What You Need to Know: Novel Coronavirus (COVID-19)
March 19, 2020

Denver Health is here to help you stay informed with reliable information and support for you and the Denver community.

For general questions: CO Help Line 1-877-462-2911 or 303-389-1687
If you are ill: Denver Health Nurse Line 303-739-1211

** Due to high call volume on the Nurse Line resulting from the COVID-19 outbreak, please use your patient portal on MyChart (iOS) (Android) for general health care questions or to contact your health care provider.

As a reminder, please only visit the emergency room in life-threatening situations.

What Are the Symptoms?
Most patients with COVID-19 have mild symptoms similar to the common cold or flu. Symptoms may appear 2-14 days after exposure and include:
- Fever, Cough, or Shortness of Breath

If You Are Sick
- Call ahead before going to see a doctor or visiting an emergency room, or clinic.
- Tell them your symptoms and that you believe you were exposed to someone with COVID-19.
- Be calm. Most people who get COVID-19 experience minor symptoms and do not need medical care.
- Most individuals recover by resting, drinking plenty of liquids and taking pain and fever-reducing medications.

Automatic Screening at Hospital and Clinic Sites
- For your safety and the safety of our staff and visitors we have implemented controlled access and symptom screening at all of our hospital care facilities.
- Call ahead before going to see a doctor or visiting an emergency room.
- We ask that you allow an extra 15 minutes before your appointment to get through the screening process.

If I do require hospitalization, can I have visitors?
- Unfortunately, no.
- Out of an abundance of caution for both our patients, visitors, and staff, no visitors are allowed in the hospital at this time.
- Exceptions will be made on a case by case basis for special circumstances or in specific hospital units.

CDC Recommendations for Face Masks:
- If you are not sick, do not wear a face mask.
- Face masks should only be used by people who show symptoms of COVID-19, to help prevent the spread of the disease.

Actions You Can Take to Prevent COVID-19
- Wash your hands frequently with soap and water for at least 20 seconds. If soap and water are not available, use hand sanitizer with at least 60% alcohol.
- Avoid touching your eyes, nose, and mouth.
- Cover coughs and sneezes with a tissue, then throw the tissue in the trash. Use your inner elbow if tissues aren't available.
- Stay home if you're sick and keep your children home if they are sick.
- Clean surfaces in your home, and personal items such as cell phones, using regular household products.

If you feel sick, call the Denver Health Nurse Line 303-739-1211.

Disinfection

- It may be possible to get COVID-19 by touching a surface or object that has the virus on it and then touching your mouth, nose, or possibly your eyes.
- Clean all "high-touch" surfaces such as doorknobs, every day with household disinfectant that has an "EPA Approved" label.

Social Distancing: 6 Feet from Someone with Symptoms

- To become sick, you have to be exposed to the virus. CDC defines exposure as being within 6 feet (2 meters) of someone who has COVID-19 for a prolonged period of time.
- Exposure can occur through respiratory droplets - when an infected person coughs or sneezes, similar to how flu and other respiratory illnesses spread.

Should I Cancel My Scheduled Appointment?

- If you have symptoms like a cough, fever or shortness of breath, please call ahead before coming to Denver Health.
- Patients with symptoms may be asked to move 6 feet away from others or move out of public spaces.

High Risk Populations

Higher risk populations should stay away from large groups of people and avoid close contact with others. People considered to be at higher risk include:

- People over 70 years old.
- People with compromised immune systems or underlying health problems including respiratory conditions, heart disease, lung disease and diabetes.
- People who had direct close contact with someone who has COVID-19.

Remember

- It is normal to be scared or anxious when you hear about a disease outbreak, even when you are at low risk of getting sick. Be careful not to be angry towards people who have become sick. Ask yourself:
    - "Would I think or do the same thing if this was a different illness, like flu?"
    - "Does what I'm doing make people safer or does it create more fear?"
- The risk of COVID-19 is not at all connected with race, ethnicity, or nationality. Blaming others will not help to fight the illness. Seeking and sharing accurate information will.

Stay Informed

- For answers in many languages including English, Spanish (Español),

    or Mandarin (普通话), call CO Help Line at 303-389-1687 or 1-877-462-2911.
- Denver Public Health: denverpublichealth.org/Coronavirus
- Colorado Public Health: covid19.colorado.gov
- Centers for Disease Control: cdc.gov/coronavirus/index.html or CDC COVID-19 FAQ
- Denver Department of Public Health and Environment: denvergov.org/content/denvergov/en/environmental-health/news/coronavirus-info.html

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