



COVID-19 Frequently Asked Questions

Q: Where can I call for information about screening or testing for COVID-19?

A: Shannon has set up a dedicated COVID-19 hotline, 844-6-SHANNON (844-674-2666), to help address concerns from our patients and the community. This number is available from 9 a.m. to 5 p.m., Monday through Friday. Individuals with questions regarding screening or testing for COVID-19 can call and get connected to a clinical provider who can answer questions and direct them to next steps. This line can also answer questions about other services at Shannon during this time.

Q: Is Shannon testing for COVID-19?

A: Yes, Shannon does have a supply of tests and is administering tests according to the criteria from the CDC. Any tests that are positive will be communicated to our local Health Department who would then share that information with our community.

Q: What is the difference between a COVID-19 screening and a test?

A: A screening for COVID is really an assessment of a patient who is experiencing flu-like symptoms and worried they may have been exposed to the virus. A provider will look at the patient's symptoms and discuss their exposure and travel history to determine if they have potentially contracted the virus. If the patient meets the criteria mandated by the CDC, then we issue an order for the patient to be tested. Not everyone who is screened needs to be tested, and the decision is based upon the CDC criteria. To learn more, visit the CDC website.

Q: Where can I go for a COVID-19 screening?

A: Shannon is providing Concho Valley residents free online COVID-19 screenings through its telehealth program, Shannon On Demand. The service is for people who are worried they may have been exposed to the virus and are suffering from mild to moderate flu-like symptoms. Patients are able to virtually talk face-to-face with the provider through a video chat on their mobile device or computer. The service is available online 24/7. The providers are utilizing the CDC's guidelines to screen patients for COVID-19, which include asking about a patient's travel history and exposure to the virus as well as their symptoms.

To start a screening, patients can go to ShannonOnDemand.com or download the free Shannon On Demand app from the Apple or Google Play app stores. Patients then must

create an account by following the prompts to set up their screening. Upon reaching the payment screen, enter the code SHANNONCOVID19 and the screening will be free.

Also, patients can contact their PCP or go to their nearest Urgent Care Clinic for screening. If experiencing life-threatening symptoms, please call 9-1-1.

Q: What is the novel coronavirus (COVID-19)?

A: There are many types of human coronaviruses including some that cause mild upper-respiratory tract illnesses. COVID-19 is a new disease, caused by a novel (or new) coronavirus that has not been previously seen in humans, which was first identified in Wuhan, China, in 2019.

Q: How does COVID-19 spread?

A: Current understanding about how the novel coronavirus spreads is largely based on what is known about similar coronaviruses. The virus is spread mainly from person-to-person between people who are in close contact with one another (within about 6 feet).

Q: What are the symptoms of COVID-19?

A: For confirmed cases of the novel coronavirus, symptoms have included fever, cough, and shortness of breath. If you have recently traveled from or been in contact with someone who has recently traveled from China, Iran, Italy, Japan, South Korea, or other high-risk countries as identified by CDC, call your primary healthcare provider. Symptoms may appear in as few as two days or as long as 14 days after exposure.

Q: How can I protect myself and my family from the novel coronavirus (COVID-19)?

A: There is currently no vaccine to COVID-19 and the best way to prevent the illness is to avoid being exposed to the virus. However, CDC always recommends everyday preventive actions to help prevent the spread of illness, including:

- Wash your hands often with soap and water for at least 40-60 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.
- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touch objects and surfaces using a regular household cleaning spray or wipe.

- Follow CDC's recommendations for using a facemask:
- CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including the novel coronavirus.
- Facemasks should be used by people who show symptoms of the novel coronavirus to help prevent the spread of the disease to others. The use of facemasks is also crucial for health workers and people who are taking care of someone in close settings (at home or in a healthcare facility).

Q: When should I seek emergency care if I am having symptoms of COVID-19?

A: Unless you are experiencing an immediate or life-threatening condition, there is no need to seek emergency care without first contacting your primary healthcare provider. If you have recently traveled from or been in contact with someone who has recently traveled from high-risk countries as identified by CDC, call your primary healthcare provider. Symptoms may appear in as few as two days or as long as 14 days after exposure.

Q: When is quarantine necessary with the novel coronavirus (COVID-19)?

A: Quarantine means separating a person or group of people who have been exposed to a contagious disease but have not developed illness (symptoms) from others who have not been exposed, in order to prevent the possible spread of that disease. Quarantine is usually established for the incubation period of a communicable disease, which is the span of time during which people have developed illness after exposure. For COVID-19, the period of quarantine is 14 days from the last date of exposure, because 14 days is the longest incubation period seen for similar coronaviruses. Someone who has been released from COVID-19 quarantine is not considered a risk for spreading the virus to others because they have not developed illness during the incubation period.

Q: How do you test a patient for the novel coronavirus (COVID-19)?

A: If a patient is admitted to Shannon Medical Center under investigation for the novel coronavirus (COVID-19), that patient will be cared for according to our protocols for dealing with infectious diseases, including treatment in isolated areas in compliance with CDC guidelines. We will work with the CDC to conduct testing and evaluations when necessary and as efficiently as possible.

Q: Am I at risk of contracting coronavirus if I come to visit the hospital or become a patient?

A: We regularly treat patients with infectious diseases and have comprehensive protocols and supplies to ensure we are able to do so with the highest regard to the safety and protection of our patients, visitors, healthcare providers and staff.

For more information about the novel coronavirus (COVID-19), please visit shannonhealth.com or cdc.gov.