COVID-19 Frequently Asked Questions

6-19-2020

Q: What are the general COVID-19 guidelines from the Centers for Disease Control (CDC)?

A: Please see the following link, below, for general questions from the CDC: https://www.cdc.gov/coronavirus/2019-ncov/faq.html#Cleaning-and-Disinfection

Q: Where do I find information on what is happening with COVID-19 in Indiana?

A: Please see the following link for information from the Indiana State Department of Health (ISDH) - https://www.coronavirus.in.gov

Q: Where can I find information on Governor Holcomb's reopening guidelines for Indiana?

A: For the full versions of the Governor's orders, please go to: https://www.in.gov/gov/files/Executive%20Order%2020-32%20(Stage%204).pdf

For the Governor's "Back on Track" summary guidelines, please go to: https://backontrack.in.gov

Q: Who can I speak to if I have a concern with a restaurant or food establishment in Allen County not following requirements?

A: Please contact the Allen County Department of Health, Food Division at 260-449-7562, Monday-Friday from 8a-4:30p or submit an online complaint at: https://www.allencountyhealth.com/about-us/allen-county-health-dept-complaint-form/

Q: Can I get my hair cut? What is required?

A: Personal services offered by hair salons, barber shops, aestheticians, etc. require the service provider to wear a face covering (and recommend the patron do the same), sanitize after each client, and maintain social distancing between clients.

Q: I have a concern about a long term care facility not following guidelines; who can I contact?

A: The Indiana State Department of Health's Long Term Care Facility Division at 317-233-7442 or online at https://www.in.gov/isdh/23260.htm

Q: I am not sure if my employer is following the CDC or ISDH recommendations for a safe work environment, including social distancing, face coverings and/or sanitizing my workplace. Who can I contact?

A: Please refer to the CDC and ISDH guidelines, as well as the Governor's order and considering speaking with your supervisor or human resources department to see if the can assist with your concerns. If you feel there is a significant situation that would jeopardize health and safety of employees, you can contact the Indiana Occupational Health and Safety Administration (IOSHA) at https://www.in.gov/dol/3144.htm

Q: I am an employer, what are the guidelines for work places?

A: Depending on your business, agency or establishment, please refer to the CDC guidelines for workplaces: https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html. You can also refer to Governor Holcomb's Executive Order (linked above), which includes guidance for workplaces.

Q: I am a healthcare worker. What are the guidelines for returning to work?

A: Please refer to the CDC's guidelines for Return to Work for HCW: https://www.cdc.gov/coronavirus/2019-ncov/hcp/return-to-work.html

Q: What is the difference between "quarantine" and "isolation"?

A: Quarantine separates and restricts the movement of people who were exposed or possibly exposed to a contagious disease to see if they become sick. **Isolation** separates sick people with a contagious disease from people who are not sick. Anyone found to have COVID-19 is isolated, and anyone identified as a close/high risk contact to someone with COVID-19 is put into quarantine.

Q: If I have been exposed to someone with COVID-19 but have no symptoms of illness, what do I need to do?

A: You should quarantine at home for 14 days and monitor yourself for symptoms, such as a fever of 100 degrees or more, cough, shortness of breath, fatigue, loss of taste and/or smell, headache and/or diarrhea. If you become ill, contact your doctor for guidance about your care and testing. If you experience chest pain or increasing shortness of breath, call your local emergency department. If you are severely ill, call 9-1-1.

Q: I was exposed to someone with COVID-19, how soon should I get tested?

A: The incubation period (time between exposure to COVID-19 and the appearance of symptoms) for this virus is believed to be 2-14 days. If you have symptoms, there is a 70

percent chance the disease will be detected with a positive result. On average, symptoms develop 5 to 6 days after exposure but can take up to 14 days. During this time you may be contagious. It is important to remain in quarantine for 14 days. Even if you are tested and test negative, you need to remain in quarantine for the full 14 days since test is merely a snapshot in time and does not mean you won't develop the disease later in the incubation period.

Q: Where can I get tested for COVID-19 in Allen County?

A: We always recommend checking with your doctor first – some physicians in the area are working with their patients to arrange testing. Currently, public COVID-19 testing is available through the following:

- CVS Pharmacy's Minute Clinic drive thru sites; anyone 18 years or older can register online at https://www.cvs.com/minuteclinic/clinic-locator/in/fortwayne/specialty/covid-19-testing-10190.html
- ISDH/OptumServe test site; you can register online at www.lhi.care/covidtesting or call 1-888-634-1116

Q: Where can I get my COVID-19 test results?

A: If you were tested through CVS or ISDH/OptumServe, you should have been given instructions to access the patient test result portal and/or a phone number to obtain your results. The Allen County Department of Health does not have access to private laboratory reports.

Q: If I test positive, how will I be notified?

A: You may hear from your provider or have access to a patient portal where you can obtain your results. Positive lab results are reported to the Indiana State Department of Health by the labs who conduct the testing. The Indiana State Department of Health's Call Center then contacts people who have tested positive and completes case investigations and contact tracing. The Call Center will try to contact you via phone, text messaging and a letter. You can contact the ISDH Call Center at 1-877-826-0011. It is important to answer/return these calls and cooperate with the actions requested. It is also possible you may receive communication from the Allen County Department of Health to gather similar information. We all work together to assist in patient contact and advising on needed safety steps.

Q: How long do I have to remain in isolation if I test positive?

A: If you are asymptomatic (no symptoms), you must remain in isolation until 10 days have passed since the date your test was collected. If you have symptoms of COVID-19 and test positive, you must remain in isolation until you have been free of fever for 72 hours without the use of medication, 10 days have passed since the onset of symptoms and you have seen an overall improvement in symptoms.

Q: Can I get a release from work note or a return to work note if I have to be in quarantine or isolation?

A: The Indiana State Department of Health is mailing all confirmed cases a note containing information related on positive test results. If you need a more detailed note, please contact (260) 449-7556 to discuss your needs with the health department.

Q: Can I get COVID-19 again once I've had it?

A: Because COVID-19 is a very new virus, there is still a lot to be learned. Based on studies of other coronaviruses, it is believed there is a period of immunity after infection. However, it is not likely to be life-long immunity, and the exact time is not known. This is still being studied and more information will be released when it is available.

Q: Why do I need to wear a mask?

A: We know COVID-19 is spread through respiratory droplets expelled anytime a person coughs, sneezes, sings or talks. We also know people can be infectious without symptoms or before symptoms develop, so it is important to be cautious. Wearing a cloth facial covering prevents you from expelling droplets in the air keeping others around you from the risk of breathing in the virus.

Q: Where can I get antibody testing?

A: Check with your doctor. Some commercial laboratories in Allen County offer antibody testing for COVID-19 with a physician's order. A positive antibody test to COVID-19 does not guarantee immunity from the virus and not mean you are or are not currently infected with the disease. We recommend you consult with your doctor for a complete explanation of test results.