

COVID-19 APPOINTMENT GUIDE & FAQ

The following information is based on recommendations from the Centers for Disease Control & Prevention (CDC) & Association for Professionals in Infection Control & Epidemiology (APIC). Updated as of August 18th, 2021.

The Delta variant is currently the predominant strain of the virus in the United States. The Delta variant is highly contagious, nearly twice as contagious as previous variants. All patients must wear a cloth face covering or face mask per the CDC's and APIC's recommendation upon entering the health center and while they are on-site. In addition, hygiene stations are provided in the health center lobby for the patient's safety.

Appointment Guidelines

1. Utilize the Patient Portal (www.my-patientportal.com) or Contact the My Health Onsite 24-hr Call Center Support Team at **1-888-644-1448** to make a provider appointment for a sick visit.
2. The Employee Health Center staff will call and screen the patient prior to the appointment for COVID-19 symptoms (**fever, new onset or worsened shortness of breath, cough, sore throat, muscle or body aches, headache, new loss of taste or smell, congestion, runny nose, or new onset of diarrhea**) and ask the below questions:
 - ▶ In the past 14 days have you had a close contact with a laboratory-confirmed COVID-19 case.
 - ▶ In the past 14 days have you traveled Internationally or on a cruise.

If you answer **yes** to any of the above questions, your provider **appointment will not be cancelled**, but changed to a **tele-visit** (televideo visit - virtual) medical appointment. Please ensure the Employee Health Center staff have an updated contact number so the provider can reach you by phone at the scheduled appointment time. Based on the provider's assessment you may be asked to self-quarantine for 14 days per CDC guidelines and/or be referred for further

testing. If applicable, the provider will schedule follow up **tele-visit** appointments during this time to monitor. If you are experiencing **emergency warning signs** for COVID-19, seek medical attention immediately at an Emergency Room and/or call 911. Per CDC guidelines, Emergency signs include:

- ▶ Difficulty breathing or shortness of breath
- ▶ Persistent pain or pressure in the chest
- ▶ New confusion or non-responsive
- ▶ Bluish lips or face

Hygiene Stations

All My Health Onsite employee health and wellness centers are equipped with Hygiene Stations which include hand sanitizer and facial tissues. In addition, there are instructions posted in the lobby of how to use the Hygiene Station.

How Does Covid-19 Spread?

The virus is thought to [spread mainly from person-to-person](#):

- ▶ Between people who are in close contact with one another (within about 6 feet).
- ▶ Through respiratory droplets produced when an infected person coughs, sneezes or talks.
- ▶ These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
- ▶ Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

IMPORTANT NOTICE: Please update your contact information in your Patient Portal profile with the best cell phone number for our providers to contact you for **tele-visit** appointments.

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What are the symptoms of COVID-19?

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear **2–14 days after exposure to the virus**. People with these symptoms may have COVID-19:

- ▶ Fever or chills
- ▶ Cough
- ▶ Shortness of breath or difficulty breathing
- ▶ Fatigue
- ▶ Muscle or body aches
- ▶ Headache
- ▶ New loss of taste or smell
- ▶ Sore throat
- ▶ Congestion or runny nose
- ▶ Nausea or vomiting
- ▶ Diarrhea

This list does not include all possible symptoms. CDC will continue to update this list as we learn more about COVID-19.

What are severe complications from this virus?

A: Some patients have pneumonia in both lungs, multi-organ failure and in some cases death.

Should I be wearing a mask to prevent COVID-19?

- ▶ CDC recommends that people wear cloth face coverings in public settings and when around people who don't live in your household, especially when other [social distancing](#) measures are difficult to maintain. **(Given what we know about the Delta variant, vaccine effectiveness, and current vaccine coverage, layered prevention strategies, such as wearing masks, are needed to reduce the transmission of this variant.)**
- ▶ Cloth face coverings may help prevent people who have COVID-19 from spreading the virus to others.
- ▶ Cloth face coverings are most likely to reduce the spread of COVID-19 when they are widely used by people in public settings.

How can I help protect myself?

A: People can help protect themselves from respiratory illness with everyday preventive actions:

- ▶ **Avoid close contact inside your home:** Avoid close contact with people who are sick. If possible, maintain 6 feet between the person who is sick and other household members.
- ▶ **Avoid close contact outside your home:** Put 6 feet of distance between yourself and people who don't live in your household. Remember that some people without symptoms may be able to spread virus. [Stay at least 6 feet \(about 2 arms' length\) from other people.](#)
- ▶ Avoid touching your eyes, nose, and mouth with unwashed hands.
- ▶ Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available. <https://www.cdc.gov/handwashing/when-how-handwashing.html>

Everyone should wear a [cloth face cover](#) in public settings and when around people who don't live in your household, especially when other [social distancing](#) measures are difficult to maintain.

If you are sick, to keep from spreading respiratory illness to others, you should:

- ▶ 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.

Is there a vaccine?

A: Yes. COVID-19 vaccines are [safe and effective](#). Everyone 12 years of age and older is now eligible to [get a free COVID-19 vaccination](#). Learn about the [different COVID-19 vaccines](#). Search [vaccines.gov](#), text your zip code to 438829, or call 1-800-232-0233 for vaccines near you.

Is there a treatment?

A: There is no specific antiviral treatment for COVID-19. People with COVID-19 can seek medical care to help relieve symptoms.

Florida Department of Health Hotline for Questions:

1 (866) 779-6121

The Call Center is available Monday through Friday, 8:00am to 5:00pm • COVID-19@flhealth.gov

Sources: <https://www.cdc.gov/coronavirus/2019-ncov/downloads/2019-ncov-factsheet.pdf> https://apic.org/wp-content/uploads/2020/02/02420_Coronavirus_HiresNoBleed.pdf. This information is shared by My Health Onsite for general information and education only. It is not intended to be a substitute for professional medical advice, diagnosis, or treatment. You should always consult your healthcare provider if you have any concerns or questions about your health. My Health Onsite Adheres to All HIPAA & Confidentiality Regulations.

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