



## Coronavirus (COVID-19) Questions and Answers

### General Information

As you're aware, the spread of the novel coronavirus (COVID-19) is an emerging, rapidly evolving situation, and we will continue to provide updated information as it becomes available.

Below is an FAQ about the virus and Rush's response.

For the most up-to-date information, visit the [CDC website](https://www.cdc.gov/coronavirus). Or go to <https://www.cdc.gov/coronavirus>.

### What is coronavirus (COVID-19)?

The virus causing coronavirus disease 2019 (COVID-19), started in Wuhan, China, and was spread from animals.

### What are symptoms of COVID-19?

Current symptoms reported for patients with COVID-19 have included mild to severe respiratory illness with fever, cough and difficulty breathing. The virus can cause pneumonia.

### How does the virus spread?

According to the World Health Organization, the disease can spread from person to person through small droplets from the nose or mouth, which are spread when a person with COVID-19 coughs or exhales. These droplets land on objects and surfaces around the person. Other people then catch COVID-19 by touching these objects or surfaces, then touching their eyes, nose or mouth. People can also catch COVID-19 if they breathe in droplets from a person with COVID-19 who coughs out or exhales droplets.

## How can you protect yourself and help prevent the spread of the disease?

It is important to remember that COVID-19 typically causes mild symptoms, and the vast majority of people will recover fully from it. Adults who are 70 years of age or older and people with serious illnesses, such as cardiovascular disease, diabetes, chronic respiratory disease, hypertension and cancer are more vulnerable to COVID-19. You can best protect yourself in simple ways by practicing the following:

- **Wash your hands.** Washing your hands with soap and water, or using hand sanitizer when soap is not available, is a great way to prevent the spread of any disease.
- **Avoid touching your eyes, nose or face when hands are unwashed.**
- **Stay home when you are sick.** The best way to stop the spread of this disease or any illness is to stay away from heavily populated areas like work or school when ill. And limit social interaction as much as possible while you're at home.
- **Cover your mouth and nose when coughing or sneezing.**
- **Clean and disinfect household surfaces frequently.**

## What is Rush doing to prepare for the potential spread of the virus?

We have dedicated Rush staff handling coronavirus cases who have been rigorously trained and are protected with special masks, eye shields and other protective gear. Other patients in the hospital are completely separate from the isolation rooms in our hospital dedicated to treating coronavirus patients.

## Does Rush have patients with COVID-19 currently?

Patient privacy laws prohibit us from sharing any details about patients at Rush. What we can share is that any patient with coronavirus screened or treated at our hospital is immediately moved to isolated patient rooms with dedicated infectious control staff taking rigorous precautions.

## Is it safe to come to Rush?

Absolutely. Your safety and that of our staff is our highest priority. Our medical center was built for this – including inpatient treatment rooms completely isolated from the rest of the hospital. We are one of only 35 medical centers in the nation designated by the CDC as having the highest standards in infection control.

## Are there any new visitor restrictions at Rush related to COVID-19?

Your health and well-being while visiting Rush is our top priority. In an effort to protect patients and the community, we have updated our visitor policy.

Effective immediately, and until further notice, we are not allowing visitors in most of our inpatient and outpatient areas. Exceptions have been made for certain patient groups, including children. For the full details on these restrictions, including exceptions, please click [here](#).

Or go to <https://www.rush.edu/patients-visitors/visitors/visiting-hours-and-policies#visitor>.

## Will Rush reschedule my appointment/procedure/elective surgery?

To protect our patients and the community, we are adjusting non-urgent scheduled appointments, elective procedures and surgeries beginning, Wednesday, March 18. This also applies to endoscopy procedures, cardiac catheterization procedures, diagnostic testing, and routine mammography and lung cancer screening. Your provider will reach out to you to reschedule your procedure. This is effective through April 15, and we will regularly reassess this decision and will keep you updated. We will continue to perform all emergency and urgent procedures and surgeries.

We will reschedule all non-urgent clinic appointments and will provide an alternative mode, such as telephone visits or video visits to provide care where possible. If you have a non-urgent clinic appointment, your provider's office will reach out to you to reschedule your appointment. We also have virtual convenient care options for everyday conditions like cough, cold and flu through our On-Demand Virtual Care platform on the [My Rush app](#).

## I have cancer/heart disease/something immunocompromised – what should I do?

Please speak to your doctor directly.

## Can I get tested for COVID-19 at Rush?

If you do not have symptoms of COVID-19 – including fever, cough and difficulty breathing – you should not come in to be tested. The rules around testing for COVID-19 are very strict, and **we do not conduct routine testing for people who do not have any symptoms.**

If you do have symptoms, please call ahead [\(888\) 352-RUSH](tel:8883527874) or start a video visit with a Rush provider who will assess your risk and determine if you need to be tested for COVID-19. If you need to be tested for COVID-19, your provider will give you instructions for coming to Rush to be tested.

If you have symptoms but are unable to call ahead or conduct a video visit and come to the emergency department or your primary care provider, we will screen you for symptoms to determine if you need a COVID-19 test — and we will test those who need it.

If you are having trouble breathing and need emergent care, please call 911 or visit your nearest emergency department to get immediate care.

## More information

- [Novel Coronavirus Information and Resources on Rush.edu](https://www.rush.edu/coronavirus)
- For general questions about our plans, prevention and more, please call the Rush Call Center at [\(888\) 352-7874](tel:8883527874), open 24/7.
- For questions about the coronavirus, call the IDPH COVID-19 Hotline at (800) 889-3931 or email [dph.sick@illinois.gov](mailto:dph.sick@illinois.gov).