

Coronavirus 2019 (COVID-19): FAQ

Q: What is a coronavirus and COVID-19?

A: Coronaviruses are a large family of viruses which may cause illness in animals or humans. In humans, several coronaviruses are known to cause respiratory infections. They range from the common cold to more severe diseases. Coronavirus disease 2019 (COVID-19) is a new virus and disease that was unknown before the outbreak began in China in 2019.

Q: What are the symptoms of COVID-19?

A: The most common symptoms of COVID-19 are *fever, cough, tiredness and shortness of breath*. Some people may have aches and pains, nasal congestion, runny nose, sore throat or diarrhea. These symptoms often are mild and begin slowly. Some people with the virus do not develop symptoms and do not feel sick. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure, and even death. Please contact your medical provider with the onset of any symptoms.

Q: How does COVID-19 spread?

A: It can spread from person-to-person through small droplets from the nose or mouth. This occurs when a person with the virus coughs or exhales. This is why it is important to stay more than 6 feet away from a person who is ill. These droplets land on objects and surfaces around the person. People then catch the virus by touching these objects or surfaces, then touching their eyes, nose or mouth.

Q: When should I or my family member(s) get tested for COVID-19?

A: If you or your family and develop a fever, cough, sore throat, or difficulty breathing, call your primary care physician for medical advice.

Q: Are you testing for COVID-19 in your office? If not, where can I get tested?

A: Atlanta Cancer Care is unable to test patients for COVID-19 at this time. Health care providers who suspect infection in a patient are required to report them to the Georgia Department of Public Health (GDPH). GDPH will decide who needs to be tested.

Q: How do I protect myself?

A: Use prevention measures:

- Wash your hands often with soap and warm water for at least 20 seconds. If soap and water are not available, use an alcohol based hand sanitizer.

- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- 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.

If someone in your household has or is suspected to have COVID-19 please refer to the CDC handout *“What to do if you are sick with coronavirus disease 2019 (COVID-19)”*.

Q: Do I or my family members need to wear a mask?

A: If you have cold or flu-like symptoms, you should wear a mask. It is far more important and effective to wash your hands often. If you do need to wear a face mask, it should only be used once.

Q: Is it safe to travel at this time?

A: The Centers for Disease Control and Prevention’s (CDC) provides guidelines and travel notices, which can be found online: www.cdc.gov/coronavirus/2019-ncov/travelers/index.html.

Q: Can I attend activities or events?

A: “Social distancing” is recommended to limit the risk of acquiring COVID-19. This practice aims to prevent sick people from coming in close contact with healthy people. This includes limiting crowded and closed spaces. It may include a crowded bus or train, movie theaters, malls, sporting arenas, restaurants, gyms, etc. However, this does not mean that you cannot leave home. You may plan to take walks around the neighborhood. You may go grocery shopping during off-peak hours if it cannot be done by someone else. If you go shopping, bring your own grocery bags, disinfect cart handles, and wash hands or use hand sanitizer after using the cart.

Q: Is there a chance I will not receive my treatment(s)? Will my appointment(s) be canceled?

A: It may be necessary to change or postpone some scheduled visits. Atlanta Cancer Care staff will notify patients if any changes are needed.

Q: Am I at higher risk of major complications from COVID-19 because I have cancer?

A: Those at risk for major complications include those who are older adults. Persons with underlying health conditions such as lung disease, heart disease, diabetes, kidney disease and cancer are at increased risk.

Q: What is Atlanta Cancer Care doing to manage COVID-19?

A: The health and safety of our patients, staff and community is our top priority. Guidelines and procedures are in place to reduce risk of exposure and transmission of the virus to others.

Q: If I’m on chemo and have a fever 100.5 or higher, do I need to be tested? Do I come to the office or go to the ER?











A: Your health care provider needs to know that you have a fever. Fever may be a side effect of your chemo. Please call our office and speak with a nurse (do not come to the office). The nurse will communicate with a provider and give you directions for next steps.

Q: I have nasal congestion, cough, but no fever. Do I have COVID-19?

A: Not necessarily. There is an overlap of common symptoms between a cold, allergies, flu and COVID-19. Allergies and a cold do not cause a fever and seldom shortness of breath.

WebMD

COLD VS. FLU VS. CORONAVIRUS

SYMPTOMS	COLD	FLU	CORONAVIRUS** <small>(can range from mild to serious)</small>
 Fever	Rare	High (100-102 F) Can last 3-4 days	Common
 Headache	Rare	Intense	Can be present
 General Aches, Pains	Slight	Usual, often severe	Can be present
 Fatigue, Weakness	Mild	Intense, Can last up to 2-3 weeks	Can be present
 Extreme Exhaustion	Never	Usual (starts early)	Can be present
 Stuffy Nose	Common	Sometimes	Has been reported
 Sneezing	Usual	Sometimes	Has been reported
 Sore Throat	Common	Common	Has been reported
 Cough	Mild to moderate	Common, Can become severe	Common
 Shortness of Breath	Rare	Rare	In more serious infections

Sources: National Institute of Allergy and Infectious Diseases. CDC. WHO. **Information is still evolving

Source: www.webmd.com/lung/news/20200310/know-the-symptoms-of-covid19

Q: What to do if you are sick with COVID-19 or suspect you are infected?

A: Refer to the CDC handout “What to do if you are sick with coronavirus disease 2019 (COVID-19)” and notify your doctor by telephone.

Q: Is there a vaccine or treatment for COVID-19?

A: There is no medicine recommended to prevent or treat the virus at this time. People infected with the COVID-19 should receive appropriate care to relieve and treat symptoms.

Q: Where can I get up-to-date information on COVID-19?

Centers for Disease Control and Prevention

Web: www.cdc.gov/coronavirus/2019-ncov/index.html

Coronavirus Disease Questions (24/7) Phone: (800) 232-4636 TTY (888) 232-6348

World Health Organization (WHO)

Web: www.who.int/emergencies/diseases/novel-coronavirus-2019

Georgia Department of Public Health

Web: www.dph.georgia.gov

Q: What resources are there for coping with the stress, anxiety and practical issues related to COVID-19?

A: Fear and anxiety about a disease can be overwhelming. It can cause strong emotions in adults and children. Everyone reacts differently to stressful situations. If you need to talk to someone, these resources are confidential and available for free 24/7:

- Call (800) 715-4225 for the [Georgia Crisis and Access Line](#), which is a crisis/suicide hotline and statewide single point of contact for accessing mental health, addiction and behavioral health crisis services
- Call (800) 227-2345 to reach an [American Cancer Society Cancer Information Specialist](#)
- Call 1-800-273-8255 for the [National Suicide Prevention Lifeline](#)
- Text HOME to 741-741 for [Crisis Text Line](#)
- Call 1-800-985-5990 or text TalkWithUs to 66-746 for the [Disaster Distress Hotline](#)
- Call 1-800-799-7233 or text LOVEIS to 22-522 to connect with [The National Domestic Violence Hotline](#)

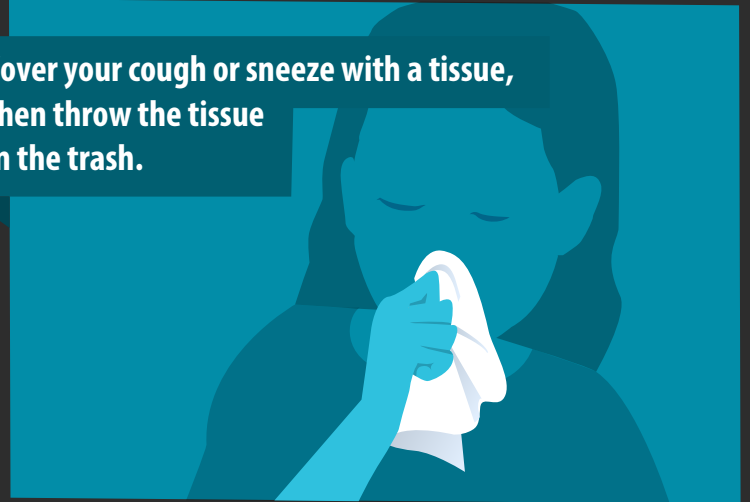
STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

Avoid close contact with people who are sick.



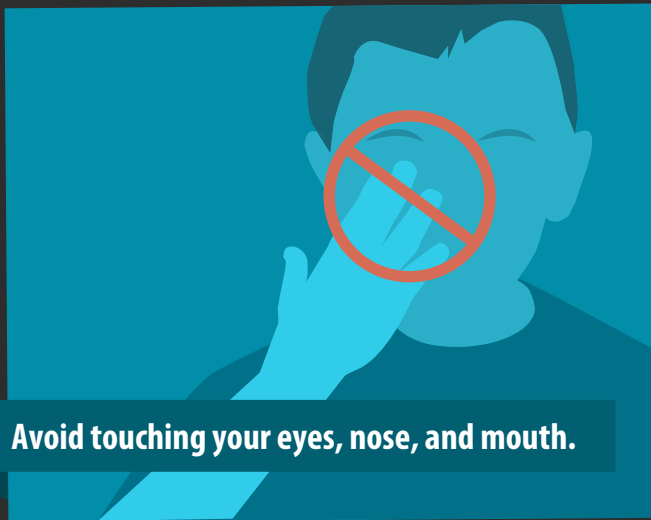
Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Clean and disinfect frequently touched objects and surfaces.



Avoid touching your eyes, nose, and mouth.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.



For more information: www.cdc.gov/COVID19

What to do if you are sick with coronavirus disease 2019 (COVID-19)

If you are sick with COVID-19 or suspect you are infected with the virus that causes COVID-19, follow the steps below to help prevent the disease from spreading to people in your home and community.

Stay home except to get medical care

You should restrict activities outside your home, except for getting medical care. Do not go to work, school, or public areas. Avoid using public transportation, ride-sharing, or taxis.

Separate yourself from other people and animals in your home

People: As much as possible, you should stay in a specific room and away from other people in your home. Also, you should use a separate bathroom, if available.

Animals: Do not handle pets or other animals while sick. See [COVID-19 and Animals](#) for more information.

Call ahead before visiting your doctor

If you have a medical appointment, call the healthcare provider and tell them that you have or may have COVID-19. This will help the healthcare provider's office take steps to keep other people from getting infected or exposed.

Wear a facemask

You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) or pets and before you enter a healthcare provider'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 stay in the same room with you, or they should wear a facemask if they enter your room.

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 with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60-95% 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 sharing personal household items

You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water.

Clean your hands often

Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% 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 your eyes, nose, and mouth with unwashed hands.

Clean all "high-touch" surfaces every day

High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

Monitor your symptoms

Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing). **Before** seeking care, call your healthcare provider and tell them that you have, or are being evaluated for, COVID-19. Put on a facemask before you enter the facility. These steps will help the healthcare provider's office to keep other people in the office or waiting room from getting infected or exposed.

Ask your healthcare provider to call the local or state health department. Persons who are placed under active monitoring or facilitated self-monitoring should follow instructions provided by their local health department or occupational health professionals, as appropriate.

If you have a medical emergency and need to call 911, notify the dispatch personnel that you have, or are being evaluated for COVID-19. If possible, put on a facemask before emergency medical services arrive.

Discontinuing home isolation

Patients with confirmed COVID-19 should remain under home isolation precautions until the risk of secondary transmission to others is thought to be low. The decision to discontinue home isolation precautions should be made on a case-by-case basis, in consultation with healthcare providers and state and local health departments.



For more information: www.cdc.gov/COVID19