

# Coronavirus/COVID-19 Questions and Answers

## **Q: How does testing work?**

**A:** Currently, providers are working with public health officials to determine whether or not people need to be tested, depending on the situation and the symptoms present. If you do need to be tested, your provider can take the sample and send it to their contracted lab for testing. You will be notified of the results when they're available.

## **Q: Who is at risk of getting the coronavirus?**

**A:** With cases in the United States increasing, everyone is at some risk of getting COVID-19. Older adults and people with existing medical conditions are at a greater risk. For the latest information about the risk and precautions in Oregon, visit the [Oregon Health Authority](#).

## **Q: How can I prevent the coronavirus?**

**A:** Steps you would normally take to prevent the flu and the common cold can also help prevent the spread of the coronavirus.

- ▶ **If you know someone is sick, avoid contact with them.** The coronavirus can spread between people about six feet from each other.
- ▶ **Cover coughs and sneezes with a tissue.** Throw used tissues in the trash.
- ▶ **Clean items in your home that are touched often.** You can use wipes or sprays to disinfect.
- ▶ **Wash your hands with soap and water often, for at least 20 seconds.** Wash:
  - ◆ After going to the bathroom.
  - ◆ After coughing or sneezing.
  - ◆ Before eating.
  - ◆ Before touching your eyes, nose or mouth.
  - ◆ Use hand sanitizer with at least 60% alcohol if soap isn't available.

## **Q: Do I need a face covering?**

**A:** The CDC now recommends that people wear face coverings in settings where social distancing is difficult to maintain, like in grocery stores or pharmacies. If you have any symptoms of coronavirus or are in close contact with people who have symptoms, you should wear a face covering. The CDC has [guidelines for homemade face covering](#). If you need a professional-grade face covering because you're sick or you're caring for someone who is sick, talk to your primary care provider.

## **Q: Can I get extra medicine if I can't make it to the pharmacy?**

**A:** If you get your prescription refilled, we will extend your prescription to 90 days' worth of medication (except for opioids). CareOregon members also have access to mail order pharmacies — [learn more here](#). If you have other questions or concerns about the medications you take, contact your prescribing provider or your pharmacist. They will help guide you on best next steps.

We are in close contact with the Oregon Health Authority and following CDC guidelines. Please visit the Housecall Providers website at [housecallproviders.org/coronavirus-covid-19-information](https://housecallproviders.org/coronavirus-covid-19-information) for the latest information.

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**Q: Are there medication treatments for the coronavirus that are covered?**

**A:** According to the CDC, there is no specific treatment for the coronavirus. Please contact your primary care provider if you have symptoms and think you need to be tested. Your primary care provider is the first person you should call.

**Q: Can Housecall Providers provide tissues, hand sanitizer, disinfecting wipes or other supplies?**

**A:** If you believe you have a medical need for these supplies, contact your primary care provider. We do not stock supplies or maintain a surplus.

## What should I do if I have more questions or want to learn more?

The Center for Disease Control and Prevention (CDC) is monitoring the situation closely. You can learn more at [cdc.gov/coronavirus/2019-ncov](https://cdc.gov/coronavirus/2019-ncov)

You can also call 211 or visit their website at [211info.org/corona-virus](https://211info.org/corona-virus) for more general information.

OHA has posted some helpful fact sheets that can be found here:

- ▶ [COVID-19 fact sheet](#)
- ▶ [Prevention fact sheet](#)