We understand that as patients at SCCA, you may have some questions about COVID-19. We’ve answered some frequently asked questions here:

**What are the symptoms of COVID-19?**

The symptoms of COVID-19 may include, but are not limited to, fever, chills, cough, shortness of breath, chest tightness, sore throat, stuffy or runny nose, loss of taste or smell, new onset of diarrhea, or muscle aches and pains.

People who have been diagnosed with novel coronavirus have reported symptoms that may appear in as few as two days or as long as 14 days after exposure to the virus. People who are immunocompromised may have fewer symptoms (e.g. absence of fever) when they initially get sick.

**How does COVID-19 spread?**

Health experts are still learning the details. Currently, it is thought to spread:

- Through respiratory droplets produced when an infected person coughs or sneezes.
- Between people who are in close contact with one another (within about six feet).

Droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

**What is SCCA doing to protect patients?**

We are taking the following steps:

- Calling patients before they come into the clinic to screen for symptoms. If appropriate, patients are scheduled for testing.
- Screening all who enter the clinic for COVID-19 symptoms.
- Providing procedure masks to all staff working in the clinic.
- Requiring all patients, visitors, and staff in SCCA clinics to wear a mask. If patients and visitors aren’t wearing one, a mask will be provided upon arrival.
What is SCCA doing to protect patients? continued

- Limiting the number of visitors. This includes:
  - Limiting the number of caregivers that patients can bring to their appointment (one caregiver; no children under 12). Our alliance partners, University of Washington Medicine and Seattle Children’s, are also limiting visitors. Ask your care team for more information.
- Postponing all patient education events, classes and volunteer opportunities. Some classes are available online at YouTube.com/c/SCCAPatientEducation.
- Increasing the frequency of cleaning high-touch surfaces, such as door handles and elevator buttons.
- Closing SCCA’s retail stores (The Gift Shop in the South Lake Union clinic and Shine next to SCCA House) as of March 16. Shine is open by appointment only for asymptomatic patients who need post-surgical camisoles, compression garments, mastectomy bras and breast prosthesis. Call (206) 606-7560 to schedule an appointment.

What should I do if I have symptoms?

If you have an appointment scheduled, you will receive a pre-visit screening call to make sure it is safe for you to come into the clinic.

If you have an appointment, have COVID-19 symptoms and have not received a call before your appointment, please call our COVID-19 hotline at (206) 606-2880. The line is answered from 8 am to 5 pm Monday–Friday. Knowing about symptoms before you come to the clinic helps us keep everyone safe.

Is there anything I can do to keep myself, my family and friends safe?

- Avoid going to gatherings with large numbers of people; heed social distancing guidelines.
- Stay home when you are sick.
- Wear a cloth face covering when you are out in public and cannot practice social distancing. Wear a cloth face covering before you enter a healthcare setting, including SCCA clinics. if someone comes with you to your appointment, we recommend they wear one, too. Learn how to make a cloth face covering: https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-facecoverings.html
- Practice good hand hygiene and cough and sneeze etiquette. (www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html) Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Plan how you will take care of sick family members. Make plans for childcare if you are sick or if your child is sick. Have a thermometer at home so you can check for fever if you or a loved one feels ill.
- Try to get a few extra months’ worth of your prescription medications, if possible.
- Stay informed — check the CDC site (www.cdc.gov) and the SCCA COVID-19 site (www.seattlecca.org/coronavirus) regularly for new updates.

Your health and safety are our top priority.

SeattleCCA.org