

# COVID-19 Frequently Asked Questions for South Australian Patients

This FAQ has been developed to help answer some questions you might have about COVID-19. The information provided is correct as at 4<sup>th</sup> January 2022.

## Do you stock Rapid Antigen Tests?

- No, we do not stock Rapid Antigen Tests at our clinics.
- RATs are to be purchased privately from your local pharmacist or grocery store.

## Do you offer Rapid Antigen Testing at your clinic?

- No, we don't provide Rapid Antigen Testing at our clinics. These can be done at home.
- If your Rapid Antigen Test comes back positive, you should have a PCR test at a testing facility.
- Testing locations can be found on the SA Health website at <https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/covid-19/testing+and+tracing/covid-19+clinics+and+testing+centres>

## How do I know if I am a close contact?

- You are a close contact if you are a person who:
  - Is a household member or an intimate partner of a COVID-19 case during their infectious period;
  - Has had close personal interaction with a COVID-19 case during their infectious period; or
  - Has been notified by SA Health that they are a close contact with a COVID-19 case; or
  - Has been at an exposure site during the exposure period for that site.
- More information is available on the SA Health website at <https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/covid-19/about+covid-19/frequently+asked+questions/covid-19+frequently+asked+questions>
- If you require further information, you can call the SA COVID-19 Information Line on 1800 253 787 between the hours of 8am to 8pm 7 days per week or go to the SA Health website at [www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au) or [www.sa.gov.au/covid-19](http://www.sa.gov.au/covid-19)



## How long do I need to isolate if I'm a close contact?

The period of time you need to isolate is:

Definition	Management Day 1 to Day 7	Management Day 8 to Day 14
<p>All Close Contacts (vaccinated and unvaccinated), including household members</p> <p>Close personal interactions occur between a person and a COVID-19 positive case:</p> <ul style="list-style-type: none"> <li>• for 15 minutes or more; and</li> <li>• where masks are not worn by the person and the COVID-19 case; and</li> <li>• in close physical proximity; and</li> <li>• occurring in an indoor setting</li> </ul> <p>Therefore, two people must be within 1.5 metres for 15 minutes or more, not wearing masks and indoors to be deemed a close personal interaction.</p>	<p>Quarantine for 7 days (unless you are a household member, refer below) since they had contact with a COVID-19 positive person or were at the exposure location</p> <p>Get an initial PCR test</p> <p>Get a PCR test again on day 6 if initial test negative (a negative day 6 PCR test is required to be released from quarantine)</p> <p>If you are a household member of COVID-19 case and you cannot segregate from them, you must quarantine for 14 days from the date they had their test taken. A household member who cannot segregate is not required to undertake COVID-19 testing unless they develop symptoms, at which time they must obtain a COVID-19 PCR test.</p> <p>If you are a household member where the COVID-19 positive person is able to remain isolated and segregated or the entire time, you must quarantine for 7 days from the date they had their test.</p>	<p>Get a PCR test again immediately if symptoms develop (be mindful of symptoms for up to 14 days)</p> <p>Not attend high risk settings (unless for work or duties or COVID Management Plan events for 14 days after exposure)</p> <p>Wear a surgical mask when around others</p> <p>Avoid contact with vulnerable people, avoid non-essential activities where possible and avoid shared spaces and maintain physical distancing on days 8 to 14 after exposure.</p>

## I'm not feeling well. What are the symptoms of COVID-19?

- Symptoms vary from person to person but may include:
  - **Fever, cough, sore throat, shortness of breath, runny nose, headache, fatigue, diarrhoea, vomiting or nausea, loss of smell and or loss of taste.**
- Other symptoms people may experience include muscle or joint pain and loss of appetite.
- If you have any COVID-19 symptoms, no matter how mild, you are encouraged to take a PCR test. Call emergency services on 000 if you are very sick.
- More information is available on the SA Health website at <https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/covid-19/testing+and+tracing/testing+for+covid-19>



## I've tested positive for COVID-19. Do I need to present to hospital?

- If you have COVID-19, you must isolate at home until you are told you can leave. This will help stop the spread to other people.
- Everyone in your household will need to isolate at home too.
- Most people with COVID-19 who are fully vaccinated (two doses) will only get mild symptoms and can be cared for at home.
- Most people will be treated over the phone.
- Your health and recovery might be monitored while you're at home and you might be asked by SA Health to keep a symptom diary.
- If you become very unwell at home, you need to call **000** and ask for an ambulance. Explain to the operator that you have COVID-19.
- More information is available on the SA Health website at <https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/covid-19/testing+and+tracing/information+about+a+positive+result+for+covid-19>

## I've tested positive for COVID-19. Who do I need to tell?

If you've received a text message from SA Health or a pathology provider telling you that you have COVID-19, follow these five steps:

1. Isolate and tell your household to get PCR tested if feeling symptomatic. They should have RAT tests if they do not have symptoms.
2. Answer any questions you may be asked by SA Health. This is to assess whether you can be cared for at home or whether you require hospitalisation/medi-hotel supported care.
3. Tell people you have been in contact with in the two days before you felt symptomatic – this may include work colleagues or your children's school for example.
4. Make arrangements for contactless delivery of food and required supplies for the 10 day isolation period.
5. Look after yourself at home, monitoring your symptoms.

If you become very unwell at home, you need to call **000** and ask for an ambulance. Explain to the operator that you have COVID-19.

<https://www.sahealth.sa.gov.au/wps/wcm/connect/8f2a55a3-bd8a-4c5c-884e-7e6e4b1cf5ae/CRCT-Confirmed+COVID-19+Case+-+Patient+Information+Fact+Sheet+FINAL+30122021.pdf?MOD=AJPERES&CACHEID=ROOTWORKSPACE-8f2a55a3-bd8a-4c5c-884e-7e6e4b1cf5ae-nUyPGOF>

## I've tested positive for COVID-19. Can my usual doctor who knows my medical history monitor my symptoms?

- This may be possible and should be discussed with your usual GP.
- This needs to consider your location, symptoms, needs, and the capacity of the doctor to provide monitoring and the care that best needs your needs.
- Telehealth appointments, if available, can be made online via our clinic website.



## Where can I go to be tested?

- Testing locations can be found at <https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/covid-19/testing+and+tracing/covid-19+clinics+and+testing+centres>

## I'm not vaccinated yet. Where can I get vaccinated?

- Many of our clinics are vaccinating for COVID-19.
- Please visit [www.hotdoc.com.au](http://www.hotdoc.com.au) to find a clinic near you that is offering COVID-19 vaccinations.
- Alternatively, you can visit the below site for more information: <https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/covid-19/vaccine/getting+vaccinated/vaccination+hubs>

## Where can I get more information about COVID-19?

- You can call the SA COVID-19 Information Line on 1800 253 787 between the hours of 8am to 8pm 7 days per week; or
- Visit the SA Health website at [www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au) or [www.sa.gov.au/covid-19](http://www.sa.gov.au/covid-19)

## Do I need to wear a face mask when I come into your medical centre?

- It is currently mandatory to wear a mask in all healthcare facilities. This is for the protection of our team, other patients, and yourself.
- The current directive on wearing face masks can be found at <https://www.covid-19.sa.gov.au/restrictions-and-responsibilities/activities-and-gatherings/current-activity-restrictions>

## I'm overdue for a medical appointment. Is it safe for me to come to your clinic for a face-to-face appointment?

- All staff and doctors within our facilities are double vaccinated, with most having had a booster shot.
- We all wear appropriate personal protective equipment depending on the level risk of community transmission determined by SA Health, so you will see us in masks and sometimes we'll wear face shields, gowns, and gloves.
- Our facilities are cleaned multiple times a day.
- Our patients are triaged prior to entering our clinics and in the event a patient enters displaying symptoms they will be isolated from others. Some patients will be seen outside or from their cars.
- Patients must also wear masks. This is for your own protection and those around you that may be immunocompromised or unable to be vaccinated.
- As always, the level of care we show our patients is our highest priority and we believe our facility is safe to attend in person.

## I'm fully vaccinated for COVID-19. Do I need a flu shot this year too?

- Yes, protection against the influenza virus remains an important preventative health activity.