NewYork-Presbyterian

CORONAVIRUS: FREQUENTLY ASKED QUESTIONS

NewYork-Presbyterian is committed to protecting our patients, visitors, and employees during the current outbreak of coronavirus (COVID-19). Our medical staff are trained to recognize patients who may have the COVID-19 infection and to keep the virus from spreading. We want to assure you that we are working closely with local and state Departments of Health and the Centers for Disease Control and Prevention (CDC) to stay abreast of recommendations as the situation evolves.

What is a coronavirus? Coronaviruses are viruses that cause sicknesses like the common cold. In December 2019, a new virus was seen in people in Wuhan City, China, and caused the ongoing outbreak that spread to other countries. The sickness caused by this virus is now called COVID-19.

What are the symptoms and how serious is this virus? The symptoms can include fever, cough, and having trouble breathing. The CDC believes at this time that symptoms of COVID-19 may appear between two and 14 days after exposure. Most people have only mild symptoms, but some can become very sick.

What should I do if I have symptoms? If you think you may have been exposed to COVID-19 and have symptoms, call ahead before going to your doctor's office or emergency room to tell them about your symptoms and any recent travel. Or you can have a live video visit with one of our doctors through **NewYork-Presbyterian's Virtual Urgent Care** service on their smart phone, tablet, or computer. Access Virtual Urgent Care at www.nyp.org/ondemand/urgent-care between 8 am and midnight, seven days a week.

Depending on the severity of your symptoms, the doctor will determine whether or not you need to come in to be evaluated. Avoid contact with others and wear a face mask if you need to leave your home when you are sick.

How do I stay healthy?
- Wash your hands with soap and water for 20 seconds or 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 if you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash and immediately wash your hands or use an alcohol-based hand sanitizer.
- If you don't have a tissue, cough or sneeze into your elbow, rather than into your hands.
- Clean and disinfect frequently touched objects and surfaces, such as cell phones, doorknobs, light switches, countertops, handles, desks, keyboards, faucets, and sinks.

Where can I obtain more information? For the latest updates on coronavirus visit the CDC at www.cdc.gov or NewYork-Presbyterian at nyp.org.

COVID-19 HOTLINE
646-697-4000
For general questions about exposure or health concerns