

# Novel Coronavirus (COVID-19) Questions & Answers

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

## What is COVID-19?

COVID-19 is a new coronavirus (a type of virus that includes the common cold) that can spread from person to person. The virus was first identified in Wuhan, China, in December 2019 and has since spread globally to other countries, including the United States.

## What are the symptoms?

People who have been diagnosed with COVID-19 have had mild to severe respiratory illness with symptoms that may include, but are not limited to, **fever, cough, sore throat, shortness of breath, wheezing, loss of smell or taste, new onset of diarrhea, stuffy nose, runny nose or muscle aches and pains.**

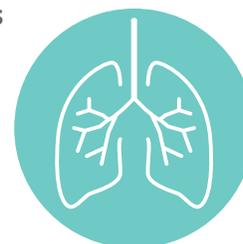
Fever



Cough



Shortness  
of breath

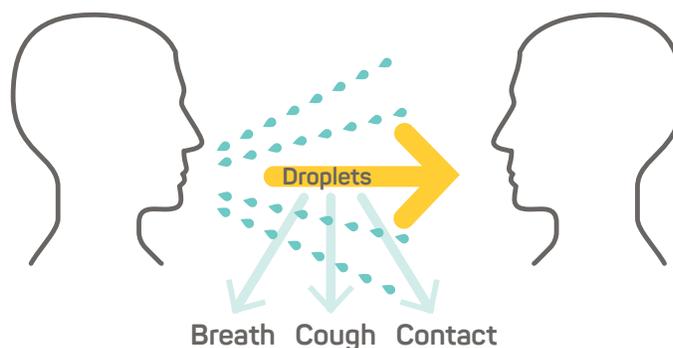


People who have been diagnosed with novel coronavirus have reported symptoms that may appear in as few as two days or as long as 14 days after exposure to the virus. People who are immunocompromised may have fewer symptoms (e.g. absence of fever) when they initially get sick. For more information, please visit the Centers for Disease Control and Prevention website, [www.cdc.gov](http://www.cdc.gov).

## How does novel coronavirus 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.

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## What is SCCA doing to protect patients?

We are taking the following steps:

- Screening all who enter SCCA clinics for fever and respiratory symptoms. Every person who enters our clinics and goes through screening will be given an *I've been screened* sticker. Anyone with symptoms will be given a mask and evaluated in a separate area.
- Limiting the number of visitors. This includes:
  - Canceling or rescheduling many non-critical patient visits.
  - 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.
  - Keeping all non-essential staff out of the clinic.
- Postponing all patient education events, classes and volunteer opportunities. Some classes are available online at [YouTube.com/c/SCCAPatientEducation](https://www.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 mastectomy, cane and compression fittings. Call (206) 606-7560 to schedule an appointment.

## What should I do if I have symptoms?

If you have an appointment scheduled and have active symptoms, call our COVID-19 Hotline at (206) 606-2880 **before coming in to the clinic**. The line is answered daily from 8 am to 10 pm. Our nurses will assess your symptoms and determine if testing is needed.

If you are at the clinic and experience symptoms, we will assess your risk of exposure to COVID-19 by asking additional questions. Anyone with symptoms will be given a mask and evaluated in a separate area.

## 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.
- Cover your mouth and nose with a cloth mask in public settings where social distancing is difficult to maintain. Learn how to make a cloth mask: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
- Stay home when you are sick.
- Practice good hand hygiene and [cough and sneeze etiquette](https://www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html). ([www.cdc.gov/healthywater/hygiene/etiquette/coughing\\_sneezing.html](https://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](https://www.cdc.gov) ([www.cdc.gov](https://www.cdc.gov)) regularly for new updates.

**Your health and safety are our top priority.**

**SeattleCCA.org**