**Coronavirus (COVID-19) Exposure**

**After Hours Telephone Triage Protocols | Adult | 2020**

**DEFINITION**

- Exposure (close contact) to a person who is suspected or known to have COVID-19 (Coronavirus Disease 2019)
- Travel to a geographic area with significant ongoing community transmission of COVID-19; see CDC list of geographic areas of high transmission at [https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html](https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html)
- Living in a CDC-identified high COVID-19 transmission geographic area
- Questions about COVID-19

**COVID-19 EXPOSURE (Close Contact)** is defined as:

- Household **Close Contact**: Living in the same house (household contacts) with a person with confirmed, probable, or suspected COVID-19 (Coronavirus Disease 2019).
- Other **Close Contact** (within 6 feet, 2 meters; touching distance) with a person with suspected, probable, or confirmed case of COVID-19. Examples of such close contact include kissing or hugging, sharing eating or drinking utensils, carpooling, close conversation, sharing a healthcare waiting area, performing a physical examination (relevant to health care providers), and any other direct contact with respiratory secretions of a person with coronavirus.

The following are not considered close contact exposures:

- Living in a city or town where there are one or more confirmed cases of COVID-19 (Coronavirus Disease 2019). **Exception**: it is one of the high transmission geographic areas listed by the CDC at [https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html](https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html)
- Walking by a person who has COVID-19

*Note*: The term coronavirus used throughout this guideline only refers to the novel or new coronavirus disease (COVID-19). It does not refer to the common coronavirus that causes the common cold.

**INITIAL ASSESSMENT QUESTIONS**

1. **PLACE of CONTACT**: "Where were you when you were exposed to COVID-19 (coronavirus disease 2019)?" (e.g., city, state, country)
2. **TYPE of CONTACT**: "How much contact was there?" (e.g., live in same house, work in same office, same school)
3. **DATE of CONTACT**: "When did you have contact with a coronavirus patient?" (e.g., days)
4. **DURATION of CONTACT**: "How long were you in contact with the COVID-19 (coronavirus disease) patient?" (e.g., a few seconds, passed by person, a few minutes, live with the patient)
5. **SYMPTOMS**: "Do you have any symptoms?" (e.g., fever, cough, breathing difficulty)
6. **PREGNANCY OR POSTPARTUM**: "Is there any chance you are pregnant?" "When was your last menstrual period?" "Did you deliver in the last 2 weeks?"
7. **HIGH RISK**: "Do you have any heart or lung problems? Do you have a weakened immune system?" (e.g., CHF, COPD, asthma, HIV positive, chemotherapy, renal failure, diabetes mellitus, sickle cell anemia)

**TRIAGE ASSESSMENT QUESTIONS**

Call EMS 911 Now
Severe difficulty breathing (e.g., struggling for each breath, speak in single words, bluish lips)

R/O: respiratory failure, hypoxia

1. **Call EMS 911 Now:**
   - Immediate medical attention is needed. You need to hang up and call 911 (or an ambulance).
   - **Triager Discretion:** I’ll call you back in a few minutes to be sure you were able to reach them.

2. **Tell the Ambulance Dispatcher about Your COVID-19 Exposure:**
   - When you call 911, tell the dispatcher that you may have been exposed to Coronavirus Disease (COVID-19).

3. **Tell Ambulance Medics about Your COVID-19 Exposure:**
   - Tell the paramedic right away that you may have been exposed to Coronavirus Disease (COVID-19).

4. **Tell Emergency Department Personnel:**
   - Tell the first person you meet in the emergency department that you may have been exposed to Coronavirus Disease (COVID-19).

5. **Cover Your Mouth and Nose, Wear a Mask:**
   - Cover your mouth and nose with a disposable tissue (e.g., Kleenex, toilet paper, paper towel) or wash cloth.
   - Ask for a mask to wear over your mouth and nose.

6. **Care Advice** given per Coronavirus (COVID-19) Exposure (Adult) guideline.

Sounds like a life-threatening emergency to the triager

1. **Call EMS 911 Now:**
   - Immediate medical attention is needed. You need to hang up and call 911 (or an ambulance).
   - **Triager Discretion:** I’ll call you back in a few minutes to be sure you were able to reach them.

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   - Cover your mouth and nose with a disposable tissue (e.g., Kleenex, toilet paper, paper towel) or wash cloth.
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6. **Care Advice** given per Coronavirus (COVID-19) Exposure (Adult) guideline.

**See More Appropriate Guideline**

1. Difficulty breathing (shortness of breath) occurs AND [2] onset > 14 days after COVID-19 EXPOSURE (Close Contact)
   - **Go to Guideline: Breathing Difficulty (Adult)**

   - **Go to Guideline: Cough - Acute Non-Productive (Adult)**

3. Wet cough (i.e., white-yellow, yellow, green, or rusty colored sputum) AND [2] onset > 14 days after COVID-19 EXPOSURE
   - **Go to Guideline: Cough - Acute Productive (Adult)**
Go to ED Now


R/O: Coronavirus pneumonia. Reason: Meets PUI criteria (persons under investigation).

1 Go to ED Now:
   - You need to be seen in the Emergency Department.
   - Go to the ED at ___________ Hospital.
   - Leave now. Drive carefully.

2 Note to Triager - Emergency Disposition is Recommended:
   - If the patient is located currently in a country where Emergency Departments (ED) are available, then referral to the nearest ED is recommended.
   - Reason: The ED will be most prepared for taking care of such a patient. The ED will be most prepared for using correct infection control procedures and personal protective equipment (PPE).

3 Note to Triager - Triage Nurse Should Notify Emergency Department (ED):
   - The triager should call ahead to the ED and inform them of patient's symptoms and suspected diagnosis of COVID-19.
   - Obtain and document the patient / caller's mobile phone number. Either keep the patient on hold or call the patient back with instructions.
   - Reason: So that ED can make plans to prevent coronavirus spread to others in the hospital.

4 You should Go to the Emergency Department (ED):
   - You will need to go to a nearby ED.
   - Do not leave until I've called and talked with the ED. The ED may have special instructions on how best to get you there. I will call you back (or place you on hold).

5 Tell Emergency Department Personnel:
   - Tell the first person you meet in the emergency department that you may have been exposed to Coronavirus Disease (COVID-19).

6 Isolation Is Needed:
   - Isolate yourself at home.
   - Do Not allow any visitors
   - Do Not go to work or school
   - Do Not go to church, child care centers, shopping, or other public places.
   - Do Not shake hands.
   - Avoid close contact with others (hugging, kissing).

7 Cover Your Mouth and Nose, Wear a Mask:
   - Cover your mouth and nose with a disposable tissue (e.g., Kleenex, toilet paper, paper towel) or wash cloth.
   - Ask for a mask to wear over your mouth and nose.

8 Wash Your Hands with Soap and Water:
   - Wash your hands and face frequently with soap and water.

9 Driving:
   - Another adult should drive.

10 Care Advice given per Coronavirus (COVID-19) Exposure (Adult) guideline.

Patient sounds very sick or weak to the triager

Reason: severe acute illness or serious complication suspected.

1 Go to ED Now:
   - You need to be seen in the Emergency Department.
   - Go to the ED at ___________ Hospital.
   - Leave now. Drive carefully.
2 Note to Triager - Emergency Disposition is Recommended:
   • If the patient is located currently in a country where Emergency Departments (ED) are available, then referral to the nearest ED is recommended.
   • Reason: The ED will be most prepared for taking care of such a patient. The ED will be most prepared for using correct infection control procedures and personal protective equipment (PPE).

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   • Obtain and document the patient / caller's mobile phone number. Either keep the patient on hold or call the patient back with instructions.
   • Reason: So that ED can make plans to prevent coronavirus spread to others in the hospital.

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5 Tell Emergency Department Personnel:
   • Tell the first person you meet in the emergency department that you may have been exposed to Coronavirus Disease (COVID-19).

6 Isolation Is Needed:
   • Isolate yourself at home.
   • Do Not allow any visitors
   • Do Not go to work or school
   • Do Not go to church, child care centers, shopping, or other public places.
   • Do Not shake hands.
   • Avoid close contact with others (hugging, kissing).

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   • Wash your hands and face frequently with soap and water.

9 Driving:
   • Another adult should drive.

10 Care Advice given per Coronavirus (COVID-19) Exposure (Adult) guideline.

See PCP within 24 Hours


R/O: Coronavirus. Reason: Meets PUI criteria (persons under investigation). Note: Typically, the fever is greater than 100.4 F (38.0 C). However, people who are elderly or have a weak immune system may not have a significant fever.

1 See PCP Within 24 Hours:
   • If Office Will Be Open: You need to be seen within the next 24 hours. Call your doctor (or NP/PA) when the office opens and make an appointment.
   • If Office Will Be Closed and No PCP (Primary Care Provider) Second-Level Triage: You need to be seen within the next 24 hours. A clinic or an urgent care center is often a good source of care if your doctor's office is closed or you can't get an appointment.
   • If Office Will Be Closed and PCP Second-Level Triage Required: You may need to be seen within the next 24 hours. Your doctor (or NP/PA) will want to talk with you to decide what's best. I'll page the on-call provider now. NOTE: Since this isn't serious, hold the page between 10 pm and 7 am. Page the on-call provider in the morning.
   • If Patient Has No PCP: Refer patient to a clinic or urgent care center. Also try to help caller find a PCP for future care.

2 Alternate Disposition - Telemedicine Within 24 Hours:
   • Telemedicine may be your best choice for care during this COVID-19 outbreak.
   • You should call a a telemedicine provider within the next 24 hours, if your own healthcare provider is not available.

3 Alternate Disposition - Call PCP Within 24 Hours:
   • You need to discuss this with your doctor (or NP/PA) within the next 24 hours.
4 **Note to Triager - Testing Recommended:**
   - The triage nurse should notify the local public health department. The local health department should be contacted to help facilitate patient evaluation and possible testing for novel coronavirus infection.
   - COVID-19 testing is available from the CDC and local and state public health departments. Commercial labs have or will soon have these tests available. This is a throat or nose swab test.
   - The patient should stay at home and avoid contact with others.
   - The patient needs to be followed closely by the public health department and their healthcare provider.
   - **Possible sources of care are:** The best source of care will depend on your local health system and community resources. Use your judgment and knowledge of current public health department recommendations.

5 **For Any Face-to-Face Visits - Patient or Triage Nurse Should Phone Ahead:**
   - Wherever you go for care, it is important to phone ahead first.
   - Tell them that you may have been exposed to coronavirus and you are now having symptoms (e.g., fever, cough).
   - **You Must** do this so that the healthcare workers can make plans to prevent spread of coronavirus to others.

6 **For Any Face-to-Face Visits - Patient Must Tell Healthcare Personnel:**
   - Tell the first person you meet in any healthcare facility that you may have been exposed to Coronavirus Disease (COVID-19).

7 **Isolation Is Needed:**
   - Isolate yourself at home.
   - Do **Not** allow any visitors
   - Do **Not** go to work or school
   - Do **Not** go to church, child care centers, shopping, or other public places.
   - Do **Not** shake hands.
   - **Avoid close contact** with others (hugging, kissing).

8 **Cover Your Mouth and Nose, Wear a Mask:**
   - Cover your mouth and nose with a disposable tissue (e.g., Kleenex, toilet paper, paper towel) or wash cloth.
   - Ask for a mask to wear over your mouth and nose.

9 **Wash Your Hands with Soap and Water:**
   - Wash your hands and face frequently with soap and water.

10 **Fever Medicines:**
    - For fever relief, take acetaminophen or ibuprofen.
    - Treat fevers above 101°F (38.3°C).
    - The goal of fever therapy is to bring the fever down to a comfortable level. Remember that fever medicine usually lowers fever 2-3°F (1.1-1.5°C).
    - **Acetaminophen (e.g., Tylenol):**
      - Take 650 mg (two 325 mg pills) by mouth every 4-6 hours as needed. Each Regular Strength Tylenol pill has 325 mg of acetaminophen. The most you should take each day is 3,250 mg (10 Regular Strength pills a day).
      - Another choice is to take 1,000 mg (two 500 mg pills) every 8 hours as needed. Each Extra Strength Tylenol pill has 500 mg of acetaminophen. The most you should take each day is 3,000 mg (6 Extra Strength pills a day).
    - **Ibuprofen (e.g., Motrin, Advil):**
      - Take 400 mg (two 200 mg pills) by mouth every 6 hours as needed.
      - The most you should take each day is 1,200 mg (six 200 mg pills a day), unless your doctor has told you to take more.
    - **Extra Notes:**
      - Acetaminophen is thought to be safer than ibuprofen or naproxen for people over 65 years old. Acetaminophen is in many OTC and prescription medicines. It might be in more than one medicine that you are taking. You need to be careful and not take an overdose. An acetaminophen overdose can hurt the liver.
      - McNeil, the company that makes Tylenol, has different dosage instructions for Tylenol in Canada and the United States. In Canada, the maximum recommended dose per day is 4,000 mg or twelve (12) Regular-Strength (325 mg) pills. In the United States, McNeil recommends a maximum dose of ten (10) Regular-Strength (325 mg) pills.
      - Before taking any medicine, read all the instructions on the package.

11 **Caution - NSAIDs (e.g., ibuprofen, naproxen):**
    - Do not take nonsteroidal anti-inflammatory drugs (NSAIDs) if you have stomach problems, kidney disease, heart failure, or other contraindications to using this type of medicine.
    - Do not take NSAID medicines for over 7 days without consulting your PCP.
    - Do not take NSAID medicines if you are pregnant.
    - Do not take NSAID medicines if you are also taking blood thinners.
    - You may take this medicine with or without food. Taking it with food or milk may lessen the chance the drug will upset your stomach.
    - **Gastrointestinal Risk:** There is an increased risk of stomach ulcers, GI bleeding, perforation.
    - **Cardiovascular Risk:** There may be an increased risk of heart attack and stroke.

R/O: Coronavirus. Reason: Meets PUI criteria (persons under investigation).

1 See PCP Within 24 Hours:
   • If Office Will Be Open: You need to be seen within the next 24 hours. Call your doctor (or NP/PA) when the office opens and make an appointment.
   • If Office Will Be Closed and No PCP (Primary Care Provider) Second-Level Triage: You need to be seen within the next 24 hours. A clinic or an urgent care center is often a good source of care if your doctor’s office is closed or you can’t get an appointment.
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   • Telemedicine may be your best choice for care during this COVID-19 outbreak.
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   • The triage nurse should notify the local public health department. The local health department should be contacted to help facilitate patient evaluation and possible testing for novel coronavirus infection.
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   • Tell them that you may have been exposed to coronavirus and you are now having symptoms (e.g., fever, cough).
   • You Must do this so that the healthcare workers can make plans to prevent spread of coronavirus to others.

6 For Any Face-to-Face Visits - Patient Must Tell Healthcare Personnel:
   • Tell the first person you meet in any healthcare facility that you may have been exposed to Coronavirus Disease (COVID-19).

7 Isolation Is Needed:
   • Isolate yourself at home.
   • Do Not allow any visitors
   • Do Not go to work or school
   • Do Not go to church, child care centers, shopping, or other public places.
   • Do Not shake hands.
   • Avoid close contact with others (hugging, kissing).

8 Cover Your Mouth and Nose, Wear a Mask:
   • Cover your mouth and nose with a disposable tissue (e.g., Kleenex, toilet paper, paper towel) or wash cloth.
   • Ask for a mask to wear over your mouth and nose.

9 Wash Your Hands with Soap and Water:
   • Wash your hands and face frequently with soap and water.

10 Call Back If:
   • Shortness of breath or trouble breathing
   • You become worse.

11 Care Advice given per Coronavirus (COVID-19) Exposure (Adult) guideline.
[1] Fever (or feeling feverish) OR symptoms of lower respiratory illness (e.g., cough, difficulty breathing) AND [2] TRAVEL FROM CHINA (or other CDC identified high risk travel area) within last 14 days

R/O: Coronavirus. Reason: Meets PUI criteria (persons under investigation). Note: Typically, the fever is greater than 100.4 F (38.0 C). However, people who are elderly or have a weak immune system may not have a significant fever. Note: See CDC list of affected geographic areas of transmission at https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html.

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   - If Patient Has No PCP: Refer patient to a clinic or urgent care center. Also try to help caller find a PCP for future care.

2 Alternate Disposition - Telemedicine Within 24 Hours:
   - Telemedicine may be your best choice for care during this COVID-19 outbreak.
   - You should call a telemedicine provider within the next 24 hours, if your own healthcare provider is not available.

3 Alternate Disposition - Call PCP Within 24 Hours:
   - You need to discuss this with your doctor (or NP/PA) within the next 24 hours.

4 Note to Triager - Testing Recommended:
   - The triage nurse should notify the local public health department. The local health department should be contacted to help facilitate patient evaluation and possible testing for novel coronavirus infection.
   - COVID-19 testing is available from the CDC and local and state public health departments. Commercial labs have or will soon have these tests available. This is a throat or nose swab test.
   - The patient should stay at home and avoid contact with others.
   - The patient needs to be followed closely by the public health department and their healthcare provider.
   - Possible sources of care are: The best source of care will depend on your local health system and community resources. Use your judgment and knowledge of current public health department recommendations.

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   - Wherever you go for care, it is important to phone ahead first.
   - Tell them that you may have been exposed to coronavirus and you are now having symptoms (e.g., fever, cough).
   - You Must do this so that the healthcare workers can make plans to prevent spread of coronavirus to others.

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   - Tell the first person you meet in any healthcare facility that you may have been exposed to Coronavirus Disease (COVID-19).

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   - Isolate yourself at home.
   - Do Not allow any visitors
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   - Do Not go to church, child care centers, shopping, or other public places.
   - Do Not shake hands.
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   - Ask for a mask to wear over your mouth and nose.

9 Wash Your Hands with Soap and Water:
   - Wash your hands and face frequently with soap and water.
Fever Medicines:

- For fever relief, take acetaminophen or ibuprofen.
- Treat fevers above 101° F (38.3° C).
- The goal of fever therapy is to bring the fever down to a comfortable level. Remember that fever medicine usually lowers fever 2-3° F (1-1.5° C).

Acetaminophen (e.g., Tylenol):

- Take 650 mg (two 325 mg pills) by mouth every 4-6 hours as needed. Each Regular Strength Tylenol pill has 325 mg of acetaminophen. The most you should take each day is 3,250 mg (10 Regular Strength pills a day).
- Another choice is to take 1,000 mg (two 500 mg pills) every 8 hours as needed. Each Extra Strength Tylenol pill has 500 mg of acetaminophen. The most you should take each day is 3,000 mg (6 Extra Strength pills a day).

Ibuprofen (e.g., Motrin, Advil):

- Take 400 mg (two 200 mg pills) by mouth every 6 hours as needed.
- The most you should take each day is 1,200 mg (six 200 mg pills a day), unless your doctor has told you to take more.

Extra Notes:

- Acetaminophen is thought to be safer than ibuprofen or naproxen for people over 65 years old. Acetaminophen is in many OTC and prescription medicines. It might be in more than one medicine that you are taking. You need to be careful and not take an overdose. An acetaminophen overdose can hurt the liver.
- McNeil, the company that makes Tylenol, has different dosage instructions for Tylenol in Canada and the United States. In Canada, the maximum recommended dose per day is 4,000 mg or twelve (12) Regular-Strength (325 mg) pills. In the United States, McNeil recommends a maximum dose of ten (10) Regular-Strength (325 mg) pills.
- Before taking any medicine, read all the instructions on the package.

Caution - NSAIDs (e.g., ibuprofen, naproxen):

- Do not take nonsteroidal anti-inflammatory drugs (NSAIDs) if you have stomach problems, kidney disease, heart failure, or other contraindications to using this type of medicine.
- Do not take NSAID medicines for over 7 days without consulting your PCP.
- Do not take NSAID medicines if you are pregnant.
- Do not take NSAID medicines if you are also taking blood thinners.
- You may take this medicine with or without food. Taking it with food or milk may lessen the chance the drug will upset your stomach.
- Gastrointestinal Risk: There is an increased risk of stomach ulcers, GI bleeding, perforation.
- Cardiovascular Risk: There may be an increased risk of heart attack and stroke.

Call Back If:

- Shortness of breath or trouble breathing
- You become worse.

Care Advice given per Coronavirus (COVID-19) Exposure (Adult) guideline.

Call PCP within 24 Hours

[1] COVID-19 EXPOSURE within last 14 days AND [2] NO cough, fever, or breathing difficulty AND [3] 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)

Reason: Exposed person should consult with occupational health and determine if they can return to work.

1 Call PCP Within 24 Hours:
   - You need to discuss this with your doctor (or NP/PA) within the next 24 hours.
   - If Office Will Be Open: Call the office when it opens tomorrow morning.
   - If Office Will Be Closed: I'll page the on-call provider now. Exception: from 9 pm to 9 am. Since this isn't urgent, we'll hold the page until morning.

2 Alternate Disposition - Call Occupational Health at Your Workplace Within 24 Hours:
   - You need to call and discuss this with the Occupational Health Department for your workplace within the next 24 hours.

3 Alternate Disposition - Telemedicine Within 24 Hours:
   - Telemedicine may be your best choice for care during this COVID-19 outbreak.
   - You should call a telemedicine provider within the next 24 hours, if your own healthcare provider is not available.

4 Note to Triager - Should an Exposed Healthcare Worker Go Back to Work?
   - Healthcare workers who were exposed to coronavirus and who were not wearing recommended personal protective equipment are at risk of getting coronavirus.
   - This is a concern because if they get infected, they can spread it to patients.
   - The exposed healthcare worker should talk to the occupational health office for their workplace.
COVID-19 (Coronavirus Disease 2019) - Outbreak:

- Currently, limited information is known about this novel (new) coronavirus respiratory infection.
- An outbreak of this infection began in Wuhan, Hubei Province, China in December 2019.
- This is a new and rapidly changing situation.

COVID-19 - Symptoms:

- The coronavirus can cause a respiratory illness, such as bronchitis or pneumonia.
- The most common symptoms are: cough, fever, and shortness of breath.
- Other less common symptoms are: body aches, chills, diarrhea, fatigue, headache, runny nose, and sore throat.

COVID-19 - Exposure Risk Factors:

- Exposure to a person who has been diagnosed (laboratory confirmed) with COVID-19.
- Travel to a geographic area with recent local transmission of COVID-19; see CDC list of geographic areas of high transmission at https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html.

Measure Temperature:

- Watch for symptoms of cough and fever.
- Measure your temperature 2 times each day, until 14 days after exposure.
- Report any cough or fever to your healthcare provider or to the local department of public health.

Call Back (or Call Your Doctor) If:

- Fever or feeling feverish occurs within 14 days of Coronavirus Disease (COVID-19) exposure.
- Cough or difficulty breathing occur within 14 days of Coronavirus Disease (COVID-19) exposure.
- Body aches, chills, diarrhea, headache, runny nose, or sore throat occur within 14 days of Coronavirus Disease (COVID-19) exposure.
- You have more questions.

Care Advice given per Coronavirus (COVID-19) Exposure (Adult) guideline.

[1] COVID-19 EXPOSURE within last 14 days AND [2] NO cough, fever, or breathing difficulty

Reason: People exposed to coronavirus but without symptoms should monitor their own symptoms and keep their health care provider informed.

1 Call PCP Within 24 Hours:
   - You need to discuss this with your doctor (or NP/PA) within the next 24 hours.
   - If Office Will Be Open: Call the office when it opens tomorrow morning.
   - If Office Will Be Closed: I’ll page the on-call provider now. Exception: from 9 pm to 9 am. Since this isn’t urgent, we’ll hold the page until morning.

2 Alternate Disposition - Call Occupational Health at Your Workplace Within 24 Hours:
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3 Alternate Disposition - Telemedicine Within 24 Hours:
   - Telemedicine may be your best choice for care during this COVID-19 outbreak.
   - You should call a telemedicine provider within the next 24 hours, if your own healthcare provider is not available.

4 Note to Triage - Should the Patient Go to Work?
   - It is reasonable for people who have traveled from China (or other affected geographic area) or had close contact exposure to coronavirus in the last 14 days, to make arrangements to work from home until 14 days have passed.
   - The patient should talk to the occupational health office for their workplace.

5 Reassurance and Education:
   - Although you were exposed to coronavirus (COVID-19), it appears that you do not currently have any symptoms of coronavirus infection. Coronavirus infections starts within 14 days following the last exposure.
   - Since it’s been less than 14 days, you still are at risk for getting sick with coronavirus.
   - You need to watch for symptoms until 14 days have passed. Check your temperature two times a day.
   - Stay at home until you talk with your doctor or the local public health department.

6 COVID-19 (Coronavirus Disease 2019) - Outbreak:
   - Currently, limited information is known about this novel (new) coronavirus respiratory infection.
   - An outbreak of this infection began in Wuhan, Hubei Province, China in December 2019.
   - This is a new and rapidly changing situation.
COVID-19 - Symptoms:
- The coronavirus can cause a respiratory illness, such as bronchitis or pneumonia.
- The most common symptoms are: cough, fever, and shortness of breath.
- Other less common symptoms are: body aches, chills, diarrhea, fatigue, headache, runny nose, and sore throat.

COVID-19 - Exposure Risk Factors:
- Exposure to a person who has been diagnosed (laboratory confirmed) with COVID-19.
- Travel to a geographic area with recent local transmission of COVID-19; see CDC list of geographic areas of high transmission at https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html.

Measure Temperature:
- Watch for symptoms of cough and fever.
- Measure your temperature 2 times each day, until 14 days after exposure.
- Report any cough or fever to your healthcare provider or to the local department of public health.

Isolation is Needed If Fever or Other Respiratory Symptoms Occur:
- Isolation will be needed if you develop a cough or fever 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.

Call Back (or Call Your Doctor) If:
- Fever or feeling feverish occurs within 14 days of Coronavirus Disease (COVID-19) exposure.
- Cough or difficulty breathing occur within 14 days of Coronavirus Disease (COVID-19) exposure.
- Body aches, chills, diarrhea, headache, runny nose, or sore throat occur within 14 days of Coronavirus Disease (COVID-19) exposure.
- You have more questions.

Care Advice given per Coronavirus (COVID-19) Exposure (Adult) guideline.

[1] COVID-19 EXPOSURE within last 14 days AND [2] mild body aches, chills, diarrhea, headache, runny nose, or sore throat occur

R/O: viral syndrome. Note: patient has no cough, fever, or shortness of breath. It is less likely that this is COVID-19.

1 Call PCP Within 24 Hours:
- You need to discuss this with your doctor (or NP/PA) within the next 24 hours.
- If Office Will Be Open: Call the office when it opens tomorrow morning.
- If Office Will Be Closed: I'll page the on-call provider now. Exception: from 9 pm to 9 am. Since this isn't urgent, we'll hold the page until morning.

2 Alternate Disposition - Call Occupational Health at Your Workplace Within 24 Hours:
- You need to call and discuss this with the Occupational Health Department for your workplace within the next 24 hours.

3 Alternate Disposition - Telemedicine Within 24 Hours:
- Telemedicine may be your best choice for care during this COVID-19 outbreak.
- You should call a telemedicine provider within the next 24 hours, if your own healthcare provider is not available.

4 Reassurance and Education:
- The coronavirus infection starts within 14 days of an exposure.
- The most common symptoms are those of a respiratory infection (such as fever, cough, and shortness of breath).
- You do not have a fever, cough, or trouble breathing and so it is less likely that this is Coronavirus Disease (COVID-19).
- Still, to be safe and for peace of mind, it is probably best if you talk to your healthcare provider.

5 COVID-19 (Coronavirus Disease 2019) - Outbreak:
- Currently, limited information is known about this novel (new) coronavirus respiratory infection.
- An outbreak of this infection began in Wuhan, Hubei Province, China in December 2019.
- This is a new and rapidly changing situation.

6 COVID-19 - Symptoms:
- The coronavirus can cause a respiratory illness, such as bronchitis or pneumonia.
- The most common symptoms are: cough, fever, and shortness of breath.
- Other less common symptoms are: body aches, chills, diarrhea, fatigue, headache, runny nose, and sore throat.
7 COVID-19 - Exposure Risk Factors:
- Exposure to a person who has been diagnosed (laboratory confirmed) with COVID-19.
- Travel to a geographic area with recent local transmission of COVID-19; see CDC list of geographic areas of high transmission at https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html.

8 COVID-19 - How it Is Spread:
- The virus likely spreads through respiratory droplets produced when a person coughs or sneezes. This is how most respiratory viruses spread.
- Reports from China suggest that the initial coronavirus cases were spread from animals to humans.
- The current large number of cases are believed to be spread from human to human.

9 COVID-19 - How to Protect Yourself from Getting Sick:
- Avoid close contact with people known to have this new coronavirus infection.
- 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).

10 Isolation is Needed If Fever or Other Respiratory Symptoms Occur:
- Isolation will be needed if you develop a cough or fever 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.

11 Call Back If:
- Shortness of breath or trouble breathing
- Fever or feeling feverish occurs within 14 days of Coronavirus Disease (COVID-19) exposure.
- Cough occurs within 14 days of Coronavirus Disease (COVID-19) exposure.
- You become worse.

12 Care Advice given per Coronavirus (COVID-19) Exposure (Adult) guideline.

[1] TRAVEL FROM CHINA (or other CDC identified high risk travel area) within last 14 days AND [2] NO cough or fever or breathing difficulty

Reason: Patient is asymptomatic and has no known definite exposure; however, patient could still develop symptoms and their workplace may prefer patient to stay/work at home. Note: See CDC list of affected geographic areas of transmission at https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html.

1 Call PCP Within 24 Hours:
- You need to discuss this with your doctor (or NP/PA) within the next 24 hours.
- If Office Will Be Open: Call the office when it opens tomorrow morning.
- If Office Will Be Closed: I'll page the on-call provider now. Exception: from 9 pm to 9 am. Since this isn’t urgent, we’ll hold the page until morning.

2 Alternate Disposition - Call Occupational Health at Your Workplace Within 24 Hours:
- You need to call and discuss this with the Occupational Health Department for your workplace within the next 24 hours.

3 Alternate Disposition - Telemedicine Within 24 Hours:
- Telemedicine may be your best choice for care during this COVID-19 outbreak.
- You should call a telemedicine provider within the next 24 hours, if your own healthcare provider is not available.

4 Note to Triager - Notify Public Health Department:
- The triage nurse should notify the local public health department.
- The patient should stay at home and avoid contact with others until this has been discussed with the public health department.
- The patient should check their temperature two times a day. Early detection of symptoms is the only way to prevent spread of the disease.
- Possible Sources of Care: People exposed to coronavirus but without symptoms need to be followed closely by the public health department and their health care provider. The best source of care will depend on your local health system and community resources. Use your judgment and knowledge of current public health department recommendations.

5 Note to Triager - Should the Patient Go to Work?
- It is reasonable for people who have traveled from China (or other affected geographic area) or had close contact exposure to coronavirus in the last 14 days, to make arrangements to work from home until 14 days have passed.
- The patient should talk to the occupational health office for their workplace.
6 Reassurance and Education:
- Coronavirus (COVID-19) infections start within 14 days following the last exposure.
- Since it’s been less than 14 days, since your travel from China, you still are at risk for getting sick with coronavirus.
- You should stay home and not go to work until 14 days after the exposure.
- If you work, you should call the occupational health office for your workplace.
- You need to watch for symptoms until 14 days have passed. Check your temperature two times a day.

7 COVID-19 (Coronavirus Disease 2019) - Outbreak:
- Currently, limited information is known about this novel (new) coronavirus respiratory infection.
- An outbreak of this infection began in Wuhan, Hubei Province, China in December 2019.
- This is a new and rapidly changing situation.

8 COVID-19 - Symptoms:
- The coronavirus can cause a respiratory illness, such as bronchitis or pneumonia.
- The most common symptoms are: cough, fever, and shortness of breath.
- Other less common symptoms are: body aches, chills, diarrhea, fatigue, headache, runny nose, and sore throat

9 COVID-19 - Exposure Risk Factors:
- Exposure to a person who has been diagnosed (laboratory confirmed) with COVID-19.
- Travel to a geographic area with recent local transmission of COVID-19; see CDC list of geographic areas of high transmission at https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html.

10 COVID-19 - How it is Spread:
- The virus likely spreads through respiratory droplets produced when a person coughs or sneezes. This is how most respiratory viruses spread.
- Reports from China suggest that the initial coronavirus cases were spread from animals to humans.
- The current large number of cases are believed to be spread from human to human.

11 Isolation is Needed If Fever or Other Respiratory Symptoms Occur:
- Isolation will be needed if you develop a cough or fever 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.

12 Call Back (or Call Your Doctor) If:
- Fever or feeling feverish occurs within 14 days of Coronavirus Disease (COVID-19) exposure.
- Cough or difficulty breathing occurs within 14 days of Coronavirus Disease (COVID-19) exposure.
- Body aches, chills, diarrhea, headache, runny nose, or sore throat occur within 14 days of Coronavirus Disease (COVID-19) exposure.
- You have more questions.

13 Care Advice given per Coronavirus (COVID-19) Exposure (Adult) guideline.

Home Care

[1] COVID-19 EXPOSURE 15 or more days ago AND [2] NO cough or fever or breathing difficulty

Reason: Asymptomatic. Symptoms appear within 14 days after exposure to coronavirus.

1 Home Care:
- You should be able to treat this at home.

2 Reassurance and Education:
- The coronavirus infection starts within 14 days of an exposure.
- Symptoms are those of a respiratory infection (such as fever, cough).
- If you have not had symptoms by day 15, you should be safe from getting the coronavirus.

3 COVID-19 (Coronavirus Disease 2019) - Outbreak:
- Currently, limited information is known about this novel (new) coronavirus respiratory infection.
- An outbreak of this infection began in Wuhan, Hubei Province, China in December 2019.
- This is a new and rapidly changing situation.

4 COVID-19 - Symptoms:
- The coronavirus can cause a respiratory illness, such as bronchitis or pneumonia.
- The most common symptoms are: cough, fever, and shortness of breath.
- Other less common symptoms are: body aches, chills, diarrhea, fatigue, headache, runny nose, and sore throat
COVID-19 - Exposure Risk Factors:
- Exposure to a person who has been diagnosed (laboratory confirmed) with COVID-19.
- Travel to a geographic area with recent local transmission of COVID-19; see CDC list of geographic areas of high transmission at https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html.

COVID-19 - How it is Spread:
- The virus likely spreads through respiratory droplets produced when a person coughs or sneezes. This is how most respiratory viruses spread.
- Reports from China suggest that the initial coronavirus cases were spread from animals to humans.
- The current large number of cases are believed to be spread from human to human.

COVID-19 - How to Protect Yourself from Getting Sick:
- Avoid close contact with people known to have this new coronavirus infection.
- 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).

Call Back If:
- You have more questions.

Care Advice given per Coronavirus (COVID-19) Exposure (Adult) guideline.

[1] No COVID-19 EXPOSURE BUT [2] living with someone who was exposed and who has no fever or cough.

Reason: no exposure, no symptoms.

Home Care:
- You should be able to treat this at home.

COVID-19 (Coronavirus Disease 2019) - Outbreak:
- Currently, limited information is known about this novel (new) coronavirus respiratory infection.
- An outbreak of this infection began in Wuhan, Hubei Province, China in December 2019.
- This is a new and rapidly changing situation.

COVID-19 - Symptoms:
- The coronavirus can cause a respiratory illness, such as bronchitis or pneumonia.
- The most common symptoms are: cough, fever, and shortness of breath.
- Other less common symptoms are: body aches, chills, diarrhea, fatigue, headache, runny nose, and sore throat.

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- Exposure to a person who has been diagnosed (laboratory confirmed) with COVID-19.
- Travel to a geographic area with recent local transmission of COVID-19; see CDC list of geographic areas of high transmission at https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html.

COVID-19 - How it is Spread:
- The virus likely spreads through respiratory droplets produced when a person coughs or sneezes. This is how most respiratory viruses spread.
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- The current large number of cases are believed to be spread from human to human.

COVID-19 - How to Protect Yourself from Getting Sick:
- Avoid close contact with people known to have this new coronavirus infection.
- 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).

COVID-19 - Travel:
- 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 China and other geographic areas with community spread of COVID-19.
- CDC Travel Health Website: https://wwwnc.cdc.gov/travel/.
FAQ - Should I wear a face mask to protect me from getting COVID-19?

- The CDC does not currently recommend the use of face masks among the general public.

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.

FAQ - What are examples of activities that do not cause or increase my risk of getting COVID-19?

- Eating at a Chinese restaurant.
- Walking by a person who has coronavirus.
- Living in a city or town where there are one or more confirmed cases of coronavirus.
- Close contact with a person who was exposed to coronavirus more than 14 days ago and never developed any symptoms.

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.

Call Back If:

- You have more questions.


Reason: no exposure, no symptoms.

1 Home Care:

- You should be able to treat this at home.

2 COVID-19 (Coronavirus Disease 2019) - Outbreak:

- Currently, limited information is known about this novel (new) coronavirus respiratory infection.
- An outbreak of this infection began in Wuhan, Hubei Province, China in December 2019.
- This is a new and rapidly changing situation.

3 COVID-19 - Symptoms:

- The coronavirus can cause a respiratory illness, such as bronchitis or pneumonia.
- The most common symptoms are: cough, fever, and shortness of breath.
- Other less common symptoms are: body aches, chills, diarrhea, fatigue, headache, runny nose, and sore throat

4 COVID-19 - Exposure Risk Factors:

- Exposure to a person who has been diagnosed (laboratory confirmed) with COVID-19.
- Travel to a geographic area with recent local transmission of COVID-19; see CDC list of geographic areas of high transmission at https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html.

5 COVID-19 - How it is Spread:

- The virus likely spreads through respiratory droplets produced when a person coughs or sneezes. This is how most respiratory viruses spread.
- Reports from China suggest that the initial coronavirus cases were spread from animals to humans.
- The current large number of cases are believed to be spread from human to human.

6 COVID-19 - How to Protect Yourself from Getting Sick:

- Avoid close contact with people known to have this new coronavirus infection.
- 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).
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- CDC Travel Health Website: https://wwwnc.cdc.gov/travel/.

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- The CDC does not currently recommend the use of face masks among the general public.

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.

FAQ - What are examples of activities that do not cause or increase my risk of getting COVID-19?
- Eating at a Chinese restaurant.
- Walking by a person who has coronavirus.
- Living in a city or town where there are one or more confirmed cases of coronavirus.
- Close contact with a person who was exposed to coronavirus more than 14 days ago and never developed any symptoms.

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.

Call Back If:
- You have more questions.

Background Information
Key Points
- Currently, limited information is known about this novel (new) coronavirus respiratory infection.
- An outbreak of this infection began in Wuhan, Hubei Province, China in December 2019.
- Four patients were confirmed in Canada on January 31, 2020.
- This is a new and rapidly changing situation.

Symptoms
The COVID-19 coronavirus causes a lower respiratory tract illness. Common symptoms are:
- Cough
• Fever
• Shortness of breath

Less common symptoms may include:

• Body aches
• Chills
• Diarrhea
• Fatigue
• Headache
• Runny nose
• Sore throat

Complications

Possible complications include pneumonia, respiratory distress, hypoxia, and respiratory failure.

Cause

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

Exposure Risk Factors

The two main risk factors for getting sick with COVID-19 are:

• Exposure to a person who has been diagnosed (laboratory confirmed) with COVID-19.
• Travel to a geographic area with high ongoing transmission of coronavirus; see CDC list of geographic areas of high transmission at https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html.

The following activities do not increase the risk for getting sick with COVID-19:

• Eating at a Chinese restaurant.
• Close contact with an asymptomatic person who was exposed to COVID-19 more than 14 days ago.

Patient Risk Factors

Based on prior virus outbreaks, such as influenza, it is presumed that adults in the following two groups are at High Risk of developing COVID-19-related complications:

• Women who are pregnant or postpartum (up to 2 weeks)
• Persons < 2 years old and > 65 years and older

People with the following medical conditions may also be at High Risk of developing COVID-19-related complications:

• Aspirin long-term therapy (e.g., Kawasaki’s disease and rheumatoid arthritis)
• Compromised ability to handle respiratory secretions (e.g., spinal cord or brain injury)
• Diabetes
• Heart disease (e.g., congestive heart failure, pacemaker, cardiac surgery)
• Kidney disease (e.g., nephrotic syndrome, renal dialysis)
• Liver disease (e.g., liver failure, chronic hepatitis)
• Lung disease (e.g., COPD, emphysema, asthma, cystic fibrosis, bronchopulmonary dysplasia)
• Neuromuscular or neurologic disease (e.g., stroke, Parkinson’s disease, muscular dystrophy, cerebral palsy, epilepsy)
• Sickle cell disease
• Technology-dependent lung disease (e.g., oxygen required, tracheostomy, ventilator)
• Weak immune system (e.g., cancer, chemotherapy, HIV/AIDS, transplant, taking oral steroids)

This is being studied by the CDC. More data is needed.

How it is Spread (Transmission)

The virus likely spreads through respiratory droplets produced when a person coughs or sneezes. This is how most respiratory viruses spread.

• Reports from China suggest that the initial COVID-19 cases were spread from animals to humans.
• The current large number of cases are believed to be spread from human to human.

Both SARS and MERS, which are also coronaviruses, were spread through respiratory droplet (cough, sneezing) person-to-person.

See CDC list of geographic areas of high transmission at https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html.

Incubation Period

The incubation period is between 2 and 14 days after exposure.

Diagnosis and Reporting

Healthcare providers who identify a possibly infected person (i.e., person under investigation; PUI) should notify both the infection control personnel for their healthcare facility and the local or state health department.

Healthcare providers or health departments that identify a possibly infected person can contact the CDC’s Emergency Operations Center (EOC) at 770-488-7100.

Treatment

There is no vaccine or anti-viral medication for Coronavirus Disease 2019 (COVID-19). Treatment is supportive (e.g., oxygen and IV fluids).

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)

Internet Resources

REFERENCES


SEARCH WORDS

2019-NCOV
BREATHING
BREATHING DIFFICULTY
CHINA TRAVEL
CORONAVIRUS
CORONAVIRUS EXPOSURE
COUGH
COVID-19
DIFFICULT BREATHING
DIFFICULTY BREATHING
EXPOSURE
EXPOSURE QUESTION
EXPOSURE QUESTIONS
FOREIGN TRAVEL
INFECTION EXPOSURE
NCOV
NOVEL CORONAVIRUS
SOB
TRAVEL
TROUBLE BREATHING

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