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| *March 9, 2020***Coronavirus (COVID-19) Questions and Answers**

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| 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](http://s2.bl-1.com/h/cNdDq2cW?url=https://www.cdc.gov/coronavirus/2019-ncov/index.html) or the [Infection Control department pages](http://s2.bl-1.com/h/cNdDq60Y?url=https://insiderush.rush.edu/hospital/infectioncontrol/Pages/default.aspx) on Inside Rush, where we share updates as we have new information. If you have further questions about the coronavirus, please email them to <https://insiderush.rush.edu/Lists/COVID19/AllItems.aspx>

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| What is Coronavirus (COVID-19)? |

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

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| 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.

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| 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.

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| 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.
* Cover your mouth and nose when coughing or sneezing.
* Clean and disinfect household surfaces frequently.

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| 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.

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

Patient privacy laws prohibit us from sharing any details about patients at Rush. What I can tell you 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.

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| 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.

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

As it continues to be flu season and in preparation for the potential for patients with COVID-19, we will enforce our current visitor policy:

* Inpatient visitors: Children under the age of 12 are not allowed, and children aged 12 and older must be supervised by a parent or guardian at all times
* Visitors who have flu-like symptoms should not visit inpatients
* Only two visitors per patient at one time

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| Should I cancel my appointment/procedure/elective surgery?  |

There is no need to cancel any appointments, procedures or elective surgeries. We have rigorous systems in place for screening and isolating any person who presents with coronavirus symptoms, and then fully supporting their care as warranted. We want to assure you that we are taking every precaution to ensure your safety during your visit. As a part of these precautions, please limit the number of people joining you for your appointment.

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

Please speak to your doctor directly.

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| I’d like to be tested for coronavirus – can I come in? |

The test is not useful for people who don’t have symptoms. There are many respiratory viruses that can cause the same symptoms. If you have symptoms of respiratory illness with fever, cough, and difficulty breathing, you can conduct an e-visit with a Rush provider to assess your risk of exposure and determine whether you need to be tested for COVID-19.

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| More information |

* [**Novel Coronavirus Information and Resources on Rush.edu**](http://s2.bl-1.com/h/cNojBQJh?url=https://www.rush.edu/patients-visitors/novel-coronavirus-covid-19-information-and-resources)
* For patients, general questions about our plans, prevention and more, please refer them to the Rush Call Center at ext. 2-5555 or (888) 352-7874 **open 24/7**
* IDPH COVID-19 Hotline at (800) 889-3931 or at dph.sick@Illinois.gov

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