

Phone Advice Line Tool

Recommendations for Children (2-17 years) or Adults (≥ 18 years) with Possible COVID-19

Includes initial phone script, accompanying decision algorithm, figures, and tailored care advice messages



U.S. Department of
Health and Human Services
Centers for Disease
Control and Prevention

COVID-19 Phone Advice Line Script

The COVID-19 phone advice line script is intended for use with children at least 2 years old and adults. The COVID-19 phone advice line script is intended to help healthcare facilities and healthcare personnel give advice on seeking appropriate medical care. The script is not intended for the diagnosis or treatment of disease, including COVID-19.

See pages 10–15 for corresponding Care Advice Messages.

1) Greeting

“Thank you for calling _____ (company name/clinic name).”

My name is _____. I am a (Title: such as RN, Pharmacist, Medical Doctor, or Medic). How can I help you?”

2) Start triage and evaluate for life-threatening conditions

“Are you sick or calling for someone who is sick?”

If **No**: If caller needs general education about COVID-19, provide information using the CDC website and other sources for relevant local public health information. **(SEE CARE MESSAGE A)**

If **Yes**: Collect demographic information that is needed by your facility including asking about age and gender. Ask “What is the age of the person who is sick?”

- If <2 years old: Evaluate for life-threatening emergency signs & symptoms per your facility’s standard protocol. Advise to call 911 or go to the emergency department if they report any life-threatening signs & symptoms **(SEE CARE MESSAGE B and C)**
- If ≥2 years old: Evaluate for life-threatening emergency medical signs & symptoms.
 - Ask “Are you (they) experiencing any of these signs & symptoms?”

Child: 2-17 years

- Bluish lips or face
- Severe and constant pain or pressure in the chest
- Extreme difficulty breathing (such as gasping for air, being unable to walk or talk without catching your (their) breath, severe wheezing, nostrils flaring, grunting, or using extra muscles around the chest to help breathe)
- Disoriented (acting confused or very irritable)
- Unconscious or very difficult to wake up
- New or worsening seizures
- Signs of low blood pressure (too weak to stand, dizziness, lightheaded, feeling cold, pale, clammy skin)
- Dehydration (dry lips and mouth, not urinating much, sunken eyes)
- Refusing to drink liquids
- Frequent vomiting

Adult: ≥18 years

- Bluish lips or face
- Severe and constant pain or pressure in the chest
- Extreme difficulty breathing (such as gasping for air, being unable to talk without catching your (their) breath, severe wheezing, nostrils flaring, grunting, or using extra muscles around the chest to help breathe).
- New disorientation (acting confused)
- Unconscious or very difficult to wake up
- Slurred speech or difficulty speaking (new or worsening)
- New or worsening seizures
- Signs of low blood pressure (too weak to stand, dizziness, lightheaded, feeling cold, pale, clammy skin)
- Dehydration (dry lips and mouth, not urinating much, sunken eyes)

Advise to call 911 or go to the emergency department if they report any life-threatening symptoms. **(SEE CARE MESSAGE B)**

If no life-threatening symptoms, proceed with triage. Proceed to Step 3: Screen for symptoms, including COVID-19 symptoms.

3) Screen for exposure and symptoms, including COVID-19

Exposure

“In the two weeks before you (they) felt sick, did you (they):”

- Care for or have close contact (within 6 feet of an infected person for a cumulative total of 15 minutes or more over a 24-hour period) with someone with symptoms of COVID-19?
- Care or have close contact with someone who was diagnosed with COVID-19?
- Care or have close contact with someone tested for COVID-19?

Check for symptoms

“Do you (they) have fever or have you/they felt hot or feverish?”

- Ask **“Were you able to measure the temperature with a thermometer?”**
 - If Yes: Ask **“What was the temperature and when was it measured?”**
 - If No: Ask **“Are you/they experiencing shaking, chills, or sweating? Do you/they feel very warm to the touch?”**
- Ask **“When did the fever/feverishness start?”**
- Ask **“Was fever-reducing medication given?”**
 - Give examples if needed (e.g., ibuprofen, acetaminophen).
 - If Yes: Ask **“How long ago was the medication taken?”**

“Are you/they having shortness of breath or difficulty breathing?”

- If Yes: Ask:

- **“Are you/they having difficulty talking without catching your/their breath?”**
- **“Do you/they need to stop to catch your/their breath when walking across the room?”**
- If Child (2-17 years) Ask: **“Are the ribs pulling in with each breath?”**
- Advise the patient to call 911 or go to the emergency department if they have shortness of breath . **(SEE CARE MESSAGES B)**
- **If No:** Continue with triage.

“Do you/they have a cough?”

- **If Yes:** Ask if patient has coughed up any blood.
 - Ask **“How much blood have you/they coughed up?”**
 - If patient reports coughing up blood (hemoptysis), advise them to call 911 or go to the emergency department. **(SEE CARE MESSAGE B)**
- **If No:** Continue with triage.

“Now, I’m going to ask you about your/their blood pressure. Signs of low blood pressure can include cold, pale, or clammy skin; or feeling so light-headed and so weak that you/they are not able to stand. Do you/they have any of these symptoms?”

- Ask if they have a blood pressure measuring instrument at home.
 - **If Yes:** Ask **“Have you measured your/their blood pressure today? What was your/their blood pressure?”**
 - If concerned about low blood pressure (hypotension), advise them to call 911 or go to the emergency department. **(SEE CARE MESSAGES B)**
- **If No:** Continue with triage.

“Now I am going to ask you about additional symptoms, do you (they) have any of the following?”

Child (2-17 years):

- Sore throat
- Muscle aches or body aches
- Headache
- Vomiting or diarrhea
 - Ask **“Does your child appear dehydrated?”**
 - If concern for dehydration, advise the caller to call 911 or go to the emergency department to be evaluated. **(SEE CARE MESSAGE B)**
- Stomachache or pain in abdomen
- New loss of taste or smell
- Fatigue
- Rash
- Red eyes
- Nasal congestion or runny nose
- Poor appetite or poor feeding

Adult: ≥ 18 years

- Mild or moderate difficulty breathing
- Sore throat
- Muscle aches or body aches
- Vomiting or diarrhea
- New loss of taste or smell
- Congestion or runny nose
- Fatigue
- Headache

Advise to call 911 or go to the emergency department if they report any life-threatening symptoms. **(SEE CARE MESSAGE B)**

If no life-threatening symptoms, proceed with triage. Proceed to Step 4: Assess for high risk conditions.

4) Assess for high risk conditions

“Do you/they have any ongoing medical conditions?”

- If Yes: Note the condition(s).
- If No: Say **“Let me quickly review some categories of medical conditions, to be sure. Do you/they have any of the following medical conditions?”**

Read category names and provide further descriptions if caller needs more info:

- Chronic lung disease – e.g., moderate to severe asthma, chronic obstructive pulmonary disease [chronic bronchitis or emphysema], cystic fibrosis, pulmonary fibrosis, or other chronic conditions associated with impaired lung function or that require home oxygen
- Serious heart conditions -including congestive heart failure, cardiomyopathy, heart attack, or blocked arteries to the heart.
- High blood pressure
- Diabetes – e.g. Type 2 diabetes mellitus, Type 1 diabetes mellitus, gestational diabetes
- Neurological conditions– e.g., disorders of the brain, spinal cord, peripheral nerve, and muscle such as cerebral palsy, epilepsy [seizure disorders], stroke, dementia, intellectual disability, moderate to severe developmental delay, muscular dystrophy, or spinal cord injury
- People with weakened immune systems – e.g., received an organ or bone marrow transplant, taking high doses of oral steroids or other immunosuppressant medications, HIV or AIDS
- Cancer – seeing a doctor for cancer and/or treatment, such as chemotherapy or radiation
- Chronic Kidney Disease – e.g., chronic kidney disease – any stage or patient is under treatment for kidney disease, including receiving dialysis
- Liver disease – e.g., cirrhosis, chronic hepatitis, patient is under treatment for or has been told they have liver disease
- Blood disorder – e.g. sickle cell disease or thalassemia
- Overweight or Obese – e.g., Body Mass Index [BMI] greater than 25 kg/m²
- Pregnancy – e.g., currently pregnant or gave birth in last 2 weeks

- Medical complexity (children with multiple chronic conditions that affect many parts of the body who are often dependent on technology and other significant supports for daily life)
- Metabolic conditions

Screen for other medical conditions.

“Are you (they) a current or former smoker?”

- Note answer and smoking status

“Please tell me about any medicine or supplements that you (they) take daily or regularly.”

- Note any medical conditions being treated with these medications.

Advise to call 911 or go to the emergency department if they report any life-threatening symptoms. **(SEE CARE MESSAGE B)**

If any underlying medical conditions and non-life-threatening symptoms, advise to contact provider to be seen within 24 hours. **(SEE CARE MESSAGE D)**

5) Screen for special circumstances

“Do you (they) live in a nursing home, other long-term care facility or homeless shelter?”

- If Yes: **SEE CARE MESSAGE F.**
- If No: Ask **“In the last two weeks have you (they) worked or volunteered in a healthcare setting or as a first responder? Healthcare settings include a hospital, medical or dental clinic, long-term care facility, nursing home, residential care facility and home health” (IF YES, SEE CARE MESSAGE E)**
- If No to both questions: Proceed with triage to provide appropriate disposition.

6) Provide appropriate disposition

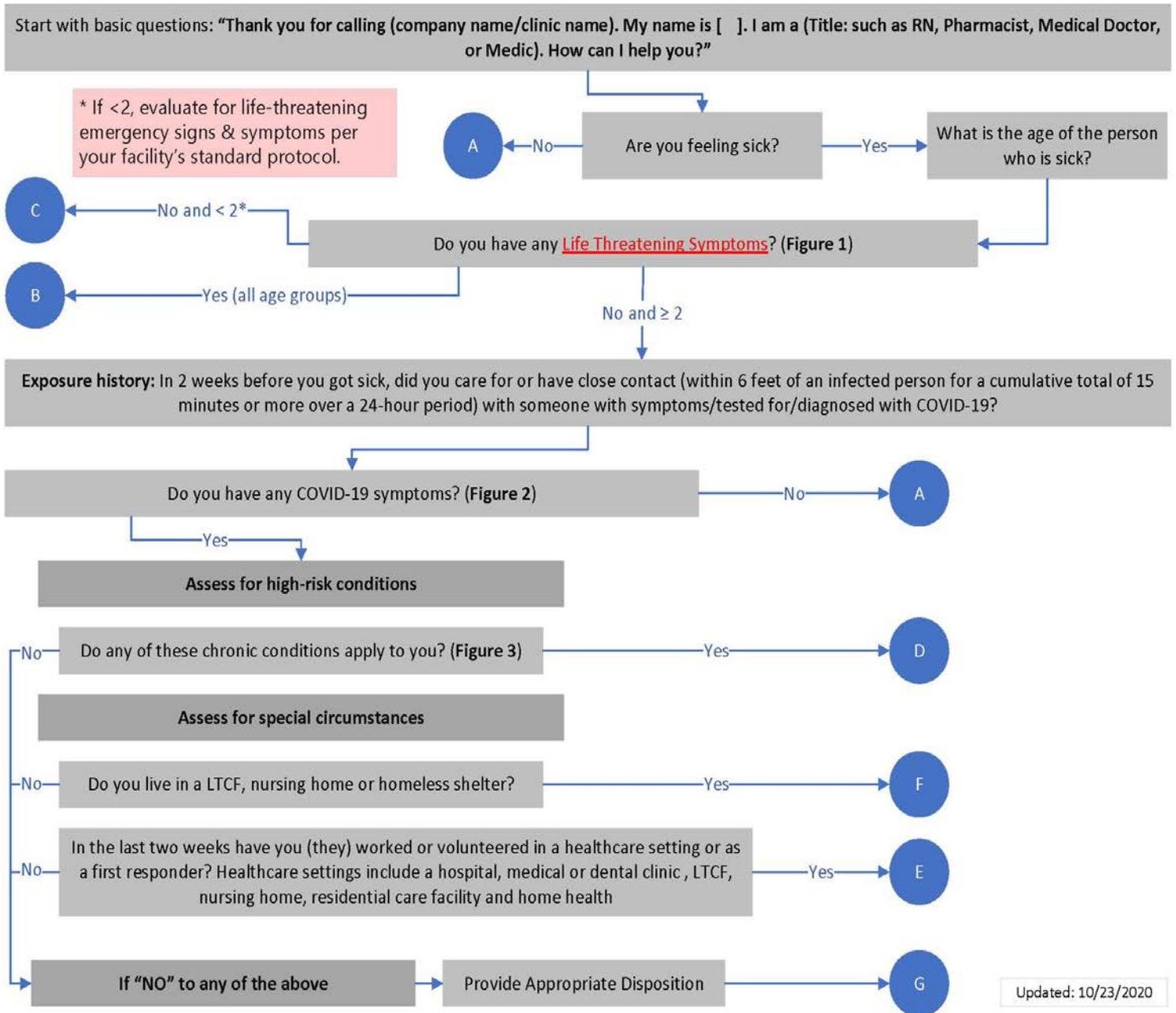
Use information provided by severity of symptoms, exposure, and comorbidities to determine appropriate disposition.

The following flowchart can be used as a guide to direct patient to the right level of care. However, use clinical judgement to determine the optimal disposition for the patient based on acuity and local conditions.

These recommendations will have to be adapted to local protocols.

FOR CARE AT HOME, **SEE CARE MESSAGE G.**

Decision Algorithm (Age ≥ 2 years)



Figures

Figure 1: Life Threatening Symptoms	
CHILD (< 2 years): Evaluate for life-threatening emergency signs & symptoms per your facility's standard protocol.	
CHILD (2-17 years) and ADULT (≥18 years)	
<ul style="list-style-type: none"> • Bluish lips or face • Severe and constant pain or pressure in the chest • Extreme difficulty breathing (such as gasping for air, being unable to walk or talk without catching your (their) breath, severe wheezing, nostrils flaring, grunting, or using extra muscles around the chest to help breathe) • Unconscious or very difficult to wake up • New or worsening seizures • New disorientation (acting confused or very irritable) • Signs of low blood pressure (too weak to stand, dizziness, lightheaded, feeling cold, pale, clammy skin) • Dehydration (dry lips and mouth, not urinating much, sunken eyes) 	
Additional:	
CHILD (2-17 years):	ADULT (≥18 years)
<ul style="list-style-type: none"> • Refusing to drink liquids • Frequent vomiting 	<ul style="list-style-type: none"> • Slurred speech and difficulty speaking (new or worsening)

Figure 2. Symptoms of COVID-19 (For specific question for each symptom, please refer to the Phone Advice Line Tool script)	
CHILD (2-17 years):	ADULT (≥18 years)
<ul style="list-style-type: none"> • Fever • Cough • Shortness of breath or difficulty breathing • Fatigue • Muscle or body aches • Headache • Nasal congestion or runny nose • New loss of taste or smell • Sore throat • Nausea or vomiting • Stomach or abdominal pain • Diarrhea • Poor appetite or poor feeding • Red eyes • Rash 	<ul style="list-style-type: none"> • Fever • Cough • Shortness of breath or difficulty breathing • Fatigue • Muscle or body aches • Headache • Nasal congestion or runny nose • New loss of taste or smell • Sore throat • Nausea or vomiting • Diarrhea

Figure 3. Medical Conditions that can increase risk for severe illness with COVID-19

CHILD (2-17 years):	ADULT (≥18 years)
<ul style="list-style-type: none"> • Lung disease, such as moderate to severe asthma or cystic fibrosis • Born premature • Serious heart condition, such as congenital heart defect • Weakened immune system or taking medications that may cause immune suppression • Obesity • Diabetes, chronic kidney disease, or liver disease • Cancer • HIV • Blood disorder, such as sickle cell disease or thalassemia • Neurologic condition, such as cerebral palsy • Metabolic Conditions • Smoking or Vaping • Medical complexity (multiple chronic conditions) 	<ul style="list-style-type: none"> • Chronic lung disease, such as moderate to severe asthma, COPD (chronic obstructive pulmonary disease), cystic fibrosis, or pulmonary fibrosis • Serious heart condition, such as congestive heart failure, cardiomyopathy, heart attack, or blocked arteries to the heart • Weakened immune system or taking medications that may cause immune suppression • Overweight or Obese • Diabetes, chronic kidney disease, or liver disease • High blood pressure • Cancer • HIV • Blood disorder, such as sickle cell disease or thalassemia • Cerebrovascular disease or neurologic condition, such as stroke or dementia • Smoking or Vaping • Pregnancy

Care Advice Messages

A

No symptoms/not sick

This telephone triage service is intended for people who are sick or caring for someone who is sick. For general information about coronavirus disease 2019 (COVID-19), please refer to the Centers for Disease Control and Prevention (CDC) website. Do you have something to write with? The CDC's website is www.cdc.gov/coronavirus

NOTE: If the caller is a healthcare professional, has no symptoms, but reports exposure to a sick person without using recommended personal protective equipment (PPE) precautions, then provide this advice: Contact your supervisor or an occupational health provider in your healthcare facility as soon as possible for instructions.

B

Call 911/Go to the Emergency Department (Emergency Medical Services)

Immediate medical attention is needed. You need to go to your nearest emergency department or call 911 now. Tell the 911 operator if you have been in contact with someone with COVID-19.

Consider Follow Up – Based on your clinic/practice, usual protocol, and/or guidance from your Medical Director, consider follow-up with any worker or patient advised to contact their provider to ensure that they sought medical advice, assess if their condition has improved or worsened, and to determine final disposition.

C

Child younger than 2 years old

This telephone triage is intended for children who are at least two years old and adults. If your child is younger than two years old and is sick, please contact their medical provider as soon as possible.

If your child has had contact with a person who is sick with COVID-19 or has been in an area with community spread of COVID-19, please let their medical providers know. You can find more information about COVID-19 on CDC's website. Do you have something to write with? The CDC's website is www.cdc.gov/coronavirus.

Consider Follow Up – Based on your clinic/practice, usual protocol, and/or guidance from your Medical Director, consider follow-up with any worker or patient advised to contact their provider to ensure that they sought medical advice, assess if their condition has improved or worsened, and to determine final disposition.

D

Contact a medical provider within 24 hours

You have some symptoms that may be related to COVID-19.

- If no high-risk conditions, skip to table below
- If the patient has a high-risk condition (e.g., ≥65 years old, currently pregnant or up to 2 weeks after the end of pregnancy, or has an underlying medical condition):

- You also have medical conditions that could put you at greater risk for complications from COVID-19, such as (your age ≥65 years old, being pregnant or recently pregnant, having an underlying medical condition).
- Please let your provider know about (your age or this condition)

AND

If the patient belongs to your practice or clinic	If the patient does not belong to your practice or clinic
<p>A healthcare provider from this practice/clinic will follow-up with you within 24 hours. If you are not contacted by a provider within 24 hours, call your provider. If your symptoms get worse, seek care by an urgent care center or emergency department.</p> <p>If you have had contact with a person who is sick with COVID-19 or have been in an area with community spread of COVID-19, please let your provider know as soon as you speak with them.</p>	<p>Contact your usual healthcare provider, doctor’s office, clinician advice line, or telemedicine provider to discuss your symptoms. If you do not receive a call back from your medical provider within 24 hours, try to contact them again and if no response, go in to see your medical provider.</p> <p>If you have had contact with a person who is sick with COVID-19 or you have been in an area with community spread of COVID-19, please let your medical providers know as soon as you speak with them.</p>

AND

- In the meantime, you can follow some steps to prevent others in your household or community from getting sick. Do you have something to write with?
 - **Stay home except to get medical care** – You should stay home until you talk with your usual healthcare provider or another medical provider. In the meantime, restrict activities outside your home, except for getting medical care. Do not go to work, school, or public areas. Avoid using public transportation, ridesharing, or taxis.
 - **Separate yourself from others in your home** – As much as possible, you should stay in a specific room and away from other people in your home. Also, you should use a separate bathroom that no one else uses, if available.
 - **Wear a mask, if possible** –Wear a mask when you are around other people (e.g., sharing a room or vehicle) and especially before you enter a healthcare provider’s office. If you are not able to wear a mask (for example, because it causes trouble breathing), then people who live with you should not stay in the same room with you, or they should wear a mask if they enter your room.
 - **Cover your coughs and sneezes** – Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can; immediately clean your hands.
 - **Clean your hands often** – Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food. If soap and water

- are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Avoid touching your eyes, nose, and mouth with unwashed hands.
- **Avoid sharing personal household items** – You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water.
 - **Clean and disinfect all frequently touched surfaces everyday** – Frequently touched surfaces should be cleaned and disinfected daily. This includes counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Shared spaces outside the room you are isolating in should be cleaned by someone else in the household, if possible. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation while using the product.
 - **Monitor your symptoms** – Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing). Put on a mask before you enter the healthcare facility. These steps will help the healthcare provider’s office to keep other people in the office or waiting room from getting sick.

You can find more information about COVID-19 on CDC’s website – www.cdc.gov/coronavirus.

Consider Follow Up – Based on your clinic/practice, usual protocol, and/or guidance from your Medical Director, consider follow-up with any worker or patient advised to contact their provider to ensure that they sought medical advice, assess if their condition has improved or worsened, and to determine final disposition.

E

Contact the occupational health provider at your workplace immediately

Contact an occupational health provider in your healthcare facility as soon as possible. Make sure your supervisor is also aware as they may be able to help identify your facility’s occupational health provider.

If you have cared for a person who is sick with COVID-19 or have been in an area with community spread of COVID-19, please let your occupational health provider know as soon as you speak with them.

If your facility does not have an occupational health provider, seek care with your usual provider.

Be sure to mention that you have symptoms and work in a healthcare facility or with patients. If your symptoms get worse, seek care by an urgent care center or emergency department, but call ahead to let them know you are sick, work in a healthcare setting, and may have had exposure to COVID-19.

In the meantime, you can follow some steps to prevent others in your household or community from getting sick. Do you have something to write with?

- **Stay home except to get medical care** – You should stay home until you talk with your

usual healthcare provider or another medical provider. In the meantime, restrict activities outside your home, except for getting medical care. Do not go to work, school, or public areas. Avoid using public transportation, ridesharing, or taxis.

- **Separate yourself from others in your home** – As much as possible, you should stay in a separate room and away from other people in your home. Also, you should use a separate bathroom that no one else uses, if available.
- **Wear a mask, if possible** – Wear a mask when you are around other people (e.g., sharing a room or vehicle) and especially before you enter a healthcare provider’s office. If you are not able to wear a mask (for example, because it causes trouble breathing), then people who live with you should not stay in the same room with you, or they should wear a mask if they enter your room.
- **Cover your coughs and sneezes** – Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can; immediately clean your hands.
- **Clean your hands often** – Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Avoid touching your eyes, nose, and mouth with unwashed hands.
- **Avoid sharing personal household items** – You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water.
- **Clean and disinfect all frequently touched surfaces everyday** – Frequently touched surfaces should be cleaned and disinfected daily. This includes counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Shared spaces outside the room you are isolating in should be cleaned by someone else in the household, if possible. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation while using the product.
- **Monitor your symptoms** – Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing). Put on a mask before you enter the healthcare facility. These steps will help the healthcare provider’s office to keep other people in the office or waiting room from getting sick.

You can find more information about COVID-19 on CDC’s website – www.cdc.gov/coronavirus.

Consider Follow Up – Based on your clinic/practice, usual protocol, and/or guidance from your Medical Director, consider follow-up with any worker or patient advised to contact their provider to ensure that they sought medical advice, assess if their condition has improved or worsened, and to determine final disposition.

F

Contact a healthcare provider in the nursing home, other long-term care facility or homeless shelter where you live

You may be at higher risk for severe illness since you live in a nursing home /long-term care facility or homeless shelter.

Tell a caregiver at the facility that you are sick and need to see a medical provider as soon as possible. If a healthcare provider is not available at the facility, seek care from your usual provider.

In the meantime, you can follow some steps to prevent others in your household or community from getting sick. Do you have something to write with?

- **Stay in your room except to get medical care** – You should stay in your room/apartment until you talk with the healthcare provider in your facility.
- **Cover your coughs and sneezes** – Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can; immediately clean your hands.
- **Clean your hands often** – Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Avoid touching your eyes, nose, and mouth with unwashed hands.

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G

Stay home and take care of yourself. Call your provider for testing recommendations.

Sorry you're feeling sick. You have one or more symptom(s) that may be related to COVID-19.

Contact your provider to assess whether you need a test. In the meantime, stay home and take care of yourself. You can follow some steps to prevent others in your household or community from getting sick. Do you have something to write with?

- **Drink plenty of water and other clear liquids to prevent fluid loss (dehydration).**
- **Treat fever and cough with medicines you can buy at the store. Follow the directions on the label.**
- **Stay home except to get medical care** – You should restrict activities outside your home, except for getting medical care. Do not go to work, school, or public areas. Avoid using public transportation, ridesharing, or taxis.
- **Separate yourself from others in your home** – As much as possible, you should stay in a separate room and away from other people in your home. Also, you should use a separate

bathroom that no one else uses, if available.

- **Wear a mask, if possible** – Wear a mask when you are around other people (e.g., sharing a room or vehicle) and especially before you enter a healthcare provider’s office. If you are not able to wear a mask (for example, because it causes trouble breathing), then people who live with you should not stay in the same room with you, or they should wear a mask if they enter your room.
- **Cover your coughs and sneezes** – Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can; immediately clean your hands.
- **Clean your hands often** – Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Avoid touching your eyes, nose, and mouth with unwashed hands.
- **Avoid sharing personal household items** – You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water.
- **Clean and disinfect all frequently touched surfaces everyday** – Frequently touched surfaces should be cleaned and disinfected daily. This includes counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Shared spaces outside the room you are isolating in should be cleaned by someone else in the household, if possible. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation while using the product.
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