



# COVID-19 Frequently Asked Questions

*Updated April 1, 2020, at 5 p.m.*

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## What is COVID-19?

COVID-19 is a respiratory illness caused by a new strain of a coronavirus called SARS-CoV-2. This outbreak started in China, but has now spread to many countries, including the United States.

## What are the symptoms of COVID-19?

- Fever
- Cough
- Shortness of breath

## How does COVID-19 spread?

The virus is spread from person to person through close contact and respiratory droplets that are produced when an infected person coughs or sneezes. It may be possible to get COVID-19 through contact with a contaminated surface or object; however, this is not the main way the virus spreads.

## What should I do have COVID-19 symptoms or think I've been exposed to the virus?

### Current Sanford Health patients:

#### Option 1: Schedule an E-Visit

1. [Log in](#) to your My Sanford Chart to request an e-visit.
2. Select your reason for an e-visit and follow the prompts.
3. Submit your request for an e-visit, and a Sanford Health physician will respond to you within four hours through My Sanford Chart.

#### Option 2: Call your doctor's office

If you are experiencing fever, cough or shortness of breath or feel you might have COVID-19, do not go directly to your clinic. This is for the health and safety of our patients and employees.

### New to Sanford Health

If you are not a current patient and are experiencing fever, cough or shortness of breath or if you feel you might have COVID-19, call [My Sanford Nurse](#).

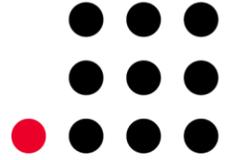
A Sanford Health nurse will ask you questions regarding your symptoms, if you have been in contact with anyone who has been diagnosed with COVID-19 and your travel history.

## How can we prevent COVID-19 from spreading?

- Avoid close contact with people who are sick and practice social distancing.
- Practice good respiratory and hand hygiene:
  - Cover your cough and sneezes.
  - Wash your hands often (for at least 20 seconds) and use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose and mouth.
- Stay home when you are sick
- Clean and disinfect frequently touched objects and surfaces using a regular household clearing spray or wipe.

## Who should wear a mask?

Not everyone needs to wear a mask.



- Patients with a cough or respiratory symptoms should wear a mask when in the hospital or clinic.
- Health care workers taking care of individuals with the virus need masks to protect themselves.
- The CDC does not recommend people who are well wear a facemask to protect themselves from respiratory illnesses, including COVID-19.

#### **How is COVID-19 treated?**

Treatment for COVID-19 is supportive care (treating the symptoms). There are no antiviral or vaccine options at this time.

#### **What are clinics, hospitals and other Sanford Health facilities doing to protect patients and the public?**

- Medical centers and hospitals have implemented the following visitor restrictions:
  - NO VISITORS
  - For births, NICU and pediatrics
    - One visitor (pre-determined) daily, will be screened before entering the building
  - End of life
    - Visitors permitted at director's discretion, will be screened before entering the building
    - If COVID-19 patient:
      - One visitor (pre-determined) daily
      - Visitor will be masked and would need to self-quarantine for 14 days
- Clinics are not allowing visitors or additional people unless patient is a minor or an adult who requires assistance.
- Long-term care facilities (both Good Samaritan Society and Sanford Health) are limiting visitors to only those medically or operationally necessary or related to end-of-life care. This is in line with ACHA recommendations.
- Non-care facilities like Sanford Wellness Centers and Sanford POWER facilities are closed until further notice.
- Patients in clinics are screened and possible infections are masked and isolated quickly.
- To the extent possible, we are providing space for social distancing.
- Sanford Health employees must clear screening guidelines before returning to work after travel, possible exposure or illness.

#### **Can patients get prescriptions without visiting the pharmacy?**

Yes. Sanford Health and many area pharmacies offer delivery and mail-order services. Patients should call their pharmacy to confirm these services are available.

#### **Where can I go for information?**

- [CDC Information](#)
- [Sanford Health News](#)