FAQs

4/14/2020

1

Where can I get tested?

If you are experiencing COVID-19 symptoms or possible exposure, please call your primary care doctor. If you do not have a primary care doctor, please call the local health department at 863-386-6040 or Central Florida Health Care at 863-452-3000. Once you have been tested, please self-monitor and self-isolate until you receive your test results.

2

What are some local resources if I do not feel well?

AdventHealth Prompt Care at Sun 'n Lake, a hospital department of AdventHealth Sebring, located at 4421 Sun 'n Lake Blvd., Suite B, in Sebring is now offering curbside care for the community. Patients with common illnesses such as colds, sinus infections and other minor illnesses can now be seen by a physician from the convenience of their car. Patients will be screened when they arrive in the parking lot and will be designated as curbside care or traditional prompt care. If designated as curbside, a physician will provide care at the patient's vehicle and provide treatment as needed. AdventHealth Prompt Care provides care for minor illness and injuries and treats patients ages 5 and up.
Prompt Care is open seven days a week with extended evening hours to better serve the Heartland Monday through Thursday 7 a.m. to 7 p.m., Friday 7 a.m. to 5 p.m., and Saturday-Sunday 9 a.m. to 3 p.m. Patients can call 863-382-9600 or walk in at 4421 Sun 'n Lake Blvd., Suite B, in Sebring.

3

If I was tested and don't have the results yet, what should I do?

Continue to follow the guidelines provided to you when you were tested. Make sure to self-monitor and self-isolate until you get your test results.

4

How many people have been tested?

That information comes from the state Department of Health. You may view this information on the state's dashboard at floridahealthcovid19.gov.

5

From what city are those who have tested positive for COVID-19?

The Florida Department of Health is providing that information in its twice-daily COVID-19 reports. Go to floridahealthcovid19.gov to view the report.

6

Are people transported out of county who end up testing postive for COV-19 attributed to your county or not?

All Highlands County residents, regardless of location, who test positive for COVD-19 will be counted as a Highlands County case.

7

Do Highlands County have a drive-thru testing center?

No

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FLORIDAHEALTHCOVID19.GOV

8 Who can I call?

If you have general questions about COVID-19, please call the state's 24/7 hotline at 1 (866) 779-6121.

Highlands County has a local COVID-19 hotline. Call 863-402-6800 daily from 8 a.m. to 5 p.m. For local updates by Highlands County government, text HCCOVID to 888777

Also, AdventHealth has launched a free hotline for Floridians who have questions about COVID-19, including the opportunity to speak with a nurse as appropriate. The AdventHealth Coronavirus Information Line, 877-VIRUSHQ, is available 24 hours a day, seven days a week.

9 Commonly needed phone numbers

Florida Department of Health Highlands County – 863-386-6040
Central Florida Health Care – 863-452-3000
State's COVID-19 24/7 hotline – 1 (866) 779-6121
Highlands County COVID-19 hotline – 863-402-6800
AdventHealth Coronavirus Information Line – 877-VIRUSHQ
Florida Disaster Relief Chaplains are available from 8 a.m. to 5 p.m. EDT daily to provide emotional and spiritual care – 888-829-5004

10 Can you direct me to trusted online sources?

Email questions to the Florida Department of Health at COVID-19@flhealth.gov
Some trusted websites are:
Floridahealthcovid19.gov
bit.ly/COVID19-dashboard; The state's website and dashboard are updated twice daily around 11 a.m. and 6 p.m.
Coronavirus.gov
Cdc.gov
Who.int

11 Is there a curfew or quarantine in Highlands County?

No

12 What do I need to know about the governor's Stay-At-Home Order?

Gov. Ron DeSantis has issued a statewide Stay-At-Home Order that is in effect until April 30, 2020 unless extended. Essential businesses will remain open. Those include, but are not limited to, food and agriculture, gas stations, medical/pharmacy, government, law enforcement, public safety, utilities, car dealerships, hotels, landscape and lawn care companies, child care, communication and information technology. For a comprehensive list of essential businesses, visit https://bit.ly/FLEssential
Non-essential businesses must close.

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13

What can we do under the Stay-At-Home Order?
What can we not do?

Gov. Ron DeSantis Stay-At-Home Order is in effect until April 30, 2020 unless extended.

What's allowed
• Residents may go to the grocery store or pharmacy for food or essential items. Senior shopping hours are still in effect, too.
• You may take a walk, solo or with your pet, ride your bike, jog and be outside for exercise if you practice social distancing guidelines, like staying 6 feet away from others.
• You may go to a restaurant to order take out.
• You may go to medical appointments, however, check with your doctor first or consider virtual visits.
• You may care for a family member or loved one.

What's NOT allowed
• You can't go to work unless you are providing an essential service as defined by the order. Individuals are encouraged to work from home.
• You can't visit friends or family unless there is an urgent need.
• You can't visit loved ones in the hospital, nursing home, skilled nursing facility, or other residential care facility, except for limited exceptions as provided for on the facility websites.
• You can't maintain less than 6 feet of space between you and others when you go out.

14

Is it safe to go to the grocery store?

Consider going to the grocery store once a week and purchasing only what you need. You do not need to hoard items like toilet paper, paper towels, etc. Going once a week will allow grocery stores to restock their supply. To further limit your exposure, consider ordering groceries online via InstaCart (we know Publix and Walmart, among other local grocery chains, use this service) and picking up your items at the store; purchased items may be able to be delivered to while you wait in your car. If you are unable to utilize online ordering services, call ahead to the store of your choice and find out if there any special hours set aside for certain demographics (ie. seniors) to shop and if the items you need are in stock before you drive to the store.

15

My loved one is sick. What can I do?

Most people who get sick with COVID-19 will have only mild illness and should recover at home. Care at home can help stop the spread of COVID-19 and help protect people who are at risk for getting seriously ill from COVID-19. Older adults and people of any age with certain serious underlying medical conditions like lung disease, heart disease, or diabetes are at higher risk for developing more serious complications from COVID-19 illness and should seek care as soon as symptoms start.
If you are caring for someone at home, monitor the person for worsening symptoms and know the emergency warning signs. Have their healthcare provider's contact information on hand. If they are getting sicker, call their health care provider. If your loved one does not have a primary care doctor,

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CONTINUED: My loved one is sick. What can I do?

please call the local health department at 863-386-6040 or Central Florida Health Care at 863-452-3000. Emergency warning signs include: trouble breathing; persistent pain or pressure in the chest; new confusion or inability to arouse; bluish lips or face. For medical emergencies, call 911 and notify the dispatch personnel that they have or are suspected to have COVID-19. Prevent the spread of germs when caring for someone who is sick. Have the person stay in one room, away from other people, including yourself, as much as possible. Wash your hands often with soap and water for at least 20 seconds, especially after interacting with the sick person. Avoid touching your eyes, nose, and mouth. Every day clean all surfaces that are touched often, like counters, tabletops, and doorknobs. Wash laundry thoroughly. Avoid having any unnecessary visitors.

Provide symptom treatment. Make sure the sick person drinks a lot of fluids to stay hydrated and rests at home. Over-the-counter medicines may help with symptoms. For most people, symptoms last a few days and get better after a week.

If your loved one has been tested or COVID-19, they need to self-monitor and self-isolate until test results are received. If your loved one must self-isolate and you are not their caregiver, stay in touch with them by phone, email or video chat if possible.

It is important to manage stress during this time, both you and your loved one. Take a break from the news as information overload can be upsetting. Make an effort to switch off your television once in a while. Take care of your body. Mediate, eat well-balanced meals, take deep breaths. Aside from staying safe, stay healthy. Make time to unwind. Use a few minutes of your day to do something you enjoy. Connect with others and talk to people you trust about your concerns and how you are feeling.

16

Is garbage still being picked up?

Yes, garbage collection for those serviced by Waste Connections in the unincorporated areas of Highlands County is operating as scheduled. Recycling service has been suspended until further notice. Residents are advised to use both the blue and green bins for trash and both cans will be picked up on scheduled collection days. Please have your cans out by 7 a.m. on your scheduled collection day.

17

What should I do?

A. Wash your hands frequently.

B. Avoid touching your eyes, nose and mouth.

C. Cover your cough using the bend of your elbow or a tissue.

D. Avoid close contact with anyone who has a fever or a cough.

E. Avoid crowded places and practice social distancing whenever possible. Avoid non-essential trips out of your home. If you don't need to go, don't go!

F. Stay at home if you feel unwell.

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17

CONTINUED: What should I do?

G. If you have a fever, cough and difficulty breathing, seek medical care early, but call first.

H. Get information from trusted sources.

I. Talk to your employer about their contingency plans.

18

What are some preventive measures?

WASH your hands frequently with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol.
AVOID touching your eyes, nose, and mouth.
STAY at home, especially when you are sick.
PRACTICE social distancing during essential trips. Avoid mass gatherings (events with 10 or more people), crowded public spaces, and handshakes. Keep 6 feet between you and others when possible.

19

When should I wear a face mask?

The Centers for Disease Control and Prevention recommends the use of fabric face coverings in public places such as supermarkets and pharmacies where other social distancing measures are difficult to maintain, especially in areas of significant community transmission, to help slow down the spread of COVID-19 in our community. Community spread is a concern for all Florida counties.
Please remember, even when wearing cloth masks, to continue to practice social distancing, as it is crucial to prevent the spread of COVID-19.
Also, cloth face coverings should be routinely washed depending on the frequency of use; a washing machine should suffice in properly washing a face covering.

20

What are some COVID-19 myths?

Taking a hot bath does not prevent the new coronavirus disease. FACT
Taking a hot bath will not prevent you from catching COVID-19. Your normal body temperature remains around 36.5°C to 37°C, regardless of the temperature of your bath or shower. Taking a hot bath with extremely hot water can be harmful, as it can burn you. The best way to protect yourself against COVID-19 is by frequently cleaning your hands. By doing this you eliminate viruses that may be on your hands and avoid infection that could occur by then touching your eyes, mouth, and nose.

Are hand dryers effective in killing the new coronavirus? FICTION
No. Hand dryers are not effective in killing the 2019-nCoV. To protect yourself against the new coronavirus, you should frequently clean your hands with an alcohol-based hand rub or wash them with soap and water. Once your hands are cleaned, you should dry them thoroughly by using paper towels or a warm air dryer.

For more myth busters, visit the World Health Organization website, who.int.

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