Q: What is the coronavirus?
A: The coronavirus is a virus strain that began spreading in people in December 2019. It is sometimes called COVID-19.

Q: What are the symptoms of the coronavirus?
A: Symptoms of the coronavirus include fever, cough and shortness of breath. Symptoms can appear in as few as two or as many as 14 days after a person is exposed to the virus.

Q: What should I do if I have these symptoms?
A: Call your primary care provider and ask them the safest way to receive care. Stay home and avoid close contact with other people until you’ve had no symptoms for 24 hours. Experts think people are most contagious when symptoms are worse.

Please also let your provider know if you have traveled to an affected area within the last 14 days.

Q: How does testing work?
A: Currently, providers are working with public health officials to determine whether or not people need to be tested, depending on the situation and the symptoms present. If you do need to be tested, your provider can take the sample and send it to the Oregon State Public Health Lab for testing. You will be notified of the results when they’re available.

Q: How can I prevent the coronavirus?
A: Steps you would normally take to prevent the flu and the common cold can also help prevent the spread of the coronavirus.

- If you know someone is sick, avoid contact with them. The coronavirus can spread between people about six feet from each other.
- Cover coughs and sneezes with a tissue. Throw used tissues in the trash.
- Clean items in your home that are touched often. You can use wipes or sprays to disinfect.
- Wash your hands with soap and water often, for at least 20 seconds. Wash:
  - After going to the bathroom.
  - After coughing or sneezing.
  - Before eating.
  - Before touching your eyes, nose or mouth.
  - Use hand sanitizer with at least 60% alcohol if soap isn’t available.

Q: Do I need a facemask?
A: You don’t need a facemask unless you show signs of having the coronavirus, or you are in close contact with people who have symptoms. If you need a mask because you’re sick, or are caring for someone who is sick, talk to your primary care provider.

Q: Who is at risk of getting the coronavirus?
A: The current risk for most people is low. While there are some cases in the U.S., health officials are working to identify and evaluate suspected cases. The CDC says, “At this time most people in the United States have little immediate risk of exposure to the virus that causes COVID-19.”
Q: Can I get extra medicine if I can’t make it to the pharmacy?
A: If you get your prescription refilled, we will extend your prescription to 90 days’ worth of medication. You can also refill your prescription early. CareOregon members also have access to mail order pharmacies — learn more here. If you have other questions or concerns about the medications you take, contact your prescribing provider or your pharmacist. They will help guide you on best next steps.

We are in close contact with the Oregon Health Authority and following CDC guidelines. Please visit the CareOregon website at careoregon.org/covid-19 for the latest information.

Q: Are there medication treatments for the coronavirus that are covered?
A: According to the CDC, there is no specific treatment for the coronavirus. Please contact your primary care provider if you have symptoms and think you need to be tested. Your primary care provider is the first person you should call.

Q: Can CareOregon provide tissues, hand sanitizer, disinfecting wipes or other supplies?
A: If you believe you have a medical need for these supplies, contact your primary care provider. We do not stock supplies or maintain a surplus.

What should I do if I have more questions or want to learn more?

The Center for Disease Control and Prevention (CDC) is monitoring the situation closely. You can learn more at cdc.gov/coronavirus/2019-ncov

You can also call 211 or visit their website at 211info.org/corona-virus for more general information.

OHA has posted some helpful fact sheets that can be found here:
- COVID-19 fact sheet
- Prevention fact sheet