

COVID-19

A message from Ballad Health Corporate
Emergency Operations Center (CEOC)



Call Script and FAQ

Intended Audience: The below is intended for use by front desk employees and phone operators who are contacted by **patients and community members** about COVID-19.

For callers that may be experiencing some of the COVID-19 symptoms:

- » If you or a family member think you have been exposed to COVID-19 and develop a fever and symptoms of respiratory illness, such as cough and difficulty breathing, call your healthcare provider immediately.
- » **If you are experiencing mild symptoms, please stay at home and call 833-822-5523 to speak to a nurse and start the screening process.** This phone line will be active 24 hours a day, seven days a week. You may also contact your primary care physician.
- » If you are having a **life-threatening emergency, please call 911** or visit your nearest emergency room.

Background

- » Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. The virus that causes COVID-19 is a novel coronavirus that was first identified during an investigation into an outbreak in Wuhan, China.

If a member of the media shows up without calling first, please notify administration as well as Allie Adams in Ballad Health Communications at allie.adams@balladhealth.org.

Frequently Asked Questions

What are the symptoms of COVID-19, also known as the novel coronavirus?

- » Patients with COVID-19 have had mild to severe respiratory illness with symptoms of
 - fever
 - cough
 - shortness of breath
- » Most people who contract COVID-19 will have mild symptoms and will make a full recovery. The majority of infants, children and adolescents with COVID-19, who traditionally are more susceptible to severe respiratory infections, have had more mild cases of the infection and recovered within one to two weeks.

How does COVID-19 spread?

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- » The virus is thought to spread mainly between people who are in close contact with one another (within about 6 feet) through respiratory droplets produced when an infected person coughs or sneezes. It also may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.

Is there a vaccine?

- » There is currently no vaccine to protect against COVID-19. The best way to prevent infection is to take every day preventative actions, like avoiding close contact with people who are sick and washing your hands often.

Is there a treatment?

- » There is no specific antiviral treatment for COVID-19. People with COVID-19 can seek medical care to help relieve symptoms.

What can I do to protect myself from COVID-19?

- » Washing your hands is your best defense to prevent exposure to this virus. Frequently wash your hands with soap and water for 20 seconds, and please try not touching your face, especially your eyes, nose and mouth with unwashed hands. An alcohol-based hand sanitizer can be used as an alternative, but handwashing is your best defense. Also, avoid close contact with people who are sick.

Is Ballad Health testing for COVID-19?

- » The state of Tennessee and commonwealth of Virginia are currently overseeing COVID-19 testing. A Ballad Health caregiver can test a patient for other types of respiratory illness, including influenza. If those tests are negative and the Ballad Health caregiver suspects the patient might have COVID-19, the Ballad Health Infection Prevention team will contact the Tennessee Department of Health or the Virginia Department of Health, who will initiate the COVID-19 test.

What should I do if I'm experiencing some of the COVID-19 symptoms?

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