**FAQ’s:**

**Community transmission of COVID-19 has been documented in Douglas County. Accurate information is very important. Douglas Public Health Network officials have compiled answers to the most frequently asked questions.**

**Douglas County Health officials have established a hotline (541) 464-6550 for people with questions. The call center will be staffed with health care professionals who can answer questions from the public. Call center hours will be 8am-7:30 pm seven days per week until further notice.**

**If I am sick, what do I do?**

If you are feeling reasonably well, you might not need to visit a clinic or hospital, which allows providers to focus on patients who most need care. If you are very ill or having trouble breathing, call your healthcare provider and only call 911 if it is an actual emergency.

**How many cases have been confirmed in Douglas County?**

We have three residents of Douglas County that have tested positive for COVID-19.

|  |  |  |
| --- | --- | --- |
| Positive Cases | Negative Results | Deaths |
| 4 | 139 | 0 |

\*As of 12:00pm Thursday, March 26, 2020

**How many people in Douglas County have been tested?**

This is a rapidly changing situation. The numbers change daily. The Oregon State Public Health Lab has been processing about 80 tests (~40 people) per day. Douglas County has a small population, but we have had our proportionate share of that testing. The drive through pilot clinic tested 17 residents for Covid-19 on March 17th, 35 people were tested at the second drive-thru, 43 in the third clinic on March 23rd. They were referred by their physician. Results are not back for either clinic, initially it was hoped we would have them back in 2-4 days, but now it looks like it will be closer to a week for results. We will announce positives and negative tests as soon as we have them.

**When will COVID-19 tests be available in Douglas County?**

At this time, you can only get a COVID-19 test through your healthcare provider. Tests are currently being processed at the Oregon State Public Health Lab and a growing number of commercial labs, like Quest and LabCorp. There are very few outpatient clinics in Douglas County offering testing at this time. Community health partners are working very hard to make testing available to a wider number of people. The first drive thru testing site was piloted in the county on March 17th. **The next drive-thru testing clinic will be Friday March 27th. In order to be tested, you must get an order from your physician/health care provider.** Information has been provided to providers and clinics about how to get their patients signed up for the drive-thru testing process. If you ask your doctor and they don’t know about the process, please have them call Douglas Public Health Network, who is sponsoring the clinic. You will bring the order to the drive-thru clinic and your specimen will be collected there. It will then be flown to a Quest Lab for processing and results will be back in a week. In that time period, please self-quarantine at home and continue to quarantine for 72 hours after symptoms subside. Results will be sent back to the physician/provider that ordered it.

DPFN is working to get more testing materials so that we can continue to do more drive-thru testing clinics. The next drive-thru testing clinic will be on Friday March 27th, 2020.

**How much does the drive-thru testing clinic test cost?**

Your physician must order the test. There is no charge for the collection of your nasal specimen by DPFN. The processing of your specimen will be done by Quest, they are currently charging $199 for that process and most insurances are paying for it. Governor Brown has said that no Oregonian will have to pay for a Covid-19 test.

**If someone has a cough and a fever, and/or difficulty breathing, where can they go to be tested for COVID19?**

Most people with cough, fever and mild illness can recover at home and do not need to seek medical care. If you are feeling reasonably well, you might not need to visit a clinic or hospital, which allows providers to focus on patients who most need care. If you are very ill or having trouble breathing, call your healthcare provider and only call 911 if it is an actual emergency.

**How can seniors receive services if they are being told to stay home?**

Community partners are working together to determine ways to reach our most vulnerable community members.

**What are the symptoms of the COVID-19 virus?**

The disease progression of COVID-19 ranges from person to person. Symptoms of COVID-19 are non-specific and the disease presentation can range from no symptoms (asymptomatic) to severe pneumonia and death. People with COVID-19 generally develop signs and symptoms on an average of 5-6 days after infection (mean incubation period 5-6 days, range 1-14 days).

According to the World Health Organization, “As of 20 February 2020 and based on 55924 laboratory confirmed cases, typical signs and symptoms include: fever (87.9%), dry cough (67.7%), fatigue (38.1%), sputum production (33.4%), shortness of breath (18.6%), sore throat (13.9%), headache (13.6%), myalgia or arthralgia (14.8%), chills (11.4%), nausea or vomiting (5.0%), nasal congestion (4.8%), diarrhea (3.7%), and hemoptysis (0.9%), and conjunctival congestion (0.8%).”

**How does COVID-19 spread?**

COVID-19 is spread when people touch or breathe in droplets made when ill people cough, sneeze or talk. This can happen when someone is close to a sick person, within six feet. Rarely, people might catch COVID-19 by touching a surface that a person with the infection coughed or sneezed on, and then touching their own mouth, nose or eyes. Coronaviruses can’t survive for long on surfaces, though, so this isn’t common.

**What is my risk of getting COVID-19?**

Your risk of becoming ill from COVID-19 depends on your exposure to the virus. We recommend taking the steps listed below to decrease your risk of infection.

**What is the best advice to lower my chance of contracting COVID-19?**

Take everyday precautions to keep space between yourself and others.

When you go out in public, keep away from others who are sick, limit close contact and wash your hands often.

Stock up on supplies.

Avoid crowds as much as possible.

Avoid cruise travel and non-essential air travel.

During a COVID-19 outbreak in your community, stay home as much as possible to further reduce your risk of being exposed.

**Who is most at risk?**

See this page with recommendations for people at risk of serious illness from COVID19:

https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html

**Is there a preferred public information platform? How will the public be kept informed?**

Public Health Officer for Douglas County, Dr. Robert Dannenhoffer, will provide updates in daily press releases through FlashAlert, through the Douglas Public Health Network Twitter and Facebook pages, and at douglaspublichealthnetwork.org.

Also, Douglas County Health officials have established a hotline (541) 464-6550 for people with questions. The call center will be staffed with health care professionals who can answer questions from the public. Call center hours will be 8am-8pm seven days per week until further notice.

**Why aren’t we releasing details about cases?**

With community spread, we need to remember the disease is in all parts of the county and the advice of social distancing, hand washing and the like would not change even if we knew everything about the patient. Since it would not change what we would do, we believe in protecting the patient’s privacy. If there is an exposure in a public setting, we would only release information that is necessary to reduce the threat or protect the public health. Close contacts of confirmed cases would be notified by public health.

**Why isn’t more information available about the person who is considered positive?**

We and our collaborative partners have been working hard for weeks preparing for COVID-19. These partners include the Douglas County Emergency Manager, the Douglas County Board of Commissioners, local hospitals, healthcare workers, emergency medical services, the Oregon Health Authority and Oregon Office of Emergency Management. It was through this collaboration that we were able to quickly identify and isolate this case with very few people exposed. We communicated the positive results to the public within hours of receiving them. We have interviewed the patient and are actively following up with all of their close contacts.

We protect the privacy of all patients. As this was a case of community spread, knowing the exact location and identity of the person would not be helpful and could compromise their confidentiality.

You may have heard of other counties releasing more information about their cases, as an example: the Umatilla case that attended a youth basketball game. With our case, there were no such public events or locations that are at risk. With future cases, if we believe unknown members of the public may have been exposed, we will release that information.

We recommend to stay home if you are sick, wash your hands, avoid the hospital emergency department (except in emergencies) and at your discretion, avoid large gatherings.

If you would like more information on COVID-19, please call 211 or visit the Oregon Health Authority www.oregon.gov/oha or the Center for Disease Control www.cdc.gov

**Should people who can stay home and work from home do so at this time?**

Recommendations from the state is that employers who are able to have workers work from home should allow that at this time. The reason for this would be to increase social distancing measures.

If you are immunocompromised, the recommendations are to increase social distancing and to decrease the amount of people that you are in contact with. If you are able to stay at home, the recommendation would be for you to do so.

**I am over the age of 50 or I have health issues, should I go to work?**

People at higher risk of getting seriously sick from COVID-19 include older adults, and persons with chronic medical conditions like heart disease, diabetes, and lung disease. To determine your level of risk, you should talk to your medical provider. Depending on your level of risk and your type of work, you may want to discuss the possibility of working from home, working a shift with less people, or other accommodations with your employer. Staying at home will reduce your risk of being exposed.

**What is the mortality rate for young children with COVID-19?**

We understand that the parents of small children may be especially concerned about COVID-19. At this time, we have limited data regarding their clinical outcomes. Children seem to have more mild illness, if they show any signs at all. Severe complications have been reported, but they appear to be uncommon. Those under the age of 10 have made up less than 1% of the total number of confirmed COVID-19 cases in China. Mortality rates depend on a lot of factors including the person’s age, chronic conditions, smoking status and overall health status as well as the level of medical care they receive. The overall case fatality rate for COVID-19 looks to be about 4%, but for individuals age 80 and older that rises to 15%.

**Other than hand washing and surface sanitizing, are there other recommended precautions I can take to help prevent my family from contracting COVID-19?**

To protect yourself and your family we recommend:

1. Wash your hands often with warm water and soap for at least 20 seconds.

2. Cover your mouth with a tissue, sleeve, or elbow (not hands) when you cough or sneeze.

3. Stay home if you are sick.

4. Keep your immune system strong by eating a healthy diet, staying current on your vaccinations including the flu vaccine, getting enough sleep and regular exercise, and by taking care of underlying health conditions.

**Should we all be wearing masks?**

The CDC does not recommend that people who are well to wear a facemask to protect themselves from respiratory illnesses. You should only wear a mask if a healthcare professional recommends it. A facemask should be used by people who have COVID-19 and are showing symptoms. This is to protect others from the risk of getting infected. Health care workers who are appropriately fit-tested for facemasks will wear them to care for people infected with COVID-19. There is little evidence that masks limit exposure or decrease risk of illness when used in the public setting. They might lead to a false sense of security and make people less likely to take other, more effective measures to decrease risk of infection.

**What are Douglas County’s plans for handling COVID-19**

Douglas Public Health Network has been busy working with our healthcare coalition to coordinate and prepare for COVID-19. Our partnerships include EMS, Fire, Mercy Medical Center and Lower Umpqua Hospital, the Cow Creek Tribe, the VA, Douglas County commissioners, and local city governments. We are also having weekly calls with smaller clinics and urgent cares, the school districts, home hospice, senior services and others. We are following guidance from the Oregon Health Authority and Centers for Disease Control.

**Is it safe to open packages from China or other foreign countries?**

The virus does not last long on objects such as letters or packages, according to the World Health Organization.

**How many ventilators do we have in Douglas County? How many intensive care beds do we have? How many are available right now?**

Mercy has 16 ICU beds and other beds that can converted to ICU. The ventilator question is a bit harder because in a pinch, other things can be converted to ventilators such as baby ventilators, anesthesia machines, CPAP machines. Almost always the limiting factor will be staff, as ventilator care is tricky and requires lots of training and experience. The recent measures announced about gatherings of 10 or more will hopefully work to “flatten the curve” to ensure our health care systems continue to function well.

**When we have a vaccine? How long does it take to make a vaccine readily available?**

There is no vaccine for Covid-19. This is a new virus, we don’t have immunity for it yet in the population. Vaccine trials have begun but national reports estimate that it will take 12-18 months to develop a vaccine.

**Is it safe to eat food prepared somewhere else? What do I need to do with my lettuce greens from the farmers market?**

The current understanding is that it is safe to eat food prepared elsewhere and we don’t need to do anything different with fresh produce like what you get from farmers markets. It is advisable to wash your produce before you eat it already, now is the time to make sure you wash your produce and do it well. There is very little risk that the virus will transmit from produce. However, we recommend not eating produce that you see somebody sneeze or cough on.

**I read that gargling vinegar water cures the virus before it gets to your lungs, is that right or what other treatments are available for Covid-19/corona virus?**

There is no cure for Covid-19. Most people get better by staying home, resting and treating symptoms. Treatment for Covid-19 is supportive. Supportive means activities that helps the person deal with symptoms until the immune system kicks in and kills the infection. There are no known disease-specific treatments or cures of Covid-19 yet.

**You tell me not to panic, can you give me specifics?**

This is serious but there isn’t a need to panic. When we panic, we don’t use our brains as well. Specific activities that you can do to help you not panic is: 1) avoid going out and buying stuff you don’t need like several years-worth of toilet paper; 2) try not to be critical of what other people are doing, instead try to find a positive and recognize that this is the first pandemic that most of us have lived through, both professionally and personally. Please also be careful about spreading rumors, if you hear a rumor please call the hotline and we’ll do our best to clarify if it is a rumor or not; 3) Finally when we panic we tend to be more self-focused and selfish. To counter this, choose activities to where you are doing something for somebody else, maybe taking an older neighbor in isolation a hot meal or taking your dog for a walk. And remember to be nice to yourself, practice good self-care.

**I want to help sew masks to help with PPE shortage where do I go?**

The Mercy Foundation is leading the effort to coordinate and collect PPE locally, please contact them if you have PPE to donate. If you’d like to participate with the local group that is sewing masks CHI Mercy Health - Mercy Foundation will serve as the point of contact for local PPE donations from Douglas County residents. Donations from the community need to be new and unopened. The Mercy Foundation can be reached by calling (541) 677-4818 or logging onto [Mercy Foundation website](https://www.mercygiving.org/) for more information.

[Umpqua Sewing Warriors](https://www.facebook.com/groups/658730244919310/about/) formed by [Oregon Serigraphics](https://www.facebook.com/pg/orserigraphics/about/?ref=page_internal) have set up a grassroots mask making program specifically for DPHN distribution. Volunteer sewing warriors are needed to help with the cause. Mask sewing kits can be picked on Saturdays from 12:00 pm – 3:00 pm at the entrance to Serigraphics, located at 333 SE Jackson Street in Roseburg. Kits contain: 25 or so double layer fabric panels, elastic cord and instructions. Volunteers sew the masks and return them to Serigraphics the following Friday for sterilization and pick up by DPHN. Last Saturday they sent out 1,500 mask sewing kits to be sewn by local volunteers. Although the CDC and OHA guidance states that they do not recommend that people who are NOT sick to be wearing masks, the masks will be helpful for people who are sick or are being treated for COVID-19. They are hoping to donate 1,000 masks per week. They would also appreciate local business support to help with supplies. For more information, call (541) 672-6296.

, please contact Serigraphics

**Should I keep my appointment to donate blood?**

The American Red Cross is facing a severe blood shortage due to an unprecedented number of blood drive cancellations in response to the COVID-19 pandemic. If you are a healthy individual, we encourage you to continue donating lifesaving blood. If you are at high risk of complications from COVID-19 (over age 65, chronic medical conditions etc) I would have a conversation with your doctor about what level of social distancing you should be doing. Donating blood at the Red Cross office may have less risk of exposure then donating blood in the smaller donation bus. The U.S. surgeon general has said “You can still go out and give blood. We’re worried about potential blood shortages in the future. Social distancing does not have to mean social disengagement.”

**Where can I volunteer or help-out my community?**

Please visit the [www.recovers.org](http://www.recovers.org) site to sign up as a volunteer or to list needs you are having.

**What is allowable and not allowable in Governor Brown’s Executive Order that was put in place on March 23rd?**

### Allowed

  (must keep 6 feet from others)

* Hospitals and health care
* Grocery stores
* Banks and Credit Unions
* Pharmacies
* Take-out/delivery from restaurants and bars
* Pet stores
* Gas stations
* Certain retail stores
* Outdoor activities like walking your dog, jogging, or biking in your neighborhood
* Child care facilities and babysitters (only if abiding by new rules)

### Not Allowed

* Social gatherings (parties, celebrations) with people from outside of your household
* Dine-in restaurants and bars
* Nightclubs and concerts
* Shopping at outdoor or indoor malls and retail complexes
* Fitness: Gyms, sports and fitness centers, health clubs, and exercise studios, dance and yoga studios
* Grooming: Hair salons, barbershops, nail salons, day spas and massage services, non-medical wellness spas, cosmetic stores, tattoo parlors
* Entertainment: Theaters, amusement parks, arcades, bowling alleys, music concerts, sporting events, museums, skating rinks
* Outdoors: State parks, playgrounds, campgrounds, pools, skate parks, festivals

**What do I do if I see a person or a business not following the Governors executive order of stay safe stay home?**

The State of Oregon is the enforcement Authority for the Governor’s Executive Orders.

Please do not  dial 911, unless it is an actual emergency.  Please send all complaints to the state level organizations who have authority.

**Medical & Health Questions:**

Local COVID-19 Hotline (541) 464-6550 – 7 days a week 8:00 am – 7:30 pm

**Business Complaints:**

Reporting form for businesses not following executive orders for public to make complaints:

<https://www4.cbs.state.or.us/exs/osha/hazrep/>

Department of Justice: Please send any price gouging or State Order violation complaints to the Oregon Attorney General’s Office.

<https://www.doj.state.or.us/consumer-protection/sales-scams-fraud/report-scams-fraud/>

Attorney General’s Consumer Protection Hotline by calling 503-378-8442, or using the online Consumer Complaint Form.

<https://www.doj.state.or.us/consumer-protection/sales-scams-fraud/report-scams-fraud/>

**Law Enforcement:**

Oregon State Police: [ask.osp@osp.oregon.gov](mailto:ask.osp@osp.oregon.gov) or Report Something? Dial \*OSP or \*677 from a mobile phone

**Fire Enforcement:**

Oregon State Fire Marshall: [oregon.sfm@osp.oregon.gov](mailto:oregon.sfm@osp.oregon.gov) or (503) 378-3473

**Alcohol and Dispensary Enforcement:**

Oregon Liquor Control Commission (OLCC): (503) 872-5000 or Toll Free: (800) 452-6522 or [shannon.hoffeditz@oregon.gov](mailto:shannon.hoffeditz@oregon.gov) (OLCC Compliance Officer)

**Park Enforcement:**

Oregon State Parks: (503) 986-0707 or log onto: <https://bit.ly/OPRD-covid>.

**Governor Kate Brown’s Office:**

Governor Brown’s Communications Director: (503) 559-6644 or [natalie.king@oregon.gov](mailto:natalie.king@oregon.gov)

**Oregon Emergency Management:**

The State of Oregon has established a new webpage with COVID-19 information and links to additional resources; like housing, homelessness, businesses and childcare.

<https://storymaps.arcgis.com/stories/6c96b225a8424992b56e59400a30dab4>

Or Call (503) 373-7872 for more information.

**Where can I find more information:**

Douglas Public Health Network

<https://www.douglaspublichealthnetwork.org>

Follow the Douglas Public Health Network on facebook

CDC

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

Oregon Health authority

<https://www.oregon.gov/oha/PH/DISEASESCONDITIONS/DISEASESAZ/Pages/emerging-respiratory-infections.aspx>