

How can I speak to someone about my questions and concerns related to COVID-19?

Cleveland Clinic has a 24/7 hotline dedicated to answering all of your questions: 855.697.3750

What are the symptoms of COVID-19? Symptoms of the virus appear 2 to 14 days after exposure and include fever, cough, diarrhea, and/or shortness of breath. The severity of these symptoms vary. If you have chest pain, difficulty breathing, dizziness, mental status change, or other potentially life-threatening problems, please call 911 or go to the nearest emergency department.

I'm worried I have COVID-19. What should I do?

The majority of us who become sick from the coronavirus do not need testing. A positive test would not change the management or monitoring of your symptoms. Given the current community outbreak, we ask you to treat your symptoms as if you have the disease:

- Stay home
- Practice good self-care (rest, hydration, healthy eating, and acetaminophen (Tylenol) to reduce fever and/or pain)
- Isolate yourself from others in your home
- Have the other members of your household remain quarantined

If you have any new or worsening symptoms, please call your primary care provider or connect via Express Care Online. We're here to help you and hope you feel better very soon.

What precautions should everyone be taking to prevent the spread of COVID-19?

- Stay home as much as possible
- Wash hands often with soap and water for at least 20 seconds or use a hand sanitizer with at least 60% alcohol
- If you must be in public, stay at least 6 feet away from others
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash
- Disinfect frequently touched objects (i.e. door handles, toilet handles, etc.)
- Do not touch your face, nose, eyes, and mouth with your hands
- Wash utensils and plates using the sanitize cycle in the dishwasher or hot water (120F)
- When you do go to get essentials at the store, wipe them down with disinfectant wipes before bringing them into your living space

I'm at home under quarantine for the virus. When should I call 911 or the emergency department?

Patients are worried when they have COVID-19 and are instructed to quarantine at home. Right now the hospital is used only for the sickest patients. Emergency warning signs include:

- Gasping for breath or discolored lips
- New confusion or inability to arouse
- Persistent pain or pressure in the chest
- Dark urine that doesn't improve with intentional water consumption (6-10 glasses / day)
- Dizziness not remedied by rest

If you have these symptoms, please call 911 or go to the emergency department. Be sure to ask a loved one to call ahead to tell them you have COVID-19.

What type of treatment should patients expect and will it be the same?

Caring for you and your loved ones remains our top priority. Current circumstances require us to provide care in different ways. We're following guidelines developed by an interprofessional team in concert with the World Health Organization and Centers for Disease Control and Prevention to use resources in a way that is fair for all. Our caregivers will work with you and your loved ones to identify the best plan of care for you.

How will the current visitation policy help patients?

Suspending visitation helps protect patients and caregivers because people with COVID-19 often do not experience symptoms for several days. During this time, it is possible to unknowingly spread the virus. We acknowledge how hard it is not to be with your loved one and are working to connect people virtually whenever possible.

- **Inpatients:** No visitors are permitted. Exceptions are made allowing one person to join a patient in instances of: pediatrics; labor and delivery; end of life; and patients who are unable to make decisions for themselves and require in-person assistance with decision making; or physical assistance getting to appointments.
- **Outpatients:** Visitation is restricted. No guests or visitors are permitted to accompany adult patients, unless special assistance is required. Pediatric patients and patients requiring special assistance are limited to one visitor. No visitors under the age of 18 will be permitted. Visitors who are sick may not accompany a patient. All visitors will undergo a temperature check and must foam in and out prior to entering and leaving our facilities.

Why are there a limited number of available resources, like testing kits and personal protective equipment (PPE)? How do you determine who receives them?

Though we have enough PPE at this time, we anticipate the pandemic will get worse before it gets better. In order to properly care for our sickest patients, we must conserve all resources now. Our current guidelines for issuing PPE are:

- **Patients/Visitors:** patient shows signs of respiratory illness or has confirmed/pending COVID-19 diagnosis
- **Clinical Caregivers:** while actively working with patients with signs of respiratory illness or while performing identified procedures/testing
- **Nonclinical Caregivers:** identified roles that transport or work in the room of a patient in contact/droplet isolation

How can we volunteer to help during this COVID-19 pandemic?

If you are interested in volunteering, please call (216) 445-6986. We will keep your contact information on file and be in touch if the time comes when we need additional support. You might also consider the American Red Cross, as they have posted recruitment information.