Q&A COVID-19 *(Coronavirus)*

What is novel coronavirus (COVID-19)?

Coronaviruses are a large family of viruses that cause colds and other upper respiratory infections. The current coronavirus outbreak is known as COVID-19, short for "coronavirus disease 2019." It was first identified in China in December 2019 and has since spread to countries around the world, including the United States.

How can I protect myself?

There are easy steps you can take to protect yourself from COVID-19, and they're the same things you'd do to avoid the flu. We encourage everyone to:

- Wash your hands often with soap and water.
- Avoid touching your face.
- Avoid close contact with someone who's sick.
- Stay home when you're sick.
- Cover your mouth & nose with a tissue or sleeve when coughing or sneezing.
- Clean and disinfect surfaces and objects people frequently touch.

Shouldn't I wear a face mask?

The Centers for Disease Control (CDC) does not recommend healthy people wear a face mask to protect from respiratory diseases, including COVID-19.
Face masks are only recommended for:

- People who already have symptoms of COVID-19
- Healthcare workers who are near someone who's sick
- Caregivers for someone who's sick at home or at a healthcare facility

What can you tell me about social distancing?

According to the CDC, social distancing means remaining out of congregate settings, avoiding mass gatherings and maintaining distance (approximately 6 feet or 2 meters) from others when possible.

The goal of social distancing is to slow down the spread of COVID-19 and reduce the chances of infection. By practicing social distancing, people not only have a greater chance of remaining well, but also allow our hospitals and caregivers to focus on those who do become ill.

What are the symptoms of COVID-19?

COVID-19 causes symptoms similar to the flu, including fever, cough and difficulty breathing.

What should I do if I believe I have symptoms?

If you're concerned about respiratory symptoms, and believe you may have come in contact with someone with COVID-19, you may visit your primary care physician or an urgent care center. If you're having difficulty breathing, you may also visit an emergency center. For life threatening emergencies, **call 911**.

What should I expect when I arrive?

Following the Department of Public Health's guidelines, you'll be asked a series of screening questions. If an individual is identified as a potential carrier of COVID-19, that person will be isolated in a controlled environment, and we will inform and work closely with our partners at the Department of Public Health while performing additional tests and providing care.

Following the Department of Public Health's directive on testing, we will perform a test that consists of a nasal swab. The swab would then be appropriately packaged and sent for testing in coordination with the Department of Public Health. The Department of Public Health is doing a wonderful job returning test results in a timely manner.

Do you all have easy access to test kits? How is testing performed?

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What is Navicent Health doing to help our community during COVID-19?

Navicent Health is working closely with local, state and national partners — including local government agencies, other area hospitals and the Department of Public Health — to monitor the virus and respond to effects on the communities we serve.

At Navicent Health, we routinely care for critically ill patients with communicable diseases and our highly skilled team is prepared to care for anyone who may present with COVID-19.

As central Georgia prepares to respond to novel coronavirus (COVID-19), Navicent Health is taking measures to protect patients, visitors and our community. We've also implanted new policies to help guard our community, including —

Classes and Support Groups - All support groups are cancelled, effective Friday, March 13, 2020. If you have questions about a specific group, please contact the event organizer.

Vendors — At this time, only essential healthcare personnel are permitted into Navicent Health facilities. Vendors, including food delivery, are not permitted to enter the facilities.

Visitation Policy - We implemented a new visitation policy on Thursday, March 12, 2020 that can be found at www.navicenthealth.org. We encourage people to review this policy prior to visiting any Navicent Health facility.

Should I be worried about going to a Navicent Health facility?

Your safety is our first priority. All Navicent Health facilities remain open and we are actively screening visitors at our entrances. You do not face any additional risk for contracting COVID-19 in our hospitals or clinics. We encourage you to keep your medical appointment unless directed otherwise.

Where can I learn more?

There is a lot of misinformation being distributed about COVID-19. We urge you to only seek information from reputable sources, including…

CDC - https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html.

Department of Public Health - https://dph.georgia.gov/

DPH's local North Central Health District - https://northcentralhealthdistrict.org/coronavirus/

NavicentHealth
Everything about us is all about you.