

APRIL 21, 2020

COVID-19 Community Testing Handbook

Drive-Thru Protocols Four Lane Set-up



 **Riverside
University
HEALTH SYSTEM**

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Section I: Current Testing Sites

❖ Current Testing Sites and Hours of Operations

Location	Address	Days of Operations	Times of Operation
Indio Fairgrounds	46350 Arabia Street, Indio, CA 92201	Tuesday- Saturday	6:30 am to 1:00 pm
Storm Stadium- Lake Elsinore	500 Diamond Drive, Lake Elsinore, CA 92530	Sunday- Thursday	9:30 am to 3:00 pm
Perris Fairgrounds	18700 Perris Lake Drive, Perris, CA 92571	Tuesday- Saturday	9:30 am to 3:00 pm
Harvest Church- Riverside	6115 Arlington Ave., Riverside, CA 92504	Tuesday- Saturday	9:30 am to 3:00 pm
Blythe Fairgrounds (Temporary)	591 Olive Lake Blvd., Blythe, CA 92225	Wednesday- Saturday	8:00 am to 3:00 pm

Section II: Supplies and Staffing

❖ On-Site Staffing

Staffing Mix for Two (2) Lines

# Staff	Position	Job Description
1	Front entry and appointment verification	Can be non-clinical; this staff member verifies that the patient has appointment.
2	Car directors and connection to registration	Need one for each line, will direct line traffic and manage line flow.
4	Medical Assistant (MA)	Scribers can be non-clinical to complete registration when patient drives up.
4	Floater	Run the completed paperwork to the testing tent, can be non-clinical.
4	Nursing Teams	Collecting specimen (Registered Nurse (RN) paired with a Licensed Vocational Nurse (LVN) OR a Doctor paired with an LVN. Registered Nursing students with an instructor is okay.
2	Licensed Vocational Nurse (LVN) or Medical Assistant (MA)	For processing specimens in tent. Make sure paperwork is in bags, etc.
1	Clinical Lead	Lead the clinical staff in both lines
1	Logistics Manager/ Specialist	Logistics
1	Exit Guard	To direct patients out of event.
4	Security	For safety

❖ Off-Site Support

Off-site support for each drive through site for 600 patients

# Staff	Position	Job Description
3	Registration Clerks	Can be non-clinical; this staff member completes the patient's registration at the clinic. Enters new patient into Epic. Patient is prepared to get testing completed by Medical Assistant.
3	Medical Assistant	Must drop the order for the collection of a specimen and collect the specimen from the patient.

❖ Supplies

- **Personal Protective Equipment (PPE)**

- Gowns
- N95 Masks
- Gloves
- Face Shields

- **Other Necessary Supplies**

- Specimen bags
- Hand Sanitizer
- Collection Tubes
- Clip Boards
- Pens
- Portable bathrooms
- Handwashing stations
- Ice
- Ice chests for specimen storage
- Breakfast and/ or lunch for the staff
- Water for staff
- Tents/Pop-ups/Forts (2 per lane)
- Trash cans
- Lab requisitions
- Persons Under Investigation (PUI)/ Asymptomatic forms

Section III: Scheduling & On-Site Procedures

❖ Scheduling Procedures

- How testing appointment line is set up and procedures.
 - ◆ The 1-800-945-6171 (COVID Line) was opened to patients on 3/18/20.
 - The caller calls 1-800-945-6171
 - The caller must choose one of two options (1=English or 2=Spanish)
 - Once language is selected, the caller has another option to select (1=schedule/ reschedule/ cancel appointment; 2=Information regarding results)
 - There is a dedicated staff for scheduling, rescheduling, and canceling of appointments. The staff is a mix of Office Assistants, Executive Assistants, IEHP staff and personnel, and central scheduling personnel. Staff in the Covid19 call center primarily answer the Appointment line. If the agent is bilingual, he/she will log into both the English and Spanish lines.
 - This department is operational from 7:30 am to 10:00 pm daily.
 - If a caller has red flag symptoms the staff will contact a Triage RN to triage the patient and advise as needed. The staff can also contact the Triage Nurse if they have any other issues that may need their assistance. (*Appendix 1: RN Triage for COVID-19 Related Calls*)
 - The Results line is manned and operated by nursing team from both Community Health Centers and the Hospital Clinics.
 - The results line is operational from 8:00 am to 4:00 pm, daily.
 - ◆ The information from patients gathered for registration.
 - The call line gathers basic patient demographics.
 - For example:
 - First and Last Name
 - Date of Birth
 - Address and Phone Number
 - Social Security Number (If available)
 - Insurance Information (If available)
 - Employer Information (If available)
 - Emergency Contact
 - The team does their best to gather as much information as possible without upsetting the patient. No patient is turned away due to lack of data.

- Number of Patients scheduled per time slot and total per day:

Location	Total Patients Scheduled Per Day	Patients Scheduled per Hour
Indio Fairgrounds	600 patients per day	45 patients scheduled per 30 minutes (10 for last hour due to the heat)
Storm Stadium-Lake Elsinore	600 patients per day	50 patients scheduled per 30 minutes
Perris Fairgrounds	600 patients per day	50 patients scheduled per 30 minutes
Harvest Church-Riverside	400 patients per day	33 patients scheduled per 30 minutes
Blythe Fairgrounds (Temporary)	200 patients per day	15 patients scheduled per 30 minutes

❖ Testing Site Procedures

- How testing site is set up and procedures for staff.

Step:	Process:
Prior to arriving at site	CHC Team to arrive with all patients in EHR, print labels and orders and send them to the site
Morning Huddle	Role assignments, ie: assign leaders, testers, scribes, floats. Staff is separated by discipline and the leader of the test site divides the team out to one of the four lanes.
PPE Assigned	Each employee signs in on a log for all personal protective equipment (PPE) signed out to them for the day. As the PPE is signed out, staff is given a brown paper bag with their name on it to be placed in during their breaks. Each employee in the line is given: 1 gown 1 mask that is fitted for them 1 pair of goggles 1 face shield All employees testing will be given a clean gown after their lunch break as they will not reuse their gown.
Canopies	One canopy is clean for staff to put on their clean PPE's for the swab line and one canopy that is considered not clean to take off their PPE's.
Drive up	Patient arrives at drive up location
Verification	Non-clinical staff verifies that patient has appointment
Car Directions	Car director, directs the patient to the appropriate drive up line
Registration	The Medical Assistant completes COVID-19 Community Testing Form (<i>Appendix 2</i>) and LabCorp requisition.
Prep for testing	Provider/nurse presents to patients' vehicle, verifies patient demographics and date of birth.

Specimen Collection	Provider or nurse completes Patient specimen is collected via the Nasopharyngeal passageway
Processing of specimen	Provider or nurse hands off swab and swab is put into a viral transport media to be sent to a laboratory for testing
Mid-Day Huddle	Discussion on: what worked, what did not work, etc.
End of day	Counts on testing supplies, PPEs, and specimens At the end of the shift all face shields and goggles are rechecked in and cleansed with bleach wipes to be reused
Contact Lab Corp	Contact LabCorp for pick up at site
Pick up by Lab Corp	Lab Corp to pick up specimens

- How testing site is set up and procedures for patients.

Step:	Process:
Call in	800-945-6171, patient calls number to be scheduled
Scheduling	When patient calls in appointment is booked for the drive up
Drive up	Patient arrives at drive up location
Verification	Staff verifies that patient has appointment
Car Directions	Patient is directed to the appropriate drive up line
Registration	The Medical Assistant completes COVID-19 Community Testing Form (<i>Appendix 2</i>) and LabCorp requisition for the patient
Prep for testing	Provider/nurse presents to patients' vehicle, verifies patient demographics and date of birth
Specimen Collection	Provider or nurse completes test
Processing of specimen	Provider or nurse hands off completed test to Licensed Vocational Nurse for processing
After Visit Summary	Separate After Visit Summary (AVS) for community and Health Care Worker with follow up instructions given to patients
Results	Patient gets a call with test results

Section IV: Resulting

❖ Resulting Procedures

- Resulting procedures for staff and patients:

Step:	Process:
Negative Notification	Patients are notified of negative results via the inphonite phone system.
Positive Notification	Patients are notified of positive results via phone by a licensed staff member (Physician, Registered Nurse, Licensed Vocational Nurse)
Notification to Public Health	Positive results are required to be reported to the local Public health jurisdiction
Case Investigation	The local public health jurisdiction determines whether a case investigation is warranted
Instructions Given	Instructions given for off work note, return to work, or repeat testing

RN Triage for COVID-19 Related Calls

March 27, 2020

Caller calls Scheduling Center or COVID-19 (800#)

Call may enter from different access point:

- CHC patients
- Other Community Partners
- Behavior Health
- Community members – anyone in our communities

If caller is having a medical emergency, direct them to call 911 or keep them on the line and have a co-worker dial 911 for the patient.

If not emergent, ask the following COVID-19 Screening Questions



Do you have any of the following?

- Fever
- Cough
- Sore Throat
- Runny Nose or Congestion
- Difficulty breathing

In the past 14 days have you

- * Had close contact with a person diagnosed with coronavirus (COVID-19)?
- * Traveled to an affected geographic area?

If **No** → Offer appointment with provider either phone, video, or face-to-face.

If **yes** to any of the above questions



offer and schedule an appointment for COVID-19 testing event sites such as Indian Wells or Lake Elsinore



If the caller screens positive (**yes to any of the above questions**)

and

reports shortness of breath (difficulty breathing), or a fever greater than 101 F., or any other medical conditions such as asthma, lung disease, Diabetes, Heart disease, HIV +, compromised immune disorder, or is over the age of 65



Contact the triage nurse for continued evaluation (warm transfer).

During the hours of 8:00 AM – 10:00 PM Mon-Sun contact the triage nurse (see attached rotation)

If the call is between the hours of 10:00 pm to 8:00 am contact the nurse On-Call (see attached After hours-On Call Schedule)

COVID-19 Community Testing Form

First Name: _____

Last Name: _____

Date of Birth (MM/DD/YYYY): _____

Phone Number: _____

Insurance: _____

Address: _____

Sex:

- Male
- Female
- Unknown
- Other: _____

Is patient a health care worker? Yes / No

If yes, where does patient work? _____

Did patient visit a healthcare facility? Yes / No

If yes, which facility? _____

Did patient have any symptoms (cough, fever, shortness of breath) present in last two weeks? Yes / No

If yes, what was the onset date? (MM/DD/YYYY): _____

Did patient travel to any affected countries or areas in the last two weeks? Yes/No

If yes, where: _____

Have you been exposed to a positively diagnosed COVID individual? Yes / No

Other Information:

Reporting Jurisdiction: **Riverside County**

Reporting Location:

Local ID (filled out by health department):

COVID-19 Testing Results Information

The results of your COVID-19 testing are expected to be available in **7-10 days**.

While you are waiting for your results, you are being instructed to follow social distancing and home isolation/quarantine protocols that are outlined in this document.

If you have symptoms, you are being instructed to **follow social distancing and home isolation/quarantine protocols for a minimum of 14 days before seeking clearance from your Primary Care Provider (PCP) for return to work**. Guidance on social distancing and home isolation/self quarantine are outlined in this document.

You will be contacted by a member of the Riverside University Health System (RUHS) team during the 7-10 day timeframe to be informed if your results is **Negative** or **Positive**.

If your result is **Positive**, you will be arranged to be placed in contact with the Public Health team for additional information on what to do, home isolation protocols, contact tracing, and other precautions to be taken.

Review your After Visit Summary for which lab will be processing your test.

- **LabCorp** can be reached at **1-800-859-6046** for any questions or to find your test results after the 10 day timeframe.
- For **Quest Diagnostics**, go to <https://myquest.questdiagnostics.com/web/home> to create an account. Results can be found in the "For Patients" section.
- For **Department of Public Health Laboratory (DoPH)**, contact your RUHS PCP clinic number or the clinic number listed on the front page of this After Visit Summary.

For questions or more information, please contact the Riverside University Health System COVID-19 Hotline at **1-800-945-6171**.

Public Health Recommendation to Cover Your Face

- Riverside County health officials are recommending residents cover their nose and mouth when leaving home for essential travel to doctor appointments, grocery shopping or pharmacy visits.
- The face coverings do not have to be hospital grade but need to cover the nose and mouth. For example, bandanas, fabric masks and neck gaiters are acceptable. Fabric covers and bandanas can be washed and used again.

Understanding Coronavirus Disease 2019 (COVID-19)

Coronavirus disease 2019 (COVID-19) is a respiratory illness. It is caused by a new (novel) coronavirus called SARS-CoV-2. There are many types of coronavirus. Coronaviruses are a very common cause of bronchitis. They may sometimes cause lung infection (pneumonia). Symptoms can range from mild to severe respiratory illness. These viruses are also found in some animals. COVID-19 was first found in people in Wuhan, China, in late 2019. In 2020, COVID-19 has been declared a pandemic and in the U.S., COVID-19 is a rapidly-emerging infectious disease. This means that scientists are actively researching it. There are information updates regularly.

Public health officials are working to find the source. How the virus spreads is not yet fully understood, but it seems to spread and infect people fairly easily. Some people who have been infected in an area may be unsure how or where they became infected. The virus may be spread through droplets of fluid that a person

coughs or sneezes into the air. It may be spread if you touch a surface with virus on it, such as a handle or object, and then touch your eyes, nose, or mouth.

For the latest information, visit the CDC website at www.cdc.gov/coronavirus/2019-ncov
For Riverside County Covid19 information visit <https://www.rivcoph.org/coronavirus>

What are the symptoms of COVID-19?

Some people have no symptoms or mild symptoms. Symptoms may appear 2 to 14 days after contact with the virus. Symptoms can include:

- Fever
- Coughing
- Trouble breathing

What are possible complications from COVID-19?

In many cases, this virus can cause infection (pneumonia) in both lungs. In some cases, this can cause death.

How is COVID-19 diagnosed?

Your healthcare provider will ask about your symptoms. He or she will also ask about your recent travel and contact with sick people. If your healthcare provider thinks you may have COVID-19, he or she will work closely with your local health department and the CDC on testing. Follow all instructions from your healthcare provider. COVID-19 is diagnosed by:

- Nasal and throat swab. A cotton-tipped swab is wiped inside your nose or throat. This is done to check for viruses in your nasal mucus.
- Sputum culture. A small sample of mucus coughed from your lungs (sputum) is collected if you have a cough. It is checked for the virus.

How is COVID-19 treated?

There is currently no medicine to treat the virus. Treatment is done to help your body while it fights the virus. This is known as supportive care. Supportive care may include:

- Pain medicine. These include acetaminophen and ibuprofen. They are used to help ease pain and reduce fever.
- Bed rest. This helps your body fight the illness.

For severe illness, you may need to stay in the hospital. Care during severe illness may include:

- IV (intravenous) fluids. These are given through a vein to help keep your body hydrated.
- Oxygen. Supplemental oxygen or ventilation with a breathing machine (ventilator) may be given. This is done so you get enough oxygen in your body.

Are you at risk for COVID-19?

You are at risk for infection if you've been to a place where people have been sick with this virus or if there are people with COVID-19 in your area. You are at risk if you:

- Recently traveled to an area with a COVID-19 outbreak
- Had contact with a sick person who recently traveled to an area with a COVID-19 outbreak
- Had contact with a person who was diagnosed with or who may have COVID-19

How can COVID-19 be prevented?

There is no vaccine yet. The best prevention is to not have contact with the virus. The CDC advises that people should not travel to areas where there are COVID-19 outbreaks right now for any reason that is not urgent. For the most current CDC travel advisories, visit the CDC website at www.cdc.gov/coronavirus/2019-ncov/travelers.

The CDC advises that you shouldn't wear a face mask if you are not sick.

To protect yourself from COVID-19:

- Wash your hands often with soap and clean, running water for at least 20 seconds.

- If you don't have access to soap and water, use an alcohol-based hand sanitizer often. Make sure it has at least 60% alcohol.
- Don't touch your eyes, nose, or mouth unless you have clean hands.
- Don't have contact with people who are sick.
- Follow local instructions about being in public. For example, you may be told to not use public transport for a period of time.
- Experts don't know if animals spread 2019-CoV-2. But it's always a good idea to wash your hands after touching any animals. Don't touch animals that may be sick.
- Don't share eating or drinking tools with sick people.
- Don't kiss someone who is sick.
- Clean surfaces often with disinfectant.

If you were in an area with COVID-19 in the last 14 days:

- Call your healthcare provider. He or she can talk with local health staff to see what action may be needed.
- Follow all instructions from your provider.
- Take your temperature every morning and evening for at least 14 days. This is to check for fever. Keep a record of the readings.
- Keep watch for symptoms of the virus. Tell your provider right away if you have symptoms.
- Stay home if you are sick for any reason.

If you were in an area with COVID-19 and have a fever or other symptoms:

- Stay home.
- Don't panic. Keep in mind that other illnesses can cause similar symptoms.
- Stay away from work, school, and public places. Limit physical contact with family members. Don't kiss anyone or share eating or drinking utensils. Clean surfaces you touch with disinfectant. This is to help prevent the virus from spreading.
- Cough or sneeze into a tissue, then throw away the tissue in the trash. Or cough or sneeze into the bend of your elbow.
- Wear a face mask.
- Call your healthcare provider. Explain that you have been exposed to COVID-19 and have symptoms. Do this before going to any hospital. Wait for instructions.
- Keep in mind that healthcare staff may wear protective equipment such as masks, gowns, gloves, and eye protection. You may be put in a separate room. This is to prevent the possible virus from spreading.
- Tell the healthcare staff about recent travel. This includes local travel on public transport. Staff may need to find other people you have been in contact with.
- Follow all instructions the healthcare staff give you.

If you have been diagnosed with COVID-19

- Stay home. Don't leave your home unless you need to get medical care.
- Follow all instructions from your healthcare provider.
- Call your healthcare provider's office before going. They can prepare and give you instructions. This will help prevent the virus from spreading.
- Don't go to work, school, or public areas.
- Don't use public transport or taxis.
- Stay away from other people in your home.
- Wear a face mask. This is to protect other people from your germs.
- Don't share household items or food.
- Cover your face with a tissue when you cough or sneeze. Throw the tissue away. Then wash your hands.
- Wash your hands often.

Caregivers should:

- Follow all instructions from healthcare staff.
- Wear protective clothing as advised.
- Make sure the sick person wears a mask.
- Wash hands often.
- Keep track of the sick person's symptoms.
- Clean surfaces, fabrics, and laundry thoroughly.
- Keep other people away from the sick person.

When to call your healthcare provider

Call your healthcare provider:

- If you've recently traveled and have symptoms
- If you have been diagnosed with COVID-19 and your symptoms are worse

HOME ISOLATION INSTRUCTIONS FOR NOVEL CORONAVIRUS (COVID-19)

The following instructions are for people who have or might have Novel Coronavirus 2019 (COVID-19) and their families or caregivers.

INFORMATION FOR COVID-19 PATIENTS WHO ARE NOT HOSPITALIZED:

1. Stay home. Do not leave your home, except to get medical care, until your healthcare provider says it is OK. Do not go to work, school or public areas and do not use public transportation (buses, ride-sharing) or taxis.
2. Separate yourself from other people and animals in your home. As much as possible, stay in a different room from other people in your home. If possible, use a separate bathroom. If you must be in the same room as other people, wear a facemask to prevent spreading germs to others.
3. Before you visit your doctor, let them know. Call ahead before visiting your doctor so they can prepare for your visit and know that you may have COVID-19.
4. Cover coughs and sneezes. To prevent spreading germs to others, when coughing or sneezing cover your mouth and nose with a tissue or your sleeve. Throw used tissues in a lined trash can and immediately wash hands with soap and water.
5. Keep hands clean. Wash hands often and thoroughly, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food. Use soap and water for at least 20 seconds. Use hand sanitizer with at least 60% alcohol if soap and water are not available. Avoid touching eyes, nose, and mouth.
6. Avoid sharing household items. Do not share dishes, drinking glasses, cups, eating utensils, towels, bedding or other items with other people or pets in the home. These items should be washed thoroughly after use with soap and warm water.
7. Monitor illness. If your illness gets worse, seek medical care. If possible, call your healthcare provider and tell them that you have or might have COVID-19. This will help your provider to take steps to keep other people from getting infected. Put on a facemask before you enter the facility. If you have life-threatening symptoms (for example, trouble breathing, pain in chest), call 9-1-1. If possible, put on a facemask before emergency medical services arrive.

These recommendations should be followed until your tests show that you do not have COVID-19, or you are told by DPH or your health care provider that you are no longer infectious.

INFORMATION FOR CAREGIVERS, INTIMATE PARTNERS, AND HOUSEHOLD MEMBERS:

People who live with or provide home care for the COVID-19 patient at home should:

1. Be informed. Make sure that you understand and can help the patient follow their healthcare provider's instructions for medication(s) and care.
2. Limit visitors to only people caring for the patient. □ As much as possible, anyone who is not caring for the patient should stay in another home or stay in other rooms. They should also use a separate bathroom if possible. □ Keep elderly people and those who have weak immune systems or chronic health conditions away from the patient. This includes people with diabetes, chronic heart or lung or kidney conditions.
3. Make sure that shared spaces in the home have good air flow. Open windows or use an air conditioner if possible.
4. Keep hands dean. Wash hands often and thoroughly, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food. Use soap and water for at least 20 seconds.
5. Wear disposable personal protective equipment (PPE) (e.g., facemask and gloves when you touch or have contact with the patient's blood, body fluids and/or secretions such as sweat, saliva, sputum, nasal mucus, vomit, urine, or diarrhea). Throw all PPE away after use and do not reuse. When removing PPE, first remove and dispose of gloves. Then, immediately clean your hands with soap and water. Next, remove and dispose of facemask and immediately clean your hands again with soap and water.
6. Avoid sharing household items. Do not share dishes, drinking glasses, cups, eating utensils, towels, bedding or other items the patient. Follow the cleaning instructions below.
7. Clean all "high-touch" surfaces (e.g., counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets and bedside tables) every day using household disinfectants. Also, clean any surfaces that may have blood, body fluids and/or secretions or excretions. Keep in mind some household disinfectants/cleaners can damage electronics (e.g., cell phones, tablets, keyboards). Follow manufacturer recommendations for disinfecting and cleaning of electronics.

CLEANING INSTRUCTIONS:

- Follow the recommendations provided on cleaning product labels including precautions you should take when applying the product, such as wearing gloves or aprons and making sure you have good ventilation during use of the product.
 - Use a diluted bleach solution or a household disinfectant with a label that says "EPAapproved." To find out if the product works against viruses, read the product label, call the 1-800 number on the label or visit www.epa.gov. To make a bleach solution at home, add 1 tablespoon of bleach to 1 quart (4 cups) of water. For a larger supply, add 114 cup of bleach to 1 gallon (16 cups) of water.
 - Wash laundry thoroughly.
 - Immediately remove and wash clothes or bedding that have blood, body fluids and/or secretions or excretions on them.
 - Wear disposable gloves while handling soiled items. Wash your hands immediately after removing your gloves.
 - Read and follow directions on labels of laundry or clothing items and detergent. In general, wash and dry with the warmest temperatures recommended on the clothing label.
 - Place all used disposable gloves, gowns, facemasks and other contaminated items in a lined container before disposing them with other household waste. Wash your hands immediately after handling these items.
8. Monitor the patient's illness. If they are getting sicker, call their medical provider and tell the medical staff that the person has, or is being evaluated for, novel coronavirus infection. This will help the healthcare provider's office take steps to keep other people from getting infected. Should emergency medical service (EMS) transport be required, inform EMS (call 9-1-1) dispatch of novel coronavirus status to allow use of appropriate PPE.

9. Monitor caregiver symptoms. It is important to note that caregivers and household members who do not follow these instructions when in close contact with the patient may be considered to be "close contacts" and should monitor their health. Below is information for close contacts.

INFORMATION FOR CLOSE CONTACTS OF COVID-19 PATIENTS

If you have had close contact with someone who is confirmed to have, or being evaluated for COVID-19, you should:

1. **Monitor your health.** Start from the day you first had close contact with the patient and continue for 14 days after you last had close contact with the person. Watch for these signs and symptoms:
 - a. *Fever. Take your temperature twice a day. Coughing.
 - b. *Shortness of breath or trouble breathing.
 - c. *Other early symptoms to watch for are chills, body aches, sore throat, headache, diarrhea, nausea/vomiting, and runny nose.
 - d. If you develop fever or any of these symptoms, call your healthcare provider right away and let them know about being a close contact to a patient with confirmed or suspected COVID-19 so they can prepare for your visit. Ask your healthcare provider to call the local or state health department.
2. **End observation.** If after 14 days you do not have any symptoms, you can continue with your daily activities, such as going to work, school or other public areas.

For more information about COVID-19, please visit www.rivcoph.org/coronavirus.

COVID-19 Información de Resultados de Pruebas

Se espera que los resultados de su prueba de COVID-19 estén disponibles en **7-10 días**.

Mientras espera sus resultados, se le indica que siga los protocolos de distanciamiento social y aislamiento / cuarentena en su hogar que se describen en este documento.

Si tiene síntomas, se le indica que siga **los protocolos de distanciamiento social y aislamiento / cuarentena en el hogar durante un mínimo de 14 días antes de solicitar la autorización de su Proveedor de atención primaria (PCP) para regresar al trabajo**. En este documento se describe la orientación sobre el distanciamiento social y el aislamiento del hogar / auto cuarentena.

Un miembro del equipo del Sistema de Salud de la Universidad de Riverside (RUHS) se comunicará con usted durante el período de 7 a 10 días para informarle si sus resultados son **negativos** o **positivos**.

Si su resultado es **Positivo**, se lo coordinará para que se ponga en contacto con el equipo de Salud Pública para obtener información adicional sobre qué hacer, protocolos de aislamiento en el hogar, localización de contactos y otras precauciones a tomar.

Revise el resumen después de su visita para qué laboratorio procesará su prueba.

- Puede comunicarse con **LabCorp** al **1-800-859-6046** para cualquier pregunta o para encontrar los resultados de su prueba después del plazo de 10 días.
- Para **Quest Diagnostics**, vaya a <https://myquest.questdiagnostics.com/web/home> para crear una cuenta. Los resultados se pueden encontrar en la sección "Para pacientes".
- Para el **Laboratorio del Departamento de Salud Pública (DoPH)**, por sus siglas en inglés), comuníquese con el número de clínica de RUHS PCP o con el número de clínica que figura en la portada de este Resumen de visitas posteriores.

Para preguntas o más información, comuníquese con la línea directa COVID-19 del Sistema de Salud de la Universidad de Riverside al **1-800-945-6171**.

Recomendación de salud pública para cubrirse la cara

- Los funcionarios de salud del condado de Riverside recomiendan que los residentes se cubran la nariz y la boca cuando salgan de sus hogares para viajar a citas médicas, compras de comestibles o visitas a farmacias.
- Los revestimientos faciales no tienen que ser de grado hospitalario, sino que deben cubrirse la nariz y la boca. Por ejemplo, se aceptan pañuelos, máscaras de tela y polainas para el cuello. Las fundas de tela y los pañuelos se pueden lavar y volver a usar.

Comprensión de la enfermedad por coronavirus 2019 (COVID-19)

La enfermedad por coronavirus 2019 (COVID-19) es una enfermedad respiratoria. Es causada por un nuevo coronavirus (novedoso) llamado SARS-CoV-2. Hay muchos tipos de coronavirus. Los coronavirus son una causa muy común de bronquitis. A veces pueden causar infección pulmonar (neumonía).

Los síntomas pueden variar de leves a graves enfermedades respiratorias. Estos virus también se encuentran en algunos animales. COVID-19 se encontró por primera vez en personas en Wuhan, China, a fines de 2019. En 2020, COVID-19 ha sido declarado una pandemia y en los EE. UU., COVID-19 es una enfermedad

infecciosa que emerge rápidamente. Esto significa que los científicos lo están investigando activamente. Hay actualizaciones de información regularmente.

Los funcionarios de salud pública están trabajando para encontrar la fuente. Todavía no se comprende completamente cómo se propaga el virus, pero parece propagarse e infectar a las personas con bastante facilidad. Algunas personas que han sido infectadas en un área pueden no estar seguras de cómo o dónde se infectaron. El virus puede propagarse a través de gotitas de líquido que una persona tose o estornuda en el aire. Se puede propagar si toca una superficie con virus, como un mango u objeto, y luego se toca los ojos, la nariz o la boca.

Para obtener la información más reciente, visite el sitio web del CDC en www.cdc.gov/coronavirus/2019-ncov
Para información de Covid19 en el condado de Riverside visite <https://www.rivcoph.org/coronavirus>.

¿Cuáles son los síntomas de COVID-19?

Algunas personas no tienen síntomas o síntomas leves. Los síntomas pueden aparecer de 2 a 14 días después del contacto con el virus. Los síntomas pueden incluir:

- Fiebre
- Tos
- Dificultad para respirar

¿Cuáles son las posibles complicaciones de COVID-19?

En muchos casos, este virus puede causar infección (neumonía) en ambos pulmones. En algunos casos, esto puede causar la muerte.

¿Cómo se diagnostica el COVID-19?

Su proveedor de atención médica le preguntará acerca de sus síntomas. Él o ella también le preguntará acerca de su reciente viaje y contacto con personas enfermas. Si su proveedor de atención médica cree que puede tener COVID-19, trabajará cercanamente con su departamento de salud local y el CDC en la prueba. Siga todas las instrucciones de su proveedor de atención médica. COVID-19 se diagnostica por:

- Hisopos nasales y de garganta. Se limpia un hisopo con punta de algodón dentro de la nariz o la garganta. Esto se hace para verificar si hay virus en el moco nasal.
- Cultura del esputo. Si tiene tos, se recoge una pequeña muestra de moco que sale de sus pulmones (esputo). Se verifica si tiene el virus.

¿Cómo se trata COVID-19?

Actualmente no hay medicamentos para tratar el virus. El tratamiento se realiza para ayudar a su cuerpo mientras combate el virus. Esto se conoce como atención de apoyo. La atención de apoyo puede incluir:

- Medicina para el dolor. Estos incluyen paracetamol e ibuprofeno. Se usan para ayudar a aliviar el dolor y reducir la fiebre.
- Reposo en cama. Esto ayuda a su cuerpo a combatir la enfermedad.

Para una enfermedad grave, es posible que deba permanecer en el hospital. El cuidado durante una enfermedad grave puede incluir:

- Fluidos IV (intravenosos). Estos se administran a través de una vena para ayudar a mantener su cuerpo hidratado.
- Oxígeno. Se puede administrar oxígeno suplementario o ventilación con una máquina de respiración (ventilador). Esto se hace para que obtenga suficiente oxígeno en su cuerpo.

¿Corre riesgo de contraer COVID-19?

Corre el riesgo de infección si ha estado en un lugar donde personas han estado enfermas con este virus o si ha personas con COVID-19 en su área. Usted está en riesgo si usted:

- Viajó recientemente a un área con un brote de COVID-19
- Tuvo contacto con una persona enferma que recientemente viajó a un área con un brote de COVID-19
- Tuvo contacto con una persona que fue diagnosticada o que puede tener COVID-19

¿Cómo se puede prevenir COVID-19?

No hay vacuna todavía. La mejor prevención es no tener contacto con el virus. El CDC aconseja que las personas no deben viajar a áreas donde hay brotes de COVID-19 en este momento por cualquier motivo que no sea urgente. Para obtener los avisos de viaje más recientes del CDC, visite el sitio web del CDC en www.cdc.gov/coronavirus/2019-ncov/travelers.

El CDC recomienda que no debe usar una máscara facial si no está enfermo.

Para protegerse de COVID-19:

- Lávese las manos con frecuencia con jabón y agua corriente limpia durante al menos 20 segundos.
- Si no tiene acceso a agua y jabón, use un desinfectante para manos a base de alcohol con frecuencia. Asegúrese de que tenga al menos un 60% de alcohol.
- No se toque los ojos, la nariz o la boca a menos que tenga las manos limpias.
- No tenga contacto con personas enfermas.
- Siga las instrucciones locales sobre estar en público. Por ejemplo, se le puede pedir que no use el transporte público por un período de tiempo.
- Los expertos no saben si los animales diseminan 2019-CoV-2. Pero siempre es una buena idea lavarse las manos después de tocar cualquier animal. No toques animales que puedan estar enfermos.
- No comparta herramientas para comer o beber con personas enfermas.
- No beses a alguien que está enfermo.
- Limpie las superficies a menudo con desinfectante.

Si estuvo en un área con COVID-19 en los últimos 14 días:

- Llame a su proveedor de atención médica. Él o ella pueden hablar con el personal de salud local para ver qué medidas pueden ser necesarias.
- Siga todas las instrucciones de su proveedor.
- Tómese la temperatura todas las mañanas y las tardes durante al menos 14 días. Esto es para verificar si hay fiebre. Mantenga un registro de las lecturas.
- Esté atento a los síntomas del virus. Informe a su proveedor de inmediato si tiene síntomas.
- Quédese en casa si está enfermo por algún motivo.

Si estuvo en un área con COVID-19 y tiene fiebre u otros síntomas:

- Quédate en casa.
- No se asuste. Tenga en cuenta que otras enfermedades pueden causar síntomas similares.
- Manténgase alejado del trabajo, la escuela y los lugares públicos. Limite el contacto físico con los miembros de la familia. No bese a nadie ni comparta utensilios para comer o beber. Limpie las superficies que toque con desinfectante. Esto es para ayudar a prevenir la propagación del virus.
- Tosa o estornude en un pañuelo desechable, luego bote el pañuelo a la basura. O tosa o estornude en la curva de su codo.
- Use una máscara facial.
- Llame a su proveedor de atención médica. Explique que ha estado expuesto al COVID-19 y tiene síntomas. Haga esto antes de ir a cualquier hospital. Espere instrucciones.
- Tenga en cuenta que el personal de atención médica puede usar equipo de protección como máscaras, batas, guantes y protección para los ojos. Puede ser puesto en una habitación separada. Esto es para evitar que se propague el posible virus.
- Informe al personal de atención médica sobre viajes recientes. Esto incluye viajes locales en transporte público. El personal puede necesitar encontrar otras personas con las que haya estado en contacto.
- Siga todas las instrucciones que le dé el personal de atención médica.

Si ha sido diagnosticado con COVID-19

- Quédate en casa. No salga de su casa a menos que necesite atención médica.
- Siga todas las instrucciones de su proveedor de atención médica.
- Llame al consultorio de su proveedor de atención médica antes de ir. Pueden prepararte y darte instrucciones. Esto ayudará a prevenir la propagación del virus.
- No vaya al trabajo, la escuela o las áreas públicas.
- No utilice el transporte público ni los taxis.

- Manténgase alejado de otras personas en su hogar.
- Use una máscara facial. Esto es para proteger a otras personas de sus gérmenes.
- No comparta artículos del hogar o alimentos.
- Cúbrase la cara con un pañuelo cuando tosa o estornude. Tire el pañuelo a la basura. Entonces lávate las manos.
- Lávese las manos con frecuencia.

Cuidadores deben:

- Siga todas las instrucciones del personal sanitario.
- Use ropa protectora como se recomienda.
- Asegúrese de que la persona enferma use una máscara.
- Lavarse las manos con frecuencia.
- Lleve un registro de los síntomas de la persona enferma.
- Limpie las superficies, telas y ropa a fondo.
- Mantenga a otras personas lejos de la persona enferma.

Cuándo llamar a su proveedor de atención médica

Llame a su proveedor de atención médica:

- Si ha viajado recientemente y tiene síntomas.
- Si le diagnosticaron COVID-19 y sus síntomas empeoran

INSTRUCCIONES DE AISLAMIENTO PARA EL HOGAR PARA NOVELA CORONAVIRUS (COVID-19)

Las siguientes instrucciones son para las personas que tienen o podrían tener Novel Coronavirus 2019 (COVID-19) y sus familias o cuidadores.

INFORMACIÓN PARA PACIENTES DE COVID-19 QUE NO ESTÁN HOSPITALIZADOS:

1. Quedarse en casa. No salga de su hogar, excepto para obtener atención médica, hasta que su proveedor de atención médica le diga que está bien. No vaya al trabajo, la escuela o las áreas públicas y no use el transporte público (autobuses, viajes compartidos) o taxis.
2. Separarse de otras personas y animales en su hogar. En la medida de lo posible, quédese en una habitación diferente de otras personas en su hogar. Si es posible, use un baño separado. Si debe estar en la misma habitación que otras personas, use una máscara facial para evitar la propagación de gérmenes a otras personas.
3. Antes de visitar a su médico, hágales saber. Llame con anticipación antes de visitar a su médico para que pueda prepararse para su visita y saber que puede tener COVID-19.
4. Cubra la tos y los estornudos. Para evitar la propagación de gérmenes a otras personas, al toser o estornudar, cúbrase la boca y la nariz con un pañuelo de papel o la manga. Tire los pañuelos usados en un bote de basura forrado e inmediatamente lávese las manos con agua y jabón.
5. Mantén las manos limpias. Lávese las manos con frecuencia y por completo, especialmente después de sonarse la nariz, toser o estornudar; yendo al baño; y antes de comer o preparar comida. Use agua y jabón durante al menos 20 segundos. Use desinfectante para manos con al menos 60% de alcohol si no hay agua y jabón disponibles. Evite tocarse los ojos, la nariz y la boca.
6. Evite compartir artículos para el hogar. No comparta platos, vasos, vasos, utensilios para comer, toallas, ropa de cama u otros artículos con otras personas o mascotas en el hogar. Estos artículos deben lavarse a fondo después de usarlos con agua tibia y jabón.
7. Vigilar la enfermedad. Si su enfermedad empeora, busque atención médica. Si es posible, llame a su proveedor de atención médica y dígame que tiene o podría tener COVID-19. Esto ayudará a su proveedor a tomar medidas para evitar que otras personas se infecten. Póngase una máscara facial antes de ingresar a las instalaciones. Si tiene síntomas que amenazan la vida (por ejemplo, dificultad

para respirar, dolor en el pecho), llame al 9-1-1. Si es posible, póngase una mascarilla antes de que lleguen los servicios médicos de emergencia.

Estas recomendaciones deben seguirse hasta que sus pruebas muestren que no tiene COVID-19, o que DPH o su proveedor de atención médica le indiquen que ya no es infeccioso.

INFORMACIÓN PARA CUIDADORES, SOCIOS ÍNTIMOS Y MIEMBROS DEL HOGAR:

Las personas que viven o brindan atención domiciliaria para el paciente COVID-19 en el hogar deben:

1. Ser informado. Asegúrese de entender y ayudar al paciente a seguir las instrucciones de su proveedor de atención médica para los medicamentos y la atención.
2. Limite las visitas a solo personas que cuiden al paciente. • En la medida de lo posible, cualquier persona que no esté cuidando al paciente debe quedarse en otra casa o en otras habitaciones. También deben usar un baño separado si es posible. • Mantenga a las personas mayores y aquellos que tienen un sistema inmunitario débil o afecciones crónicas de salud lejos del paciente. Esto incluye personas con diabetes, enfermedades crónicas del corazón, pulmones o riñones.
3. Asegúrese de que los espacios compartidos en el hogar tengan un buen flujo de aire. Abra las ventanas o use un aire acondicionado si es posible.
4. Mantener las manos limpias. Lávese las manos con frecuencia y por completo, especialmente después de sonarse la nariz, toser o estornudar; yendo al baño; y antes de comer o preparar comida. Use agua y jabón durante al menos 20 segundos.
5. Use equipo de protección personal desechable (EPP) (por ejemplo, mascarilla y guantes cuando toque o tenga contacto con la sangre, fluidos corporales y / o secreciones del paciente, como sudor, saliva, esputo, mucosidad nasal, vómito, orina o diarrea). Deseche todo el PPE después de usarlo y no lo reutilice. Al quitar el EPP, primero quítese y deseche los guantes. Luego, lávese inmediatamente las manos con agua y jabón. Luego, quítese y deseche la mascarilla e inmediatamente limpie sus manos nuevamente con agua y jabón.
6. Evite compartir artículos para el hogar. No comparta platos, vasos, vasos, utensilios para comer, toallas, ropa de cama u otros artículos con el paciente. Siga las instrucciones de limpieza a continuación.
7. Limpie todas las superficies "de alto contacto" (por ejemplo, mostradores, mesas, perillas de las puertas, accesorios de baño, inodoros, teléfonos, teclados, tabletas y mesitas de noche) todos los días con desinfectantes domésticos. Además, limpie cualquier superficie que pueda tener sangre, fluidos corporales y / o secreciones o excreciones. Tenga en cuenta que algunos desinfectantes / limpiadores domésticos pueden dañar los dispositivos electrónicos (por ejemplo, teléfonos celulares, tabletas, teclados). Siga las recomendaciones del fabricante para desinfectar y limpiar productos electrónicos.

INSTRUCCIONES DE LIMPIEZA:

- Siga las recomendaciones proporcionadas en las etiquetas del producto de limpieza, incluidas las precauciones que debe tomar al aplicar el producto, como usar guantes o delantales y asegurarse de tener buena ventilación durante el uso del producto.
- Use una solución de lejía diluida o un desinfectante doméstico con una etiqueta que diga " aprobado por la EPA ". Para saber si el producto funciona contra virus, lea la etiqueta del producto, llame al número 1-800 en la etiqueta o visite www.epa.gov. Para hacer una solución de cloro en casa, agregue 1 cucharada de cloro a 1 cuarto de galón (4 tazas) de agua. Para un suministro mayor, agregue 114 tazas de cloro a 1 galón (16 tazas) de agua.
- Lave bien la ropa.
- Quítese y lave inmediatamente la ropa o ropa de cama que contenga sangre, fluidos corporales y / o secreciones o excreciones.
- Use guantes desechables al manipular artículos sucios. Lávese las manos inmediatamente después de quitarse los guantes.

- Lea y siga las instrucciones en las etiquetas de la ropa o artículos de ropa y detergente. En general, lave y seque con las temperaturas más cálidas recomendadas en la etiqueta de la ropa.
 - Coloque todos los guantes desechables usados, batas, mascarillas y otros artículos contaminados en un recipiente forrado antes de desecharlos con otros desechos domésticos. Lávese las manos inmediatamente después de manipular estos artículos.
8. Monitorear la enfermedad del paciente. Si se están enfermando, llame a su proveedor médico y dígame al personal médico que la persona tiene o está siendo evaluada por una nueva infección por coronavirus. Esto ayudará a que el consultorio del proveedor de atención médica tome medidas para evitar que otras personas se infecten. En caso de que se requiera el transporte del servicio médico de emergencia (EMS), informe al despacho del EMS (llame 9-1-1) del estado del nuevo coronavirus para permitir el uso del EPP apropiado.
 9. Monitorear los síntomas del cuidador. Es importante tener en cuenta que los cuidadores y los miembros del hogar que no siguen estas instrucciones cuando están en contacto cercano con el paciente pueden considerarse "contactos cercanos" y deben controlar su salud. A continuación, hay información para contactos cercanos.

INFORMACIÓN PARA CONTACTOS CERCANOS DE PACIENTES DE COVID-19

Si ha tenido contacto cercano con alguien que se confirma que tiene, o está siendo evaluado por COVID-19, debe:

1. Controla tu salud. Comience desde el día en que tuvo contacto cercano con el paciente y continúe durante 14 días después de la última vez que tuvo contacto cercano con la persona. Esté atento a estos signos y síntomas:
 - a. *Fiebre. Tómese la temperatura dos veces al día. Tos
 - b. * Falta de aliento o dificultad para respirar.
 - c. * Otros síntomas tempranos a tener en cuenta son escalofríos, dolor de cuerpo, dolor de garganta, dolor de cabeza, diarrea, náuseas / vómitos y secreción nasal.
 - d. Si desarrolla fiebre o alguno de estos síntomas, llame a su proveedor de atención médica de inmediato y hágales saber acerca de un contacto cercano con un paciente con COVID-19 confirmado o sospechado para que puedan prepararse para su visita. Pídale a su proveedor de atención médica que llame al departamento de salud local o estatal.
2. Fin de la observación. Si después de 14 días no tiene ningún síntoma, puede continuar con sus actividades diarias, como ir al trabajo, la escuela u otras áreas públicas.

Para obtener más información sobre COVID-19, visite www.rivcoph.org/coronavirus.