

Symptoms of COVID-19 infection

Most common complaints are similar to influenza-like illness with lower respiratory tract symptoms:

- Fever
- Cough
- Shortness of breath
- Muscle and body aches

When should I call my doctor?

If you are experiencing the above symptoms, you should stay home.

- **Call your primary care doctor** if you require more information about your illness **or** if your symptoms are progressing.
- **Telemedicine** is also an option for care. More information is on the back.
- **Avoid** going directly to the ER **or** to Urgent Care unless instructed by your doctor

Travel

If you have travelled to an endemic area within past 14 days or were exposed to a person with diagnosis of COVID-19, call your doctor or refer to one of the online resources listed below.

Recommendations for avoiding infection while travelling are outlined in the CDC web site (below) and are consistent with above prevention guidelines. Currently (as of 3/11/20) there are **NO** travel restrictions within the USA, however you should be aware of visiting locally endemic locations as a 14 day self-quarantine may be imposed when you arrive back home.

If you have questions about **personal travel**, you can refer to the following web site:

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/faqs.html>

Prevention

There are simple steps to stop the spread of COVID-19 and other respiratory viruses:

- Wash your hands frequently with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue (or cover with your arm/elbow).
- Clean and disinfect frequently touched objects and surfaces (cell phone, keyboard, etc).

Should I wear a mask?

Routinely wearing a mask while out in public is unlikely to be helpful for a healthy person. In addition, masks have to be changed about every 20 minutes, or they become moist and ineffective when worn through the day. Masks should be reserved for symptomatic people to reduce transmission of virus through coughing, sneezing, or other aerosolized viral spread.

The following websites and phone numbers are excellent resources:

- <https://www2.monroecounty.gov/health-coronavirus>
- <https://www.health.ny.gov/diseases/communicable/coronavirus/>
- **NYS CORONA VIRUS HOTLINE: 518-473-4439 or 1-888-364-3065**
- <https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html>

What is Telemedicine?

Telemedicine is the use of technology that enables remote healthcare (telehealth). It makes it possible for physicians to treat patients whenever needed and wherever the patient is, by using a computer or smartphone.

MDLIVE is your telemedicine provider and are available to help 24/7.

The MDLIVE doctors are available by phone or by video. The “telephone” access to MDLIVE doctors is usually quicker.

If you have symptoms of a virus, MDLIVE doctors can assess your condition and help determine the necessary next steps, all from the comfort of your home.

MDLIVE doctor’s services are a lower cost option than going to urgent care or the emergency room.

When you register, you will be asked to enter your insurance plan and subscriber ID. It is also important to provide your doctor’s fax number to assure your primary care doctor receives communication from MDLIVE doctors.

If you have a smart phone, download the free MDLive App on your smart phone and register

If you have a computer, go to <https://www.mdlive.com/how-telehealth-works/> to register
