

# Coronavirus: What you Need to Know



The novel Coronavirus disease 2019 (also known as COVID-19). COVID-19 is a respiratory illness that can spread from person to person. It usually causes symptoms similar to the common cold, but some people can have more severe illness with fever, cough, and shortness of breath.

If you or a family member have traveled recently to an area of risk (currently China, Iran, South Korea, Italy, Japan or Hong Kong), or if you think you may have been exposed to the virus by someone else who has visited one of these locations within the past 2 weeks AND you have symptoms of an infection (fever, cough, shortness of breath), you should call our **telephone advise nurse at 1-877-mymemcare or 877-696-3622** for further instructions.

The recommendation is that people who are only mildly ill should remain at home during their illness, and similar to the common cold most infected people will recover on their own. There is currently no vaccine to prevent coronavirus and there is no specific treatment for COVID-19. See the homecare instructions, to assist you and your family.

If you are ill and need to be seen, it is very important to call your PCP before you come in so that they can direct you to the most appropriate care, and take precautions to protect other patients, visitors, and employees.

It's still cold and flu season, and the same practices that stop the spread of these common illnesses are recommended to prevent COVID-19, including:

Wash your hands often with soap and water for at least 20 seconds.

Avoid touching your eyes, nose, or mouth with unwashed hands.

Avoid close contact with people who are sick.

Stay home if you are sick, except to get medical care

Cover mouth and nose when you cough or sneeze. Throw the tissue away and wash your hands.

Clean and disinfect objects and surfaces you touch.

Please be assured that MemorialCare Select providers have standard protocols for evaluating and treating patients with an infection to limit potential exposure for other patients, staff and doctors. Patients with symptoms of a respiratory infection will be asked to put on a face mask before coming into the office and being evaluated. It is our policy that all staff and providers practice good hand hygiene and wear protective equipment, when appropriate.

Please visit us online at [memorialcaresselecthealthplan.org](https://www.memorialcaresselecthealthplan.org) and click on the **COVID-19 Updates** link for additional resources and to learn about what MemorialCare Select is doing to help members and providers.

