

COVID-19 Call Center Script – March 20, 2020

[Use this link for county health department epidemiology program contact information](#)

Hi/Hello, COVID-19 Call Center, can I/how can I help you?

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Disease Basics

Q1: What is the name of the disease caused by a coronavirus that started in 2019?

A: Coronavirus Disease 2019 (COVID-19)

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q2: What is a novel coronavirus?

A: There are many types of human coronaviruses including some that commonly cause mild upper-respiratory tract illnesses. COVID-19 is a new disease, caused by a new (or novel) coronavirus that has not previously been seen in humans.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#basics>

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q3: Is COVID-19 treated the same as other coronaviruses?

A: Like other coronaviruses, there is no specific medication for COVID-19. However, patients with COVID-19 are evaluated and cared for with more strict infection control than patients with common coronavirus diagnosis.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#spreads>.

Coding: Info call/medical information/diagnostic or treatment recommendations (if no exposure)

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q4: What is the source of COVID-19?

A: Coronaviruses are a large family of viruses. Some cause illness in people, and others, such as canine and feline coronaviruses, only infect animals. Rarely, animal coronaviruses have emerged to infect people and can spread between people. This is suspected to have occurred for the virus that causes COVID-19.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#animals>.

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q5: Have other coronaviruses emerged that originated from animals and spread to humans?

A: Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS) are two other examples of coronaviruses that originated from animals and then spread to people.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#animals>.

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q6: Is the coronavirus that causes COVID-19 the same as the MERS-CoV or the SARS-CoV virus?

A: No. Coronaviruses are a large family of viruses. Some coronaviruses cause cold-like illnesses in people. Others cause illness in certain types of animals, such as cattle, camels and bats. Rarely, animal coronaviruses can spread to people. This happened with SARS-CoV and MERS-CoV. The virus that causes COVID-19 likely also originated in an animal and spread to humans.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#basics>.

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q7: How does the virus causing COVID-19 spread?

A: The virus is thought to spread mainly from person-to-person when people are in close contact with one another (within about 6 feet) via respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#spreads>.

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

Exposure: If case with symptoms (no lab confirmation)

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

Exposure: If confirmed COVID-19 case

Substance: COVID-19 Confirmed

Special call designation: COVID-19

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Q8: Can someone who has had COVID-19 spread the illness to others?

A: Yes, the virus that causes COVID-19 is spreading from person-to-person. Someone who is infected with COVID-19 can spread the illness to others. There are isolated reports of individuals transmitting the infection to others before they develop symptoms.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#spreads>.

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed
Special call designation: COVID-19

Exposure: If case with symptoms (no lab confirmation)
Substance: COVID-19 Not confirmed
Special call designation: COVID-19

Exposure: If confirmed COVID-19 case
Substance: COVID-19 Confirmed
Special call designation: COVID-19
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Q9: How long does it take for symptoms to appear after exposure?

A: CDC believes at this time that symptoms may appear in a few as 2 days or as long as 14 days after exposure. This is based on what has been previously observed as the incubation period of MERS(Middle Eastern Respiratory Syndrome) virus.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#symptoms>.

Coding: Info call/medical information/explanation of disease states
Substance: COVID-19 Not confirmed
Special call designation: COVID-19

Exposure: If case with symptoms (no lab confirmation)
Substance: COVID-19 Not confirmed
Special call designation: COVID-19

Exposure: If confirmed COVID-19 case
Substance: COVID-19 Confirmed
Special call designation: COVID-19
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Q10: How can we stop the spread of COVID-19 from person-to-person?

The Centers for Disease Control and Prevention (CDC) recommends that patients diagnosed with COVID-19 be isolated at home **or if medically necessary in a hospital** (depending on how sick they are) until they are better and no longer pose a risk of infecting others. People can prevent becoming sick by not traveling to impacted areas (see travel health notices), staying away from sick persons, and washing their hands frequently.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#protect>

Coding: Info call/ medical information/disease prevention
Substance: COVID-19 Not confirmed
Special call designation: COVID-19
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Q11: How long does someone need to be isolated to stop COVID-19 from spreading?

A: Sickness can vary from person-to-person, so the current guidance is made on a case by case basis and includes meeting all the following requirements:

- The patient is free from fever without the use of fever-reducing medications.

- The patient is no longer showing symptoms, including cough.
- The patient has tested negative on at least two consecutive respiratory specimens collected at least 24 hours apart.

Someone who has been released from isolation is not considered to pose a risk of infection to others.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#spreads>

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

Exposure: If case with symptoms (no lab confirmation)

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

Exposure: If confirmed COVID-19 case

Substance: COVID-19 Confirmed

Special call designation: COVID-19

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Q12: What does quarantine mean?

A: Quarantine means separating persons who have been exposed to a contagious disease but have not developed illness from others, in order to prevent the possible spread of that disease.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html>.

Coding: Info call/ medical information/disease prevention

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q13: When are people quarantined?

A: Someone is quarantined when they have been identified as being at high-risk of infection.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html>

Coding: Info call/ medical information/disease prevention

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q14: How long can quarantine last?

A: To be cautious, many governments are requiring an isolation period of 14 days for people returning from endemic areas for COVID-19. The period of quarantine is 14 days from the last date of exposure, because at this time evidence supports that 14 days is the maximum incubation period.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html>

Coding: Info call/ medical information/disease prevention

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

Exposure: If case with symptoms (no lab confirmation)

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

Exposure: If confirmed COVID-19 case

Substance: COVID-19 Confirmed

Special call designation: COVID-19

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Q15: Can someone who has been quarantined for COVID-19 spread the illness to others?

A: Someone who has been released from COVID-19 quarantine is not considered a risk for spreading the virus to others because they have not developed illness during the incubation period.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#spreads>

Coding: Info call/ medical information/disease prevention

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

Exposure: If case with symptoms (no lab confirmation)

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

Exposure: If confirmed COVID-19 case

Substance: COVID-19 Confirmed

Special call designation: COVID-19

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Prevention

Q16: Is there a vaccine to prevent COVID-19?

A: There is currently no vaccine to prevent COVID-19.

For more information please visit <https://www.nih.gov/news-events/news-releases/nih-clinical-trial-investigational-vaccine-covid-19-begins>

Coding: Info call/ medical information/disease prevention

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q17: How can I help protect myself?

A: The best way to prevent illness is to avoid being exposed to this virus. Activities that prevent the spread of flu will also help prevent the spread of COVID-19.

Everyday preventive actions to help prevent the spread of respiratory diseases include:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.

- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.
- Practice social distancing.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>

Coding: Info call/ medical information/disease prevention

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q18: How can I not spread this to other people?

A: Stay home when you are sick. Cover your cough or sneeze with your inner elbow or a tissue, then throw the tissue in the trash. Practice hand hygiene following a cough or sneeze. Ideally, separate yourself from other family members in the house while you are home sick. If you have to be around others wear a facemask of some sort.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/prepare/transmission.html>

Coding

Exposure: If case and symptoms (no lab confirmation)

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

Exposure: If confirmed COVID-19 case

Substance: COVID-19 Confirmed

Special call designation: COVID-19

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Q19: Should I wear a facemask to protect myself?

A: The Centers for Disease Control and Prevention (CDC) does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19. Improper use of a facemask could increase your risk of exposing yourself to infectious diseases.

Facemasks should be only used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others.

The use of facemasks is also crucial for health workers and people who are taking care of someone in close settings (at home or in a health care facility).

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>

Coding: Info call/ medical information/disease prevention

Substance: COVID-19 Not confirmed
Special call designation: COVID-19
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Q20: Where can I obtain/purchase facemasks?

A: For the general public, facemasks are not necessary. Facemasks should only be worn by persons who are sick or persons caring for them. Facemasks and personal protective equipment are in short supply nationwide and are being allocated to healthcare providers and people who are ill.

For more information please visit https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2Fsteps-when-sick.html

Coding: Info call/ medical information/disease prevention
Substance: COVID-19 Not confirmed
Special call designation: COVID-19
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Q21: What should I do if I had close contact with someone who has COVID-19?

A: Monitor yourself for symptoms and talk to your healthcare provider if you develop illness. If you are helping to care for someone with COVID-19 at home, you can visit the CDC website for guidance on home care. For more information on home care please visit <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/caring-for-yourself-at-home.html>

Coding: Info call/ medical information/disease prevention
Substance: COVID-19 Not confirmed
Special call designation: COVID-19

Exposure: If case and symptoms (no lab confirmation)
Substance: COVID-19 Not confirmed
Special call designation: COVID-19
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Q22: Will I have to work from home?

A: If there are community outbreaks of COVID-19 local jurisdictions will make recommendations as necessary to slow spread in a community, this may include working from home. It will be up to individual employers to decide how they might implement these recommendations. For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

Coding: Info call/ medical information/disease prevention
Substance: COVID-19 Not confirmed
Special call designation: COVID-19
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Q23: Is my child's school going to close?

A: If there are community outbreaks of COVID-19 the decision to close schools will be made by the local school district in coordination with county health and emergency management officials. Follow information put out by local school district and county officials.

On March 17, 2020 the Department of Education implemented following actions::

School Districts

- All public and private K-12 and career and technical center campuses are closed through April 15, 2020.
- Schools are encouraged to operate virtually or through other non-classroom-based means to the greatest extent possible to implement distance learning.
- School districts should be prepared to extend their educational calendars through June 30, 2020, to the extent feasible and necessary.
- For Collier, Duval, Sumter and Union county school districts, which are all completing their extended spring break on March 20, 2020, school campuses will remain closed through April 15, 2020, although they will begin instruction virtually on March 23.
- To support students with identified IEP-related services who may have a disruption in services, school districts are given flexibility for the remainder of the school year to provide alternative services or delay services until later in the summer months, in coordination with a student's parents and IEP team.

Assessments, Accountability and Promotion

- All remaining assessments for school readiness, voluntary prekindergarten and K-12 assessments are cancelled for the 2019-2020 school year.
- Requirements for graduation and promotion, and final course grades will be evaluated as though those assessments which were cancelled did not exist.
- K-12 school grades will not be calculated for 2019-2020 and schools in turnaround may continue their current status for 2020-2021 to avoid disruption to school leadership and operations.
- Eligibility for Florida Bright Futures scholarships shall be based on available data and results. Tests that were not available to be taken shall not be counted.

Postsecondary Institutions

- All public state colleges, and private college and campuses and buildings are closed for the remainder of the spring semester.
 - Colleges are encouraged to operate virtually or through other non-classroom-based means to the greatest extent possible.
 - Colleges should be prepared to extend their educational calendars through June 30, 2020, to the extent feasible and necessary.

For more information please visit <http://www.fldoe.org/em-response/index.stml>

Coding: Info call/ medical information/disease prevention

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q24: Is okay to have or go to large events?

A: CDC, in accordance with its guidance for [large events and mass gatherings from March 16, 2020](#), recommends that during the next 15 days, all United States events of 10+ people should be cancelled or held virtually.

For more information:

<https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/index.html> and <http://www.floridahealth.gov/diseases-and-conditions/COVID-19/mass-gatherings.html>

Coding: Info call/ medical information/disease prevention

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Medical Information

Q25: Can I die from this?

A: VAST majority of people who contract COVID-19 will have mild illness. Persons most at risk of severe disease and death include the elderly and persons with underlying medical conditions.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html>

Coding: Info call/ medical information/explanation of disease states (if no exposure)

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

Exposure: If case with symptoms (no lab confirmation)

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

Exposure: If confirmed COVID-19 case

Substance: COVID-19 Confirmed

Special call designation: COVID-19

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Q26: What are the symptoms and complications that COVID-19 can cause?

A: Current symptoms reported for patients with COVID-19 have included mild to severe respiratory illness with fever, cough, and difficulty breathing.

Severe complications can include respiratory failure and death.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

Exposure: If case with symptoms (no lab confirmation)

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

Exposure: If confirmed COVID-19 case**Substance:** COVID-19 Confirmed**Special call designation:** COVID-19[Return to Table of Contents](#)**Q27: Can I get COVID-19 from someone who doesn't have any symptoms?**

Yes, there is evidence that people who have no symptoms can still be contagious to their close contacts. However, persons with symptoms are more likely to spread the disease.

For more information please visit https://www.cdc.gov/coronavirus/2019-ncov/prepare/transmission.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2Ftransmission.html

Coding: Info call/medical information/explanation of disease states**Substance:** COVID-19 Not confirmed**Special call designation:** COVID-19**Exposure: Case with symptoms (no lab confirmation)****Substance:** COVID-19 Not confirmed**Special call designation:** COVID-19[Return to Table of Contents](#)**Q28: What do I do if I have symptoms?/Should I be tested for COVID-19?**

A: If you develop a fever and symptoms of respiratory illness, such as cough or shortness of breath, within 14 days after international travel or a cruise, you should call a healthcare professional and mention your recent travel and symptoms.

If you have traveled to an area of community spread or have had close contact with someone showing symptoms who has recently traveled to an area with community spread, then self-quarantine for 14 days and monitor yourself for symptoms. If you develop a fever and symptoms of respiratory illness, such as cough or shortness of breath, within 14 days after travel from an area with transmission of COVID-19, manage mild symptoms at home. If you require medical care you should call a healthcare professional, ensure you mention your symptoms and exposure. They will decide whether you need to be tested, but keep in mind that there is no treatment for COVID-19 and people who are mildly ill may be able to isolate and care for themselves at home.

If your healthcare professional determines that you need to be tested for COVID-19, they can either collect a test in their office or provide an order to obtain testing elsewhere. If an order is provided for testing elsewhere, call ahead to coordinate testing with facility. The locations of COVID-19 testing is decided and coordinated at the local community level, visit your local government or county health department website for more information concerning testing sites. The provider/facility that ordered and/or collected the test will provide the results.

Watch for symptoms and emergency warning signs. If you develop emergency warning signs for COVID-19 get medical attention immediately. In adults, emergency warning signs include:

- Difficulty breathing or shortness of breath
- Persistent pain or pressure in the chest
- New onset of confusion, or inability to arouse
- Bluish tint to lips or face

For more information on home care please visit <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

Exposure: If case with symptoms (no lab confirmation)

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q29: How do you test a person for COVID-19?

A: Respiratory swabs (nose and throat) are collected by a health care provider and sent to a private laboratory or one of the state public health laboratories for COVID-19 testing.

To be tested for COVID-19 an order from a healthcare provider is required. Your healthcare provider can either collect a test in their office or provide an order to obtain testing elsewhere. If an order is provided for testing elsewhere, call ahead to coordinate testing with facility. The locations of COVID-19 testing is decided and coordinated at the local community level, visit your local government or county health department website for more information concerning testing sites. The provider/facility that ordered and/or collected the test will provide the results

Coding: Info call/medical information/diagnostic or treatment recommendations (if no exposure)

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q30: What do I do if I don't have a primary care provider?

A: If you are experiencing symptoms too severe to manage at home and believe you need medical care but do not have a primary care provider and have the means to do so, you should try to secure a primary medical doctor or go to a walk-in clinic. If you do not have the means to secure a primary care provider or go to a walk-in clinic, Florida's Community Health Centers may be an option. Information about Florida's Community Health Centers can be found at <https://s333330.pcdn.co/wp-content/uploads/2020/03/florida-chc-locaitons.pdf>

Coding: Info call/caller referral/immediate referral- health department

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q31: Should I still go to the doctor for other health concerns?

A: Yes, you should contact your healthcare professional just like you would at any other time. If you are concerned about visiting your doctor, call ahead to the office and ask for their advice.

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Healthcare Providers/Facilities

Q32: How does a healthcare provider/facility obtain testing?

A: If a healthcare provider has a symptomatic patient, they should follow the guidance on the Clinician Screening Tool distributed by the FDOH.

If your patient is exhibiting symptoms of acute lower respiratory illness (e.g., fever, cough, and shortness of breath) and meets one or more of the following criteria:

1. Persons who have had a close contact with a laboratory-confirmed COVID-19 case
2. Persons hospitalized with acute lower respiratory illness of unknown origin
3. History of travel to or from an affected geographic area with widespread community transmission
4. History of international travel or a cruise
5. ≥65 with chronic health conditions
6. Immunocompromised persons

If individual meets criteria for testing, wear appropriate PPE and initiate contact and airborne precautions.

1. The health care provider is responsible for specimen collection, handling and shipping. Please follow [CDC guidance](https://www.cdc.gov/coronavirus/2019-nCoV/lab/guidelines-clinical-specimens.html). <https://www.cdc.gov/coronavirus/2019-nCoV/lab/guidelines-clinical-specimens.html>
2. Collected specimens should be processed within your health care facility, if available; a commercial laboratory (e.g., [LabCorp](#) and [Quest](#)); or a [Florida Bureau of Public Health Laboratory \(BPHL\)](#)
3. Before sending specimens to BPHL, notify your local county health department [CHD Epidemiology Contacts](#). http://www.floridahealth.gov/diseases-and-conditions/disease-reporting-and-management/disease-reporting-and-surveillance/surveillance-and-investigation-guidance/_documents/chd-epi-contacts.pdf
4. Health care providers may consult local county health departments for additional guidance as needed.

If your patient does not meet the above criteria, testing may occur based on clinician's judgement.

1. The health care provider is responsible for specimen collection, handling and shipping. Please follow [CDC guidance](#) and use proper PPE.
2. Collected specimens should be processed within your health care facility or a commercial laboratory (e.g., [LabCorp](#) and [Quest](#)).
3. Follow [CDC guidance](#) for specimen collection, handling and shipping.

FOR ADDITIONAL GUIDANCE

Providers are encouraged to frequently monitor Florida Department of Health and CDC websites for updated guidance on COVID-19.

- www.flhealth.gov
- <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

Coding: Info call/medical information/diagnostic or treatment recommendations (if no exposure)

Substance: COVID-19 not confirmed

Special call designation: COVID-19

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Q33: How should samples be collected? Where should samples be sent?

A: See Question above for details.

Direct healthcare providers using commercial laboratories to the guidance provided by those laboratories such as LabCorp at <https://www.labcorp.com/information-labcorp-about-coronavirus-disease-2019-covid-19>

and Quest Labs at <https://www.questdiagnostics.com/home/Covid-19/>

For public health priority testing needs coordinate with your local county health department which can be found using <http://www.floridahealth.gov/all-county-locations.html>

For State lab specimen collection and shipping guidance refer to <http://www.floridahealth.gov/programs-and-services/public-health-laboratories/index.html>

Coding: Info call/caller referral/immediate referral- health department

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q34: I am a health care provider wanting to report a suspected case.

A: Please call your county health department epidemiology program (phone number can be looked up at www.floridahealth.gov/chdepcontact)

Or

<http://www.floridahealth.gov/diseases-and-conditions/disease-reporting-and-management/disease-reporting-and-surveillance/surveillance-and-investigation-guidance/documents/chd-epi-contacts.pdf>

Coding: Info call/caller referral/immediate referral- health department

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q35: I am a health care provider or health care facility administrator wanting to prepare for COVID-19

A: Please visit the DOH and CDC website for preparedness recommendations. Also, if you have a suspected COVID-19 case please call your county health department epidemiology program for guidance on reporting suspected cases (phone number can be looked up at www.floridahealth.gov/chdepcontact)

CDC Healthcare Professional guidance <https://www.cdc.gov/coronavirus/2019-ncov/hcp/index.html>

CDC Healthcare Facility guidance <https://www.cdc.gov/coronavirus/2019-ncov/healthcare-facilities/index.html>

FDOH COVID-19 website <http://www.floridahealth.gov/>

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Public Health Response and Current Situation

Q36: How are suspected cases reported to the health department?

A: Healthcare providers report suspected COVID-19 cases to their county health department. Laboratory-confirmed cases of COVID-19 are reported in the FDOH disease reporting system [MERLIN] and to the county health departments.

For more information please visit <http://www.floridahealth.gov/diseases-and-conditions/disease-reporting-and-management/disease-reporting-and-surveillance/surveillance-and-investigation-guidance/documents/chd-epi-contacts.pdf>

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q37: How can people help stop stigma related to COVID-19?

A: People can fight stigma and help, not hurt, others by providing social support. Counter stigma by learning and sharing facts. Communicating the facts that viruses do not target specific racial or ethnic groups and how COVID-19 actually spreads can help stop stigma.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#basics>.

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q38: What are the Centers for Disease Control and Prevention (CDC) (and/or the Florida Department of Health/CHD) doing about COVID-19?

A: This is an emerging, rapidly evolving situation and the Centers for Disease Control and Prevention (CDC), the Florida Department of Health (FDOH) and your local County Health Departments (CHD) will continue to provide updated information as it becomes available. State and federal health officials are working 24/7 to protect people's health. For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/index.html> or

<http://www.floridahealth.gov/diseases-and-conditions/COVID-19/index.html>.

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q39: Am I at risk for COVID-19 in Florida?

A: There are active cases in Florida, this is a rapidly evolving situation and the risk assessment may change daily. The latest updates are available on FDOH COVID-19 website <http://www.floridahealth.gov/> and CDC's Coronavirus Disease 2019 (COVID-19) website <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q40: Has anyone in the United States gotten infected?

A: Yes. The first COVID-19 case in the United States was reported on January 21, 2020. The first confirmed instance of person-person-spread with this virus in the U.S. was reported on January 30, 2020.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/cases-in-us.html>.

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q41: Am I at risk for COVID-19 from a package or products shipping from geographic areas with widespread community transmission?

A: There is still a lot that is unknown about the newly emerged COVID-19 and how it spreads. In general, there is likely very low risk of spread from products or packaging that are shipped over a period of days or weeks at ambient temperatures.

Coronaviruses are generally thought to be spread most often by respiratory droplets. Currently there is no evidence to support transmission of COVID-19 associated with imported goods and there have not been any cases of COVID-19 in the United States associated with imported goods.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#protect> or <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q42: Will warm weather stop the outbreak of COVID-19?

A: It is not yet known if weather and temperature impact the spread of COVID-19. Some other viruses, like the common cold and flu, spread more during cold weather months but that does not mean it is impossible to become sick with these viruses during other months. At this time, it is not known whether the spread of COVID-19 will decrease when weather becomes warmer. There is much more to learn about the transmissibility, severity, and other features associated with COVID-19 and investigations are ongoing.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#spreads>

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Pregnancy and COVID-19

Q43: Are pregnant women more susceptible to infection, or at increased risk for severe illness, morbidity, or mortality with COVID-19, compared with the general public?

A: We do not have information from published scientific reports about susceptibility of pregnant women to COVID-19. Pregnant women experience immunologic and physiologic changes which might make them more susceptible to viral respiratory infections, including COVID-19.

For more information please visit https://www.cdc.gov/coronavirus/2019-ncov/prepare/pregnancy-breastfeeding.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fspecific-groups%2Fpregnancy-faq.html

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q44: Are pregnant women with COVID-19 at increased risk for adverse pregnancy outcomes?

A: We do not have information on adverse pregnancy outcomes in pregnant women with COVID-19. Pregnancy loss, including miscarriage and stillbirth, has been observed in cases of infection with other related coronaviruses during pregnancy. High fevers during the first trimester of pregnancy can increase the risk of certain birth defects.

For more information please visit https://www.cdc.gov/coronavirus/2019-ncov/prepare/pregnancy-breastfeeding.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fspecific-groups%2Fpregnancy-faq.html

Coding: Info call/teratogenicity/teratogenicity

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q45: Are pregnant healthcare personnel at increased risk for adverse outcomes if they care for patients with COVID-19?

A: Pregnant healthcare personnel (HCP) should follow risk assessment and infection control guidelines for HCP exposed to patients with suspected or confirmed COVID-19.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/hcp/pregnant-women-faq.html>

Coding: Info call/teratogenicity/teratogenicity

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q46: Can pregnant women with COVID-19 pass the virus to their fetus or newborn (i.e. vertical transmission)?

A: COVID-19 has not been shown to spread from mother to baby during birth, however a sick mother could infect their child by coughing/sneezing.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/hcp/pregnant-women-faq.html>

Coding: Info call/teratogenicity/teratogenicity

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q47: Are infants born to mothers with COVID-19 during pregnancy at increased risk for adverse outcomes?

A: Based on limited case reports, adverse infant outcomes (e.g., preterm birth) have been reported among infants born to mothers positive for COVID-19 during pregnancy. However, it is not clear that these outcomes were related to maternal infection, and at this time the risk of adverse infant outcomes is not known. Other respiratory viral infections during pregnancy, such as influenza, have been associated with adverse neonatal outcomes, including low birth weight and preterm birth. Additionally, having a cold or influenza with high fever early in pregnancy may increase the risk of certain birth defects. Infants have been born preterm and/or small for gestational age to mothers with other coronavirus infections during pregnancy.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/hcp/pregnant-women-faq.html>

Coding: Info call/teratogenicity/teratogenicity

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q48: Is maternal illness with COVID-19 during lactation associated with potential risk to a breastfeeding infant?

A: No evidence of virus has been found in the breast milk of women with COVID-19. No information is available on the transmission of the virus that causes COVID-19 through breast milk (i.e., whether infectious virus is present in the breast milk of an infected woman).

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/hcp/pregnant-women-faq.html>

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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COVID-19 and Animals

Q49: What risks do animals or animal products imported from affected geographic areas pose?

A: The Centers for Disease Control and Prevention (CDC) does not have any evidence to suggest that animals or animal products imported from areas with widespread community

transmission pose a risk for spreading COVID-19 in the United States. This is a rapidly evolving situation and information will be updated as it becomes available.

The CDC, the U. S. Department of Agriculture (USDA), and the U.S. Fish and Wildlife Service (FWS) play distinct but complementary roles in regulating the importation of live animals and animal products into the United States.

For information on the importation of animals please go to the following websites:

USDA <https://www.aphis.usda.gov/aphis/ourfocus/animalhealth/animal-and-animal-product-import-information>

USFWS <https://www.fws.gov/le/businesses.html>

CDC <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#animals>

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q50: Should I be concerned about pets or other animals and COVID-19?

A: While this virus seems to have emerged from an animal source, it is now spreading from person-to-person. There is no reason to think that any animals including pets in the United States might be a source of infection with this new coronavirus. To date, CDC has not received any reports of pets or other animals becoming sick with COVID-19. At this time, there is no evidence that companion animals including pets can be infected with or spread COVID-19. However, since animals can spread other diseases to people, it's always a good idea to wash your hands after being around animals.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#animals>

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q51: Should I avoid contact with pets or other animals if I am sick with COVID-19?

A: You should restrict contact with pets and other animals while you are sick with COVID-19, just like you would around other people. Although there have not been reports of pets or other animals becoming sick with COVID-19, it is still recommended that people sick with COVID-19 limit contact with animals until more information is known about the virus. When possible, have another member of your household care for your animals while you are sick. If you are sick with COVID-19, avoid contact with your pet, including petting, snuggling, being kissed or licked, and sharing food. If you must care for your pet or be around animals while you are sick, wash your hands before and after you interact with pets and wear a facemask.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#animals>

Exposure: If case with symptoms (no lab confirmation)

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

Exposure: If confirmed COVID-19 case

Substance: COVID-19 Confirmed

Special call designation: COVID-19

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Q52: What precautions should be taken for animals that have recently been imported (for example, by shelters, rescue groups, or as personal pets) from an affected geographic area?

A: Animals imported from an affected area will need to meet [CDC](#) and [USDA](#) requirements for entering the United States. At this time, there is no evidence that companion animals including pets can be infected with or spread COVID-19. As with any animal introduced to a new environment, animals recently imported from other countries should be observed daily for signs of illness. If an animal becomes ill, the animal should be examined by a veterinarian. Call your local veterinary clinic before bringing the animal into the clinic and let them know that the animal was recently imported from another country.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#animals>

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q53: Should I avoid animals and animal markets while I am travelling?

A: In the United States, there is no reason to think that any animals, including pets or livestock, might be a source of COVID-19 infection at this time. If you are visiting a live animal market anywhere in the world, it is important to clean your hands thoroughly with soap and water before and after visiting the market. Avoid contact with sick animals or spoiled products, as well as contaminated fluids and waste. Additional [recommendations on basic protective measures are provided by the CDC on their website at https://www.cdc.gov/coronavirus/2019-ncov/index.html](https://www.cdc.gov/coronavirus/2019-ncov/index.html).

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Travel

Q54: Is safe to travel to....?

A: The CDC provides information about Coronavirus Disease 2019 (COVID-19) for travelers and travel related industries. For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>.

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q55: I still don't feel safe traveling, can I get a refund?

A: Each company establishes its own refund policies, and any decision regarding refunds are between the traveler and the individual company.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/travelers/faqs.html>

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q56: Travelers from China and Iran arriving in the United States

To slow the spread of COVID-19 into the United States, CDC is working with public health partners to implement new travel procedures. In summary:

1. Foreign nationals who have visited China and Iran in the past 14 days may not enter the United States.
2. American citizens, lawful permanent residents, and their families who have been in China in the past 14 days will be allowed to enter the United States but will be redirected to one of 11 airports to undergo health screening. Depending on their health and travel history, they will have some level of restrictions on their movements for 14 days from the time they left China.

If you are in the second group above and are traveling to the United States:

- Your travel will be redirected to one of 11 U.S. airports where CDC has quarantine stations.
- You will be asked about your health and travel.
- Your health will be screened for fever, cough, or trouble breathing.

Depending on your health and travel history:

- You will have some restrictions on your movement for a period of 14 days from the time you left China.

These actions are being taken to protect your health, the health of other travelers and the health of U.S. communities from the new coronavirus that is spreading from person-to-person in parts of China.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/travelers/from-other-countries.html>

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q57: Is it okay to travel to a Level 3 Country?

A: The CDC recommends that travelers avoid all nonessential travel to Level 3 countries.

Current list of Level 3 Countries: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

[For more information please visit https://wwwnc.cdc.gov/travel/notices](https://wwwnc.cdc.gov/travel/notices)

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q58: I recently returned to Florida from a Level 3 Country, what should I do?

A: Self quarantine for 14 days and monitor yourself for symptoms. If you develop a fever and symptoms of respiratory illness, such as cough or shortness of breath, within 14 days after travel from a country with transmission of COVID-19, manage mild symptoms at home. If you require medical care you should call a healthcare professional and mention your recent travel and symptoms.

If you develop symptoms and had close contact with someone showing these symptoms who has recently traveled from an impacted area, you should manage mild symptoms at home. If you need medical care call a healthcare professional and mention your close contact and their recent travel.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/travelers/after-travel-precautions.html>.

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q59: Is it okay to travel to a Level 2 Country?

A: The CDC recommends that older adults and those who have chronic underlying medical conditions consider postponing travel to these countries. Current list of Level 2 Countries:

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/map-and-travel-notice.html#travel-1>

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q60: Is it okay to travel to a Level 1 Country?

A: The CDC does not recommend canceling or postponing travel to destinations with level 1 travel notices because the risk of COVID-19 is thought to be low. However, travel guidance is rapidly changing. Please check the CDC website for current travel guidance.

The CDC recommends that travelers practice the following usual precautions while traveling:

- Avoid contact with sick people.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Clean your hands often by washing them with soap and water for at least 20 seconds or using an alcohol-based hand sanitizer that contains 60%–95% alcohol. Soap and water should be used if hands are visibly dirty.
 - It is especially important to clean hands after going to the bathroom; before eating; and after coughing, sneezing or blowing your nose.

Current list of Level 1 Countries: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/travelers/map-and-travel-notice.html#travel-1>

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q61: If I have underlying medical conditions, should I reconsider travel?

A: If you have underlying medical conditions or are higher risk for COVID-19 complications the CDC recommends travelers defer all cruise ship travel and non-essential air travel at this time. Cruise ship passengers are at increased risk of person-to-person spread of infectious diseases, including COVID-19. Travelers should take standard precautions to prevent disease spread including hand hygiene and social distancing. For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/travelers/faqs.html>.

Travelers should take standard precautions to prevent disease spread including hand hygiene and social distancing. For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/travelers/faqs.html>.

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q62: I am 60 years or older, should I reconsider travel?

A: If you are 60 years or older, or are at higher risk for COVID-19 complications the CDC recommends travelers defer all cruise ship travel and non-essential air travel at this time. Cruise ship passengers are at increased risk of person-to-person spread of infectious diseases, including COVID-19. Travelers should take standard precautions to prevent disease spread including hand hygiene and social distancing. For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/travelers/faqs.html>.

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q63: Can people who recover from COVID-19 be infected again?

A: The immune response to COVID-19 is not yet understood. Patients with MERS-CoV infection are unlikely to be re-infected shortly after they recover, but it is not yet known whether similar immune protection will be observed for patients with COVID-19.

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q64: If I cannot work due to being isolated as part of an investigation, is there financial assistance available to cover daily living expenses?

A: Your county health department will be able to provide this type of community support as needed on a case-by-case basis.

You can find contact information for your county health department here:

<http://www.floridahealth.gov/all-county-locations.html>.

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q65: What precautions should food workers/handlers take?

A: Food workers/handlers should follow appropriate precautions to prevent the spread of disease in general. Food workers/handlers need not take any additional precautions due to COVID-19.

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q66: How much does testing cost?

A: The cost of the test is determined by your health insurance plan and coverage. Your county health department may be able to provide testing for uninsured persons on a case-by-case basis if testing is necessary.

You may find contact information for your county health department here:

<http://www.floridahealth.gov/all-county-locations.html>.

Coding: Info call/medical information/diagnostic or treatment recommendations (if no exposure)

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q67: Is FDOH providing facemasks to providers or facilities?

Healthcare facilities should make official resource requests through their county emergency management office.

The contact information for your county emergency management office is located here

<https://www.floridadisaster.org/counties/>.

Coding: Info call/ medical information/disease prevention

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q68: Can I contract COVID-19 by swimming in or drinking treated water which may be contaminated with the virus?

A: There is no evidence that COVID-19 can be spread to humans through the use of pools and hot tubs. Proper operation, maintenance, and disinfection (e.g., with chlorine and bromine) of pools and hot tubs should remove or inactivate the virus that causes COVID-19. The COVID-19 virus has not been detected in drinking water. Conventional water treatment methods that use filtration and disinfection, such as those in most municipal drinking water systems, should remove or inactivate the virus that causes COVID-19.

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q69: Can COVID-19 be transmitted through consuming potentially contaminated foods?

A: Currently, there is no evidence to suggest that COVID-19 can be transmitted through eating potentially contaminated foods.

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q70: Cruise Advisory Information

A: CDC recommends travelers, particularly those with underlying health issues, defer all cruise ship travel worldwide. Cruise ship passengers are at increased risk of person-to-person spread of infectious diseases, including COVID-19. If you were on a cruise in the past 14 days self-quarantine for 14 days from date of disembarking and monitor yourself for symptoms. If you develop a fever and symptoms of respiratory illness, such as cough or shortness of breath, within 14 days after returning from cruise, manage mild symptoms at home. If you require medical care you should call a healthcare professional and mention your recent travel and symptoms. For more information please visit <https://wwwnc.cdc.gov/travel/page/covid-19-cruise-ship> and <https://www.cdc.gov/coronavirus/2019-ncov/prepare/index.html>

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q71: What disinfectants can inactivate the virus?

A: Right now, there are no disinfectant products registered by the U.S. Environmental Protection Agency for use on environmental surfaces that are specifically listed as having the ability to kill COVID-19. However, related viruses that have similar physical and biochemical properties can be killed with bleach, ammonia or alcohol, or cleaning agents containing any of these disinfectants. Cleaning agents should be used according to the manufacturer's instructions.

For more information please visit https://www.cdc.gov/coronavirus/2019-ncov/prepare/cleaning-disinfection.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fcommunity%2Fhome%2Fcleaning-disinfection.html

Coding: Info call/ medical information/disease prevention

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q72: How long can COVID-19 last on hard surfaces?

A: It is believed that COVID-19 can last from 2 hours to 9 days on hard surfaces. related viruses that have similar physical and biochemical properties can be inactivated with bleach, ammonia or alcohol, or cleaning agents containing any of these disinfectants. Cleaning agents should be used according to the manufacturer's instructions.

For more information please visit https://www.cdc.gov/coronavirus/2019-ncov/prepare/cleaning-disinfection.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fcommunity%2Fhome%2Fcleaning-disinfection.html.

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q73: Is it okay to travel from Europe to the United States?

To slow the spread of COVID-19 into the United States, CDC is working with public health partners to implement new travel procedures. In summary:

3. Beginning March 13, 2020 at midnight foreign nationals from Europe may not enter the United States.
4. American citizens, lawful permanent residents, and their families who have been in Europe in the past 14 days will be allowed to enter the United States but will be redirected to one of 11 airports to undergo health screening. Depending on their health and travel history, they will have some level of restrictions on their movements for 14 days from the time they left Europe.

If you are in the second group above and are traveling to the United States:

- Your travel will be redirected to one of 11 U.S. airports where CDC has quarantine stations.
- You will be asked about your health and travel.
- Your health will be screened for fever, cough, or trouble breathing.

Depending on your health and travel history:

- You will have some restrictions on your movement for a period of 14 days from the time you left Europe.

These actions are being taken to protect your health, the health of other travelers and the health of U.S. communities from the COVID-19 that is spreading from person-to-person in parts of Europe.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/travelers/after-travel-precautions.html>

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q74: Is okay to visit nursing homes, assisted living facilities or similar facilities?

Per DEM Order No. 20-002:

- Any person infected with COVID-19 who has not had two consecutive negative test results separated by 24 hours is prohibited from visiting a facility; or
- Any person showing or presenting signs or symptoms of a respiratory infection, including cough, fever, shortness of breath or sore throat is prohibited from visiting a facility; or
- Any person who has or may have been in close contact with a person(s) infected with COVID-19 who has not tested negative for COVID-19 is prohibited from visiting a facility until 14 days after their interaction with the person(s) who is infected with COVID-19; or
- Any person who traveled internationally is prohibited from visiting a facility until 14 days after their return to the United States; or
- Any person who traveled on a cruise ship is prohibited from visiting a facility until 14 days after their return to the United States; or
- Any person who has been in a community with confirmed community spread of COVID-19, as identified by the Centers for Disease Control and Prevention or a state public health agency, is prohibited from visiting a facility within 14 days of their presence in the community with community spread; or
- Any person who resides in a community with confirmed community spread of COVID-19, as identified by the Centers for Disease Control and Prevention or a state public health agency, is prohibited from visiting a facility

As a result of the increase of positive COVID-19 in Broward County, On March 13, 2020 Governor DeSantis directed Director Moskowitz to expand his emergency order and prohibit ALL visitation to nursing homes, assisted living facilities, adult family care homes, long-term care facilities, and adult group homes in Broward County for 30 days.

For more information please visit <https://www.flgov.com/wp-content/uploads/2020/03/DEM-ORDER-NO.-20-002-In-re-COVID-19-Public-Health-Emergency-Issued-March-11-2020.pdf>

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q75: I am small business owner, how do I get financial assistance if my business has been impacted by COVID-19?

A: The Emergency Bridge Loan Program for Small Businesses Impacted by COVID-19 has been activated. For more information please visit <https://floridadisasterloan.org/>. Also, please visit the Small Business Administration website here: <https://www.sba.gov/page/coronavirus-covid-19-small-business-guidance-loan-resources>

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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New Questions

Q76: When do I need to go to the emergency department?

A: Watch for emergency warning signs. If you develop emergency warning signs for COVID-19 get medical attention immediately. In adults, emergency warning signs include:

- Difficulty breathing or shortness of breath
- Persistent pain or pressure in the chest
- New onset of confusion, or inability to arouse
- Bluish tint to lips or face

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html>

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q77: “I am a Patient Under investigation and...” or “I am part of an investigation and I am self monitoring and...”

A: If you are experiencing symptoms, contact your primary care provider AND notify the County Health Department that is monitoring your case. ([Click here for CHD Epi contact list](#))

If you are experiencing emergency warning signs (see previous Question for examples), call 911. Make sure to tell 911 that you are under investigation by the Health Department for COVID-19 infection.

If you are part of an ongoing patient investigation and have been requested to self-quarantine just because you may have received a negative test some time during a 14-day isolation period, you still need to stay quarantined for the whole 14-day period.

Time-since-illness-onset and time-since-recovery strategy (non-test-based strategy)

Persons with COVID-19 who have symptoms and were directed to care for themselves at home may discontinue home isolation under the following conditions:

- At least 3 days (72 hours) have passed *since recovery* defined as resolution of fever without the use of fever-reducing medications **and** improvement in respiratory symptoms (e.g., cough, shortness of breath); **and,**
- At least 7 days have passed *since symptoms first appeared*.

Test-based strategy (simplified from initial protocol) Previous recommendations for a test-based strategy remain applicable; however, a test-based strategy is contingent on the availability of ample testing supplies and laboratory capacity as well as convenient access to testing. For jurisdictions that choose to use a test-based strategy, the recommended protocol has been simplified so that *only one swab is needed at every sampling*.

Persons who have COVID-19 who have symptoms and were directed to care for themselves at home may discontinue home isolation under the following conditions:

- Resolution of fever without the use of fever-reducing medications **and**

- Improvement in respiratory symptoms (e.g., cough, shortness of breath) **and**
- Negative results of an FDA Emergency Use Authorized molecular assay for COVID-19 from at least two consecutive nasopharyngeal swab specimens collected ≥ 24 hours apart (total of two negative specimens). See [Interim Guidelines for Collecting, Handling, and Testing Clinical Specimens from Persons Under Investigation \(PUIs\) for 2019 Novel Coronavirus \(2019-nCoV\)](#) for specimen collection guidance.

Individuals with laboratory-confirmed COVID-19 who have not had any symptoms may discontinue home isolation when at least 7 days have passed since the date of their first positive COVID-19 diagnostic test and have had no subsequent illness.

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q78: We have a cluster of people living in a non-household setting (nursing home, Assisted living facility, school, etc.) that have fever or symptoms of a lower respiratory illness. What should we do?

A: Call your local County Health Department Division of Epidemiology (Click here for [CHD Epi contact list](#))

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q79: I am a healthcare worker and I have been exposed to COVID-19. What do I do?

A: Use CDC's Healthcare workers risk assessment at <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-risk-assesment-hcp.html>

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q80: Do mosquitos transmit COVID-19?

A: No. To date there has been no information nor evidence to suggest that COVID-19 can be transmitted by mosquitoes. COVID-19 is a respiratory virus which spreads primarily through droplets generated when an infected person coughs or sneezes, or through droplets of saliva or discharge from the nose.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#spreads>

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q81: Are Tests Available? Where can I get tested?

A: Testing requires an order from a healthcare provider.

Current testing is being prioritized for individuals who **have symptoms of acute lower respiratory illness** (e.g., fever, cough, and shortness of breath) and meet at least one of the following criteria:

1. Persons who have had a close contact with a laboratory-confirmed COVID-19 case
2. Persons hospitalized with acute lower respiratory illness of unknown origin
3. History of travel to or from an affected geographic area with widespread community transmission
4. History of international travel or a cruise
5. ≥65 with chronic health conditions
6. Immunocompromised persons

If you fall into any of these categories, contact your primary healthcare provider. If your healthcare provider determines that you need to be tested for COVID-19, they can either collect a test in their office or provide a written order to obtain testing elsewhere. If an order is provided for testing elsewhere, call ahead to coordinate testing with facility. The locations of COVID-19 testing is decided and coordinated at the local community level, visit your local government or county health department website for more information concerning testing sites. The provider/facility that ordered and/or collected the test will provide the results.

Coding: Info call/medical information/diagnostic or treatment recommendations

Substance: COVID-19 not confirmed

Special call designation: COVID-19

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Q82: Are bars and restaurants closed?

A: Pursuant to Executive Order 20-68, all businesses licensed to sell alcoholic drinks for consumption on premises that get more than half of their revenue from the sale of alcohol [such as bars, pubs, nightclubs, or lounges] are to stop selling alcoholic drinks as 5 pm March 17, 2020 for thirty [30] days.

As of March 17, 2020, restaurants are to immediately limit their occupancy to no more than 50% of their current building capacity. Restaurants are to ensure a minimum of six feet separation between any group of patrons and to limit parties to no more than 10 individuals.

Restaurant employee screening is also being implemented to prohibit employees from entering the restaurant premises who may have been exposed to, are potentially exhibiting symptoms of, or who may not be completely recovered from COVID-19.

The Department of Business and Professional Regulation will enforce these requirements. More information about the closure of restaurants and bars and the Department of Business and Professional Regulation can be found at <http://www.myfloridalicense.com/dbpr/>

Coding: Info call/ medical information/disease prevention

Substance: COVID-19 Not confirmed
Special call designation: COVID-19
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Q83: Are the beaches closed?

A: Public beach closure is at the discretion of local authorities. People accessing public beaches should follow CDC guidance by limiting their gatherings to no more than 10 people and distancing themselves from other parties by at least 6 feet.

Coding: Info call/ medical information/disease prevention

Substance: COVID-19 Not confirmed
Special call designation: COVID-19
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Q84: Are State Parks closed?

A: Out of an abundance of caution, all events, activities, special event reservations, pavilion rentals and camping/cabin reservations at Florida State Parks have been canceled for the next 60 days. Florida State Parks remain open for day use; however, hours of operation have been reduced to 8 a.m. to 5 p.m.

Coding: Info call/ medical information/disease prevention

Substance: COVID-19 Not confirmed
Special call designation: COVID-19
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Q85: I am a healthcare worker with confirmed or suspected COVID-19. When can I return to work?

A: Follow the CDC guidance at <https://www.cdc.gov/coronavirus/2019-ncov/healthcare-facilities/hcp-return-work.html>

Use one of the below strategies to determine when HCP may return to work in healthcare settings

1. *Test-based strategy.* Exclude from work until
 - o Resolution of fever without the use of fever-reducing medications **and**
 - o Improvement in respiratory symptoms (e.g., cough, shortness of breath), **and**
 - o Negative results of an FDA Emergency Use Authorized molecular assay for COVID-19 from at least two consecutive nasopharyngeal swab specimens collected ≥ 24 hours apart (total of two negative specimens)[1]. See [Interim Guidelines for Collecting, Handling, and Testing Clinical Specimens for 2019 Novel Coronavirus \(2019-nCoV\)](#).

2. *Non-test-based strategy.* Exclude from work until

- At least 3 days (72 hours) have passed *since recovery* defined as resolution of fever without the use of fever-reducing medications **and** improvement in respiratory symptoms (e.g., cough, shortness of breath); **and**,
- At least 7 days have passed *since symptoms first appeared*

If HCP were never tested for COVID-19 but have an alternate diagnosis (e.g., tested positive for influenza), criteria for return to work should be based on that diagnosis.

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q86: I have questions about early learning providers, voluntary pre-kindergarten, childcare providers, or child care vouchers. Who should I call?

A: These callers can be directed to the Department of Education, Office of Early Learning call center at [1-866-447-1159](tel:1-866-447-1159).

Coding: Info call/ medical information/disease prevention

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

Q87: I am required to go to my workplace, but I am worried that I will catch the virus at work. What should I do?

A: Practice social distancing, good hand hygiene and routine environmental cleaning. Speak with your supervisor or if available Occupational Health about any concerns. To prevent the spread of illness, including COVID-19, people who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever (100.4° F [38.0° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants). Employees should notify their supervisor and stay home if they are sick.

For more information please visit <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>.

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q88: I need prescription medication and I am concerned that I will not have access to the medication. What should I do?

A: For regular maintenance medicine Executive Order 20-52 allows a pharmacy to provide early refill for up to a 30 supply. For controlled medications the normal procedure is still followed, and the patient should obtain their controlled medication in the typical process. A health care provider who has questions about controlled substance prescriptions needs to contact the Board of Medicine for guidance, <https://flboardofmedicine.gov/>

Coding: Info call/ medical information/disease prevention

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q89: Should I travel to Florida, given the current situation?

A: The Centers for Disease Control and Prevention (CDC) offers guidance regarding travel within the United States. For more information, please visit: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/travel-in-the-us.html>.

Coding: Info call/ medical information/disease prevention

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q90: Is my child(ren)'s daycare closing?

A: A daycare facility remaining open or closing is at the discretion of the daycare at this time.

Coding: Info call/ medical information/disease prevention

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q91: Is it safe for my child(ren) to go to daycare?

A: The CDC has provided Interim Guidance for Childcare Programs. Speak with the daycare concerning specific steps they are taking to plan, prepare and respond to COVID-19. For more information on CDC Interim Guidance for Childcare Programs, please visit: <https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/guidance-for-schools.html>

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q92: Are public (state or local) offices closing?

A: Currently, decisions to close state offices will be made by individual State agencies. Under Executive Order 20-52 (E), all State agencies responsible for the use of State building and facilities may close such buildings and facilities in those portions of the State affected by this emergency, to the extent necessary to meet this emergency. Decisions as to facility closures or reductions in force will be made on a case-by-case basis, in conjunction with the Department of Management Services' Division of Human Resource Management and the Executive Office of the Governor.

Coding: Info call/ medical information/disease prevention

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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Q99: Unscripted question

Coding: Info call/medical information/explanation of disease states

Substance: COVID-19 Not confirmed

Special call designation: COVID-19

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