how long that protection might last. If an antibody test is needed, it is usually performed 2 to 3 weeks after the start of the infection.
  - The results usually come back in 1 to 3 days, but may take longer depending on testing kit or testing site availability.
5. **Understanding Viral Test Results:**
  - Viral tests look for part of the virus (RNA or proteins) in the test sample. Since this test looks for actual parts of the virus, it can tell you if you are *currently infected* (active infection) and at risk of spreading the disease. A viral test is done using a nasal (nose) swab or saliva (spit).
  - A **positive viral test** means that you most likely have an active COVID-19 infection and *can spread the infection to others*.
  - A **negative viral test** means that you likely did not have an active COVID-19 infection at the time the test was done.
  - *Note:* All tests can sometimes have a false (wrong) result. Some reasons for this include how the sample was collected, how long into the illness it was taken, and the type of test done. That is why it is important to discuss your results with your health care provider.
6. **Understanding Antibody Test Results:**
  - Antibody tests (also called serology tests) are done on blood samples.
  - COVID-19 antibody tests look for antibodies to the virus that causes COVID-19. Antibodies begin to form during an infection but can last as long as a lifetime. Therefore, an antibody test can NOT tell the difference between an active infection and one you had sometime in the past.
  - It is not yet known if antibodies protect you from getting COVID-19 again.
  - A **positive antibody test** means that you most likely *have been*, or *are now*, infected with COVID-19.
  - A **negative antibody test** means that you likely *never had* COVID-19 OR you *have not yet* formed antibodies to COVID-19.
7. **Understanding Viral and Antibody Testing Together:**
  - In some cases, your healthcare provider (HCP) may want to perform both antibody testing and viral testing together. The best source of information on understanding the test results will come from your HCP. Here is some information on how the two results can be used together.

- **Both Tests Are Positive:** You most likely have an *active infection* and can spread COVID-19 to others.
- **Both Tests Are Negative:** You likely do NOT have COVID-19 and likely never had a COVID-19 infection.
- **Viral Test Is Positive and Antibody Test Is Negative:** You most likely have an *active infection* and can spread COVID-19 to others. You have not yet developed antibodies to your active COVID-19 infection.
- **Viral Test Is Negative and Antibody Test Is Positive:** You likely do NOT have an active COVID-19 infection but did have COVID-19 sometime in the past.

8. **Call Back If:**

- You have more questions

## FIRST AID

N/A

## BACKGROUND INFORMATION

### Key Points

- An outbreak of this infection began in Wuhan, Hubei Province, China in December 2019.
- The first patient in the United States occurred on January 21, 2020. During March 2020 cases were identified in all states.
- Four patients were confirmed in Canada on January 31, 2020.
- The *World Health Organization* (WHO) declared COVID-19 a global public health emergency on January 30, 2020 and then a pandemic on March 11, 2020.
- The *Centers for Disease Control and Prevention* (CDC) is considered the source of truth for this guideline. This continues to be a rapidly changing situation and guidance from the CDC is being updated daily. See <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>.

### Symptoms

The COVID-19 coronavirus most often causes a lower respiratory tract illness. More common symptoms are:

- Anorexia (40-84%)
- Chills (16-28%)
- **Cough** (59-82%)
- Fatigue (44-70%)
- **Fever** (83-99%)
- Loss of smell or taste (40-50%)
- Muscle pain (11-35%)
- **Shortness of breath or difficulty breathing** (31-40%)

Other symptoms may include:

- Diarrhea (2-5%)
- Headache (5-14%)
- Nausea or Vomiting (1-10%)

- Runny or Stuffy Nose (4%)
- Sore Throat (5%)
- Sputum production (14-34%)

Having two or more of any of these symptoms increases the likelihood that a person may have COVID-19.

Over 30% of infected adult patients have no symptoms (asymptomatic). Children and teens are even more likely to have no symptoms.

### Cause

It is caused by a novel (new) coronavirus (COVID-19).

### How it is Spread (Transmission)

COVID-19 is spread from person to person.

- **Respiratory Droplets:** The virus spreads from respiratory droplets that are produced when a person coughs, sneezes, shouts, or sings. The infected droplets can then be inhaled by a nearby person or land on the surface of their face or eyes. Droplets fall quickly to the floor or ground. This is **how most COVID is spread**.
- **Surfaces:** Most infected people also have respiratory secretions on their hands. These secretions get transferred to healthy people on doorknobs, faucet handles, etc. The virus then gets transferred to healthy people when they touch their face or rub their eyes. This is a **less common cause** of spread.
- **Aerosols:** Aerosols are tiny, invisible particles that can float in the air for 1 to 2 hours and travel more than 6 feet (2 meters). They can occur in a closed room with poor ventilation. Aerosols are a **rare cause** of COVID-19 spread.

### Exposure Risk Factors

Risk factors for getting sick with COVID-19 are:

- **Close contact with a person** who tested positive for COVID-19 AND contact occurred while they were ill. Close contact is defined as being within 6 feet (2 meters) of an infected person for a total of 15 minutes or more in a 24-hour period. This includes **living with someone** infected with COVID-19.
- **Living in or travel from a city** or area where there is community spread of COVID-19. This carries a lower risk compared to close contact if one follows physical distancing recommendations. Community spread is now occurring in most of the US, especially in cities.
- **International Travel:** The CDC (<https://www.cdc.gov/coronavirus/2019-ncov/travelers>) has the most up-to-date list of where COVID-19 outbreaks are occurring.

### Reducing Exposure Risk - Going Out in Public

The risk of COVID-19 spread increases with how closely a person interacts with others, how many people there are, and the longer the interaction.

A person should take the following precautions whenever they go out:

- A cloth face-covering
- Hand sanitizer with at least 60% alcohol

The CDC provides additional instructions and information at: <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/going-out.html>.

## Reducing Exposure Risk - Travel

- Avoid all non-essential travel.
- If you must travel, go to the CDC website for updates on travel advisories: <https://www.cdc.gov/coronavirus/2019-ncov/travelers>.

## Incubation Period

The incubation period averages 5 days (range 2 to 14 days) after coming in contact with the secretions of a person who has COVID-19.

## Testing

There are two types of tests for COVID-19: viral tests and antibody tests.

- **Test for Current Infection - Viral Test:** A viral test tells you if you have the COVID-19 infection right now. A viral test is done with either a nasal swab or a saliva sample.
- **Test for Past Infection - Antibody Test:** An antibody test tells you if you have had COVID-19 before. This test is done with a blood sample. An antibody test may not be able to show if you have a current infection, because it can take 1 to 3 weeks for your body to make antibodies to the infection. We do not know yet if having antibodies to the virus can protect someone from getting infected with the virus again, or how long that protection might last.

The results usually come back in 1 to 4 days, but may take longer depending on testing kit or testing site availability.

When should testing be performed?

- **People Who Have Symptoms of COVID-19:** A person who is symptomatic should get a COVID-19 viral test **within 3 days**.
- **People With Close Contact Exposure:** A person who had a close contact COVID-19 exposure and is asymptomatic should get a COVID-19 viral test **about 5 to 7 days** after exposure.

For questions about testing, it is often best to direct the patient to their HCP (doctor, NP, PA) during office hours. The HCP is the best resource for up-to-date information on testing. National and state testing recommendations continue to change. *Testing requires a HCP's order (as with all medical tests).*

## Diagnosis and Reporting

Clinicians should report positive test results to infection control at their health system and to their local or state health department.

## Complications

Complications include pneumonia, hypoxia, ARDS, respiratory failure, and death.

The following two groups of individuals are considered as **HIGH RISK** in this guideline.

1. People with the following medical problems or conditions are at **highest** risk of complications.
  - Age: The risk for severe illness from COVID-19 increases with age, with older adults at highest risk.
  - Cancer



- Chronic kidney disease
- Heart disease, such as heart failure, coronary artery disease
- Obesity with a body mass index (BMI) of 30 or higher
- Sickle cell disease
- Smoking
- Solid organ transplant
- Type 2 diabetes

2. According to the CDC, people with the following medical conditions might be at **higher** risk of severe illness from COVID-19 (or from influenza).

- Asthma (moderate-to-severe)
- Cerebrovascular disease (affects blood vessels and blood supply to the brain)
- Cystic fibrosis
- Hypertension or high blood pressure
- Immunocompromised state (weak immune system) from blood or bone marrow transplant, immune deficiencies, HIV, use of corticosteroids, or use of other immune weakening medicines
- Liver disease
- Neurologic conditions, such as dementia
- Pregnancy
- Pulmonary fibrosis (having damaged or scarred lung tissues)
- Thalassemia (a type of blood disorder)
- Type 1 diabetes

The adult death rate for COVID-19 is approximately 1% to 3%. The death rate is lower in children and younger adults. It is higher in older adults.

### **Treatment**

Treatment is supportive. Oxygen and IV fluids are used for hospitalized patients. **Steroid medications** are used in some hospitalized patients.

On May 1, 2020 the U.S. Food and Drug Administration (FDA) granted temporary emergency use authorization (EUA) for the investigational antiviral **remdesivir** to treat COVID-19. Doctors can use this drug to treat patients who are hospitalized with COVID-19 who are severely ill. More research is needed to determine how well this drug works and for which patients.

On November 11, 2020 the FDA issued an EUA for the investigational monoclonal antibody therapy **bamlanivimab** for the treatment of mild-to-moderate COVID-19 in adult and pediatric patients.

### **Prevention**

Social distancing and wearing masks have been proven to help prevent COVID-19.

### **Vaccination**

Several COVID-19 vaccines have been approved or are nearing approval for use in Canada and the United States:

- AstraZeneca (Oxford)
- Janssen
- Johnson & Johnson (single shot)

- **Moderna:** <https://www.modernatx.com/cove-study>. Approved for use in Canada and US, December 2020. For people 18 years and older.
- Novavax.
- **Pfizer - BioNTech:** <https://www.cvdvaccine.com/>. Approved for use in Canada and US, December 2020. For people 16 years and older.

There are many COVID-19 vaccines still in development.

### Quarantine vs. Isolation

The term **quarantine** means to keep someone who might have been exposed to COVID-19 away from others. Quarantine helps prevent the spread of COVID-19 because a person with COVID-19 can spread the virus before they get sick. Also, some people can get COVID-19 and have no symptoms.

How long should a person isolate after being exposed to COVID-19? The best and safest approach is to stay at home and quarantine for 14 days. In December 2020, the CDC outlined two new optional strategies for determining quarantine duration for asymptomatic people after COVID-19 exposure:

- *Option 1:* Quarantine for only 10 days (without COVID-19 viral testing).
- *Option 2:* Get a negative viral COVID-19 test on day 5 to 7 after exposure and quarantine for only 7 days.
- With either option, continue to watch for symptoms and wear a mask for 14 days after the exposure.

The term **isolation** means to keep someone who is infected with COVID-19 away from others. Isolation helps prevent the spread of COVID-19 to people.

*How long should a person quarantine after getting infected with COVID-19?* A person must meet all 3 of these requirements to end the quarantine period:

- Fever gone for at least 24 hours off fever-reducing medicines **AND**
- Cough and other symptoms must be improved **AND**
- Symptoms started more than 10 days ago.
- *If unsure if it is safe for you to leave isolation, check the CDC website or call your healthcare provider.*

### Ibuprofen and Other NSAID Use for COVID-19

Some callers have expressed concerns that ibuprofen (or other NSAID) use to treat COVID-19 symptoms may worsen the disease. These concerns originated from a few physicians' comments and have since spread over social media.

To date, there is no scientific evidence (clinical trials or studies) that show that using ibuprofen negatively impacts outcome in COVID-19 patients. We will continue to review any new literature as it is published. The CDC, WHO, AAP and our Infectious Disease expert reviewers continue to approve the use of ibuprofen for COVID-19.

For these reasons, Schmitt-Thompson Clinical Content (STCC) guidelines continue to recommend ibuprofen as an acceptable way to treat high fevers and pain.

- Remind callers that fevers may be beneficial, help fight the infection, and speed recovery.
- Low-grade fevers should not be treated.

If callers remain concerned, they can use acetaminophen for symptoms that warrant treatment.

**Caution:** For suspected COVID-19 patients on oral steroids, such as prednisone, the triager should involve the HCP for a decision about whether the drug can be continued.

### Other Coronaviruses in Humans

*Common coronaviruses* can cause colds and upper respiratory symptoms. These can be identified in currently available commercial respiratory testing panels (human coronaviruses HKU1, OC43, 229E, and OC43). These coronaviruses are completely different than the novel coronavirus addressed in this guideline.

Two other coronaviruses that previously have caused serious outbreaks are:

- *MERS-CoV*: Middle East Respiratory Syndrome (MERS)
- *SARS-CoV*: Severe Acute Respiratory Syndrome (SARS)

### Animals and COVID-19

- The main way COVID-19 spreads is from person to person. There is low risk of getting COVID-19 from a pet or other animal.
- It is possible for animals to catch COVID-19 from people. A few pets have tested positive for COVID-19 (including cats and dogs).
- The CDC recommends treating pets like other family members when trying to avoid spreading COVID-19. Do not let pets have close contact with other people or animals outside your household. A sick person should self-isolate and avoid contact with both people and pets.
- Call your vet if your pet gets sick or you have other questions.
- The CDC has more information on COVID-19 and animals at: <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/animals.html>.

### Internet Resources

- *Centers for Disease Control and Prevention (CDC)*: Coronavirus. <https://www.cdc.gov/coronavirus/>.
- *National Institutes of Health (NIH)*: Treatment Guidelines. <https://www.covid19treatmentguidelines.nih.gov/>.
- *Public Health Agency of Canada*: <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>.
- *World Health Organization (WHO)*: Coronavirus. <https://www.who.int/health-topics/coronavirus>.

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