CORONAVIRUS

Patient Information: What You Need to Know about COVID-19

Updated: June 3, 2020

What are the symptoms of COVID-19?

Most patients with COVID-19 have mild symptoms similar to the common cold or flu. Symptoms may appear 2-14 days after exposure and can include:

- Fever
- Cough
- Shortness of breath

Visit the [Centers for Disease Control (CDC) website](#) for additional symptoms

Am I at high risk of having severe COVID-19 infection?

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.

What should I do if I am sick?

If you are sick, it is even more important to wear a mask when in public areas. Be sure to stay 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.

If you do need medical attention, call ahead before going to see a doctor or visiting an emergency room or clinic. Tell staff what symptoms you're experiencing, and let them know if you believe you were exposed to someone with COVID-19.

Is Denver Health testing patients for COVID-19?

Yes. If you think you have COVID-19, contact your doctor to schedule an appointment. An order from your provider is required to get tested.

How do I get an order from my doctor for testing?

Start by talking with your provider. If your symptoms warrant testing, your doctor will provide you with an order. You can schedule a telehealth consult through the Denver Health patient portal, [MyChart](#), or by calling the appointment center at 303-436-4949.

Where is Denver Health offering COVID-19 testing?

All admitted patients are tested. Outpatient testing, which requires an order from your provider and a testing appointment, is taking place at the following locations:

- Webb Center for Primary Care
- Montbello Family Health Center
- Peña Family Health Center

How much does it cost for COVID-19 testing? Will it be covered by insurance since my doctor recommended it?

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

If you are insured, your COVID-19 test will be covered. If you are uninsured, you may have to pay a one-time testing fee.

Are Denver Health clinics open for regular well visits?
Yes. Primary Care Clinics are open for all visits. Visits that can be conducted by phone (telehealth) are encouraged and those that require in-person evaluations are available at all locations. Specialty clinics are open for select in person evaluations.

We have implemented many precautions to keep our patients safe including maintaining social distancing, ensuring mask use, and decreasing the amount of traffic and crowding in our buildings. If you do require an in-person visit, patients will be asked to follow social distancing guidelines while on campus and to wear an appropriate face covering or a mask. If you do not have a face covering, you will be provided one for use.

What can I expect when entering a Denver Health facility?
For the safety of our patients, visitors and staff, we have implemented controlled access and symptom screening at all of our hospital and outpatient care facilities. Please allow an extra 15 minutes before your appointment to get through the screening process.

Am I required to wear a mask at your locations?
Yes. As part of the public health order issued by the Mayor of Denver, all Denver residents are required to wear a face covering when in public settings, during medical visits or while engaged in business activities. If you cannot provide your own mask or face covering, you will be given one upon entry to any location on our main campus or within our family health centers.

Are elective surgeries or procedures being performed at Denver Health?
Denver Health is beginning to reschedule time-sensitive procedures. Denver Health providers will work directly with you to schedule or reschedule any elective surgeries for the future.

What can I do to prevent COVID-19?
There are several steps you can take to minimize your exposure to 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 that contains at least 60% alcohol.
- Avoid touching your eyes, nose and mouth. 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 eyes.
- 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 all "high-touch" surfaces in your home every day with household disinfectant that has an "EPA Approved" label. This includes doorknobs, tables, countertops, and personal items such as cell phones.

Is social distancing necessary?
Yes. To become sick, you have to be exposed to the virus. Exposure can happen when an infected person coughs or sneezes, similar to how the flu and other respiratory illnesses spread. By staying more than six feet (two meters) apart and by wearing a mask when in public, you are decreasing the chance that you will be exposed to virus particles.

What resources can I turn to for information?
- For answers in many languages including English, Spanish (Español),
  or Mandarin (普通话), call the Colorado Help Line: at 303-389-1687 or 1-877-462-2911
- Denver Public Health: denverpublichealth.org/Coronavirus
- Colorado Public Health: covid19.colorado.gov

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

- 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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