Coronavirus (COVID-19): Frequently Asked Questions
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Should I cancel my previously scheduled appointment for a procedure or doctor visit at Loyola Medicine?
All Loyola Medicine hospitals (Loyola University Medical Center, Gottlieb Memorial Hospital and MacNeal Hospital) and Loyola clinics and ambulatory care sites are collaborating and in regular contact with the U.S. Centers for Disease Control (CDC) and the Illinois Department of Public Health (IDPH) to ensure the safety of our patients, staff and visitors. Unless you hear otherwise, you should plan to attend any previously scheduled appointments or procedures.

Should I bring family with me for the previously scheduled procedure or doctor visit at Loyola Medicine?
If you typically bring a family member with you to an appointment or procedure, you should continue to do so, especially if you require assistance.

Should I come to Loyola Medicine to be tested for COVID-19?
If you are experiencing a medical emergency, please call 911.

If you have a fever, trouble breathing, a cough or other symptoms of COVID-19 (see below), call your doctor or health care provider and explain your symptoms over the phone before going to the doctor’s office, immediate care center or emergency department. To reach Loyola Medicine, call 1-888-584-7888.

Tell your doctor if you have traveled outside of the country in the last two weeks, and/or if you have been in close contact with someone who has COVID-19.

Your doctor will instruct you on next steps and instruction on where and when to present if testing is appropriate.

How has Loyola Medicine Prepared for COVID-19?
Loyola Medicine staff are trained to screen for and proceed with care for possible cases of COVID-19. Testing for persons who have likely COVID-19 symptoms is performed in conjunction with the local health department and processed by IDPH. Symptomatic patients, and/or any patients admitted to the hospital suspected of a COVID-19 infection, are immediately isolated from other patients.

What is Novel Coronavirus (COVID-19)?
Coronavirus, or COVID-19, is a new respiratory disease first detected in China and now identified in almost 70 locations around the world, including the United States and Illinois.

What are the Symptoms of COVID-19?
According to the U.S. Centers for Disease Control (CDC), COVID-19 symptoms appear within 2
to 14 days of exposure, with most people developing symptoms around day 5 or 6 after exposure. Symptoms include:

- Fever
- Cough
- Shortness of breath

Other, less common, symptoms include headache, sore throat, abdominal pain, and diarrhea have been reported, but are less common.

**How is the Disease Transmitted?**
COVID-19 has been shown to spread between people who are either in direct contact or in close contact with one another (within six feet), through respiratory droplets produce when an infected person coughs or sneezes. Touching a recently contaminated surface (countertop which was recently coughed on by an infected person) and then touching your face may also cause infections.

**How Dangerous is COVID-19?**
The vast majority (80%) of people who are infected with COVID-19 have mild respiratory symptoms and fever. However, some people are at higher risk of getting very sick from this illness, with around 18% needing medical care and possible hospitalization, including 5% who may need ICU care. Persons at risk for more serious COVIS-19 infections include:

- Older adults
- People who have serious chronic medical conditions like:
  - Heart disease
  - Diabetes
  - Lung disease

If you are at higher risk for serious illness from COVID-19, because of your age or because you have a serious long-term health problem, it is extra important for you to take actions to reduce your risk of getting sick with the disease.

**How Can I Prevent Illness?**

- Wash your hands often with soap and water for at least 20 seconds, especially after using the restroom; 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 60-95% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. 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 if you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

The CDC does not recommend that healthy individuals wear facemasks to protect themselves from respiratory diseases, including COVID-19. Only wear a facemask if a doctor or health care provider asks that you do to.
Should I Avoid Travel?
Patients are considered high risk for the COVID-19 if they have had exposure to confirmed COVID-19 or recently returned from areas outside the U.S. with widespread transmission of fever and severe respiratory illness (currently, China, Iran, Italy, Japan, South Korea, Spain, France and Germany).

The CDC regularly provides updates for travelers and travel-related industries pertaining to COVID-19.

Is There a Treatment for COVID-19?
There currently is no treatment for, nor a vaccine to prevent, COVID-19.