What to do if you have symptoms and have tested negative for COVID-19

We’re happy to let you know that your COVID-19 test results are negative. While you don’t have COVID-19, if you have symptoms including 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, please follow the steps below for your health and the health of others.

What should I do now?

• If you develop worsening symptoms, please let your care team know.

• If you have a medical emergency and need to call 911, tell the dispatch personnel that you have symptoms consistent with COVID-19 but tested negative. If possible, put on a cloth face covering before emergency medical services arrive.

What should I do to keep myself and others safe?

• Continue to practice self-isolation. You should follow this practice until you don’t have symptoms or, if you have a fever, until 72 hours after your fever is gone without the use of fever-reducing medicine.
  
  ■ This includes limiting activities outside your home, except for getting medical care. You should also avoid going to public places, including work and school, and using public transportation such as buses, ride-shares or taxis.

  ■ If possible, you should wear a mask or cloth face covering when you are around other people or pets and before going into a healthcare facility. If you are not able to wear a mask (for example, because it causes trouble breathing), then people who live with you should not be in the same room with you or they should wear a cloth face covering if they enter your room.

  ■ If you must see your care team and have active symptoms, please call them before coming into the clinic. They will provide guidance about whether you should come to the clinic or wait until your symptoms are resolved.

• Separate yourself from other people and animals in your home. As much as possible, you should stay in a specific room away from other people in your home.

  ■ You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water. If available, you should also use a separate bathroom.

  ■ You should also limit contact with pets and other animals while sick. There is no evidence to suggest that pets might spread COVID-19 infection at this time. However, because all animals can carry germs that can make people sick, it’s always a good idea to practice healthy habits around pets and other animals.

    ▶ When possible, have another member of your household care for pets. If you must care for your pet, wash your hands before and after you interact with your pet and wear a cloth face covering if possible.
• **Keep practicing good hand hygiene and cough and sneeze etiquette.** Wash your hands often with soap and water for at least 20 seconds.
  
  ■ If soap and water aren’t readily available, use a hand sanitizer that contains at least 60% alcohol.
  
  ■ Cover your cough or sneeze with your elbow or a tissue (if using a tissue, throw the tissue in the trash). Immediately wash your hands or use hand sanitizer as instructed above.
  
• **Clean all “high-touch” surfaces every day.** High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables.
  
  ■ Also, clean any surfaces that may have blood, stool, or body fluids on them.
  
  ■ Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including safety measures you should take when using the product, such as wearing gloves.

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

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