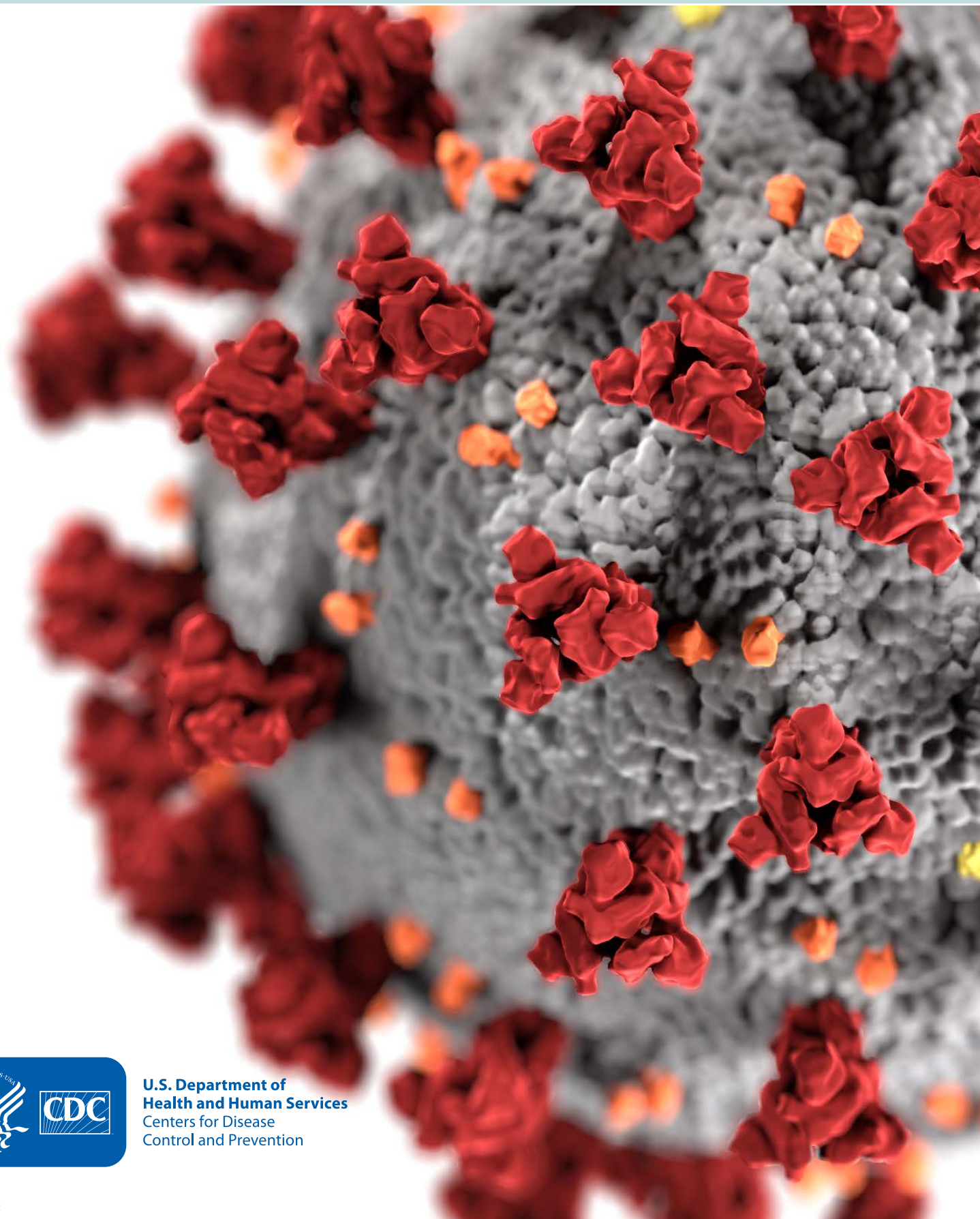


# PHONE ADVICE LINE TOOL | COVID-19 |

Recommendations for Children (2–17 years) or Adults ( $\geq 18$  years)  
with Possible COVID-19

*Includes phone script, accompanying figures and tailored care advice messages*



**U.S. Department of  
Health and Human Services**  
Centers for Disease  
Control and Prevention

# COVID-19 Phone Advice Line Script

The COVID-19 phone advice line script is intended for use with children at least 2 years old and adults. The COVID-19 phone advice line script is intended to help healthcare facilities and healthcare personnel give advice on seeking appropriate medical care. The script is not intended for the diagnosis or treatment of disease, including COVID-19.

[See pages 10-17 for corresponding Care Advice Messages.](#)

[See pages 18-19 for Symptoms Quick Reference guide.](#)

## 1) Greeting

"Thank you for calling \_\_\_\_\_ (company name/clinic name).

My name is \_\_\_\_\_. I am a (Title: such as RN, Pharmacist, Medical Doctor, or Medic).

If you are experiencing a life-threatening emergency, please call 911 immediately. If you are not experiencing a life-threatening emergency, I am going to ask you some questions. If answering for someone else, please respond to all questions as if you are them. Are you ready to get started?

## 2) Start triage and evaluate for life-threatening conditions

**Q1. Are you sick or calling for someone else who is sick?**

- ☐ I am not sick ([SEE CARE MESSAGE A](#))
- ☐ I am sick
- ☐ Calling for someone else who is sick
  - » If calling for someone else, please answer all questions using their information.

**Q2. "What is your age?"**

Age	Action
<2 years	Evaluate for the signs & symptoms of a life-threatening emergency per your facility's standard protocol. Advise the parent to contact the child's healthcare provider and go to the emergency department if they report life-threatening signs and symptoms ( <a href="#">SEE CARE MESSAGES B and C</a> )
2–17 years (Child)	<a href="#">Go to Q3</a>
≥18 years (Adult)	<a href="#">Go to Q4</a>

## Child Screen

### Q3. Are you experiencing any of the following signs and symptoms?

- Unconscious or very difficult to wake up
- Pale, gray, or blue-colored skin, lips, or nail beds, depending on skin tone
- Disoriented (acting confused or very irritable)
- New or worsening seizures
- Signs of low blood pressure (too weak to stand, dizziness, lightheaded, feeling cold, pale, clammy skin)
- Severe and constant pain or pressure in the chest
- Difficulty breathing (such as gasping for air, being unable to walk or talk without catching your breath, severe wheezing, nostrils flaring, grunting, or ribs or stomach moving in and out deeply and rapidly as you breathe)
- Dehydration (dry lips and mouth, not urinating much, sunken eyes)
- Frequent vomiting
- Refusal to drink liquids

**Yes** Stop triage. Advise to call 911 or go to the emergency department  
([SEE CARE MESSAGE B](#))

**No** [Go to Q5](#)

## Adult Screen ≥18 years

### Q4. Are you experiencing any of the following signs and symptoms?

- Unconscious or very difficult to wake up
- Pale, gray, or blue-colored skin, lips, or nail beds, depending on skin tone
- New disorientation (acting confused)
- New or worsening seizures
- Signs of low blood pressure (too weak to stand, dizziness, lightheaded, feeling cold, pale, clammy skin)
- Severe and constant pain or pressure in the chest
- Difficulty breathing (such as gasping for air, being unable to walk or talk without catching your breath, severe wheezing, nostrils flaring, grunting, or ribs or stomach moving in and out deeply and rapidly as you breathe)
- Slurred speech or difficulty speaking (new or worsening)
- Dehydration (dry lips and mouth, not urinating much, sunken eyes)

**Yes** Stop triage. Advise to call 911 or go to the emergency department  
([SEE CARE MESSAGE B](#))

**No** [Go to Q5](#)

### 3) Screen for exposure and symptoms of COVID-19

#### Q5. In the two weeks before you felt sick, have you been in close contact with someone who has COVID-19?

CDC defines close contact if you have recently:

- been within 6 feet of someone who has COVID-19 for a combined total of 15 minutes or more over a 24-hour period or
- provided care at home to someone who is sick with COVID-19 or
- had direct physical contact (hugged or kissed) with someone who has COVID-19 or
- shared eating or drinking utensils with someone who has COVID-19 or
- been sneezed on or coughed on by someone who has COVID-19

Yes [Go to Q7](#)  
No [Go to Q12](#)

#### Q6. Do you have any of the following symptoms?

- Fever or felt hot, feverish, or very warm to the touch
- Experienced shaking, chills, or sweating

#### Q7. Were you able to measure the temperature with a thermometer?

Yes [Go to Q8](#)  
No [Go to Q9](#)

#### Q8. What was the temperature and when was it measured?

#### Q9. When did the fever/feverishness start?

#### Q10. Was fever-reducing medication such as ibuprofen/Motrin or acetaminophen/Tylenol given?

Yes [Go to Q11](#)  
No [Go to Q12](#)

#### Q11. How long ago was the medication taken?

#### Q12. Are you having shortness of breath or difficulty breathing?

Yes [Go to Q13](#)  
No [Go to Q14](#)

#### Q13. Are you experiencing any of the following:

- Difficulty talking without catching your breath
- A need to stop to catch your breath when walking across the room
- **If patient is a child (2–17 years old) include:** Seeing or feeling the ribs pull in with each breath (or saying they cannot breathe)

Yes Advise the patient to call 911 or go to the emergency department ([SEE CARE MESSAGE B](#))  
No [Go to Q14](#)

#### Q14. Do you have a cough?

Yes [Go to Q15](#)  
No [Go to Q16A](#)

<p><b>Q15. Have you coughed up any blood?</b></p>	<p><b>Yes</b> Advise the patient to call 911 or go to the emergency department <b>(SEE CARE MESSAGE B)</b></p> <p><b>No</b> <a href="#">Go to Q16A</a></p>
<p><b>Q16A. Now, I'm going to ask you about your blood pressure.</b> Signs of low blood pressure can include cold, pale, or clammy skin; or feeling so light-headed and so weak that you are not able to stand. Do you have any of these symptoms?</p>	
<p><b>Q16B. Do you have a blood pressure measuring instrument at home?</b></p>	<p><b>Yes</b> <a href="#">Go to Q16C</a></p> <p><b>No</b> <a href="#">Go to Q17</a></p>
<p><b>Q16C. Have you measured your blood pressure today?</b> <b>What was your blood pressure?</b></p>	<p><b>Yes</b> <i>and BP is <math>\leq 90/60</math></i> Advise the patient to call 911 or go to the emergency department <b>(SEE CARE MESSAGE B)</b></p> <p><b>Yes</b> <i>and BP is greater than 180/60</i> Advise the patient to call 911 or go to the emergency department</p> <p><b>No</b> <a href="#">Go to Q17</a></p>
<p><b>Q17. Now I am going to ask you about additional symptoms.</b> <b>Do you have any of the following?</b></p> <div> <input type="checkbox"/> Muscle or body aches         <input type="checkbox"/> Sore throat       </div> <div> <input type="checkbox"/> Headache         <input type="checkbox"/> Nausea or vomiting       </div> <div> <input type="checkbox"/> Congestion or runny nose         <input type="checkbox"/> Diarrhea       </div> <div> <input type="checkbox"/> Red eyes         <input type="checkbox"/> New loss of taste or smell       </div> <div> <input type="checkbox"/> New rash         <input type="checkbox"/> Fatigue       </div>	

## 4) Assess for high-risk conditions

Q18. Do you have any ongoing [medical conditions](#)?

Yes	Note the condition and <a href="#">proceed to Q20</a>
No	<a href="#">Go to Q19</a>

Q19. Let me quickly review some categories of [medical conditions](#), to be sure. Do you have any of the following medical conditions?

**Note to Interviewer:** Please check the current list of certain medical conditions on CDC's website:

<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-medical-conditions.html>.

- ☐ Cancer
- ☐ Chronic kidney disease
- ☐ Chronic liver disease – including alcohol-related liver disease, non-alcoholic fatty liver disease, autoimmune hepatitis, and cirrhosis (or scarring of the tissue)
- ☐ Chronic lung diseases – including asthma (if moderate to severe), bronchiectasis (thickening of the lungs' airways), bronchopulmonary dysplasia (chronic lung disease affecting newborns), COPD (chronic obstructive pulmonary disease), having damaged or scarred lung tissue known as interstitial lung disease (including idiopathic pulmonary fibrosis), pulmonary embolism (blood clot in lungs), pulmonary hypertension (high blood pressure in lungs)
- ☐ Cystic fibrosis
- ☐ Dementia or other neurological conditions
- ☐ Diabetes (type 1 or type 2)
- ☐ Disabilities
- ☐ Heart conditions, such as heart failure, coronary artery disease, cardiomyopathies, and high blood pressure (hypertension)
- ☐ HIV infection
- ☐ Immunocompromised state (weakened immune system including primary immunodeficiency)
- ☐ Mental health disorders (mood disorders, including depression, and schizophrenia spectrum disorders)
- ☐ Overweight or obesity – e.g., body mass index [BMI] greater than 25 kg/m<sup>2</sup>
- ☐ Physical inactivity
- ☐ Pregnancy – pregnant or recently pregnant (for at least 42 days following the end of pregnancy)
- ☐ Sickle cell disease or thalassemia (inherited red blood cell disorders)
- ☐ Smoking (current or former)
- ☐ Solid organ or blood stem cell transplant
- ☐ Stroke or cerebrovascular disease (which affects blood flow to the brain)
- ☐ Substance use disorders
- ☐ Tuberculosis



**Q20. Please tell me about any medicine or supplements that you take daily or regularly.**

*(Interviewer: Note any medical conditions being treated with these medications)*

**If patient has any underlying medical conditions and non-life-threatening symptoms, advise to contact provider to be seen within 24 hours. ([SEE CARE MESSAGE D](#))**

## 5) Screen for special circumstances

<b>Q21. For adults (≥18 yrs.): Do you live in a nursing home, other long-term care facility or homeless shelter?</b>	<b>Yes</b> <a href="#">Go to Q24</a> <b>No</b> <a href="#">Go to Q22</a>
<b>Q22. For adults (≥18 yrs.): In the last two weeks have you worked or volunteered in a healthcare setting or as a first responder?</b> Healthcare settings include a hospital, medical or dental clinic, long-term care facility, nursing home, residential care facility, and home health.	<b>Yes</b> <a href="#">Go to Q24</a> <b>No</b> <a href="#">Go to Q24</a>
<b>Q23. For children (2–17 yrs.): Do you live in a group home or other setting with others (pediatric skilled nursing facility, behavioral health center, juvenile detention center, or homeless shelter)?</b>	<b>Yes</b> <a href="#">Go to Q24A Children</a> <b>No</b> <a href="#">Go to Q24A Children</a>

## 6) Screen for COVID-19 Testing for Symptomatic Adults and Children

### For Symptomatic Adults

Q24. In the last 10 days, have you been tested for the coronavirus that causes COVID-19? (e.g., RT-PCR, rapid tests, etc.)

If yes, what was the result?

**Note to Interviewer:** Follow messages below according to the status of your COVID-19 test results (positive, negative, have not received results, no test) and other conditions.

If you live in a long-term care facility, nursing home, or homeless shelter:

TEST RESULT	STOP TRIAGE; see CARE MESSAGES:
Positive	<a href="#">F</a> , <a href="#">H</a>
Negative	<a href="#">F</a> , <a href="#">G</a>
Pending	<a href="#">F</a> , <a href="#">J</a>
No Test	<a href="#">F</a> , <a href="#">K</a>

If you worked or volunteered in a healthcare facility or as a first responder in the last two weeks: (Healthcare settings include a hospital, medical or dental clinic, long-term care facility, nursing home, residential care facility, and home health.)

TEST RESULT	STOP TRIAGE; see CARE MESSAGES:
Positive	<a href="#">G</a> , <a href="#">H</a>
Negative	<a href="#">G</a> , <a href="#">E</a> , <a href="#">I</a>
Pending	<a href="#">G</a> , <a href="#">E</a> , <a href="#">J</a>
No Test	<a href="#">G</a> , <a href="#">E</a> , <a href="#">K</a>

If you have a medical condition:

TEST RESULT	AGE	STOP TRIAGE; see CARE MESSAGES:
Positive	65 and over	<a href="#">D</a> , <a href="#">H</a>
	Less than 65	<a href="#">G</a> , <a href="#">H</a>
Negative	65 and over	<a href="#">D</a> , <a href="#">I</a>
	Less than 65	<a href="#">G</a> , <a href="#">I</a>
Pending	65 and over	<a href="#">D</a> , <a href="#">J</a>
	Less than 65	<a href="#">G</a> , <a href="#">J</a>
No Test	65 and over	<a href="#">D</a> , <a href="#">K</a>
	Less than 65	<a href="#">F</a> , <a href="#">K</a>

\*If you have symptoms of COVID-19 or if you have been in close contact with someone with confirmed COVID-19: please follow [CDC guidance for Quarantine and Isolation](#). You may also receive a call from a contact tracing professional. Also, follow the recommendations of your local public health department.



## For Symptomatic Children

Q24A. In the last 10 days, have you been tested for the coronavirus that causes COVID-19? (e.g., RT-PCR, rapid tests, etc.)

If yes, what was the result?

### Pediatric Symptomatic (2–17 yrs.) Difficulty Breathing/Stomach Pain or ≥2 Symptoms\*)

If you live in a group home or other setting with others (pediatric skilled nursing facility, behavioral health center, juvenile detention center, or homeless shelter)?

TEST RESULT	STOP TRIAGE; see CARE MESSAGES:
Positive	<a href="#">F</a> , <a href="#">H</a>
Negative	<a href="#">F</a> , <a href="#">G</a>
Pending	<a href="#">F</a> , <a href="#">J</a>
No Test	<a href="#">F</a> , <a href="#">K</a>

Does child have a chronic condition?	In the last two weeks, have you attended or spent time in a school/group setting?	TEST RESULT	STOP TRIAGE; see CARE MESSAGES:
Yes	Yes	Positive	<a href="#">D</a> , <a href="#">H</a>
		Negative	<a href="#">G</a> , <a href="#">E</a> , <a href="#">I</a>
		Pending	<a href="#">D</a> , <a href="#">J</a>
		No Test	<a href="#">D</a> , <a href="#">K</a>
No	Yes	Positive	<a href="#">G</a> , <a href="#">H</a>
		Negative	<a href="#">G</a> , <a href="#">E</a> , <a href="#">I</a>
		Pending	<a href="#">G</a> , <a href="#">J</a>
		No Test	<a href="#">G</a> , <a href="#">K</a>
Yes	No	Positive	<a href="#">D</a> , <a href="#">H</a>
		Negative	<a href="#">D</a> , <a href="#">I</a>
		Pending	<a href="#">D</a> , <a href="#">J</a>
		No Test	<a href="#">D</a> , <a href="#">K</a>
No	No	Positive	<a href="#">G</a> , <a href="#">H</a>
		Negative	<a href="#">G</a> , <a href="#">E</a> , <a href="#">I</a>
		Pending	<a href="#">G</a> , <a href="#">J</a>
		No Test	<a href="#">G</a> , <a href="#">K</a>

\*If you have been in close contact with someone with confirmed COVID-19: please follow [CDC guidance for Quarantine and Isolation](#). You may also receive a call from a contact tracing professional.

## 7) Provide appropriate Disposition

Use clinical judgement and information provided by severity of symptoms, exposure, and comorbidities to determine appropriate disposition for the patient and direct them to the right level of care. These recommendations will have to be adapted to local protocols.

FOR CARE AT HOME, [SEE CARE MESSAGE G](#).

## Care Advice Messages

### A No symptoms/not sick

This telephone triage service is intended for people who are sick or caring for someone who is sick. For general information about coronavirus disease 2019 (COVID-19), please refer to the Centers for Disease Control and Prevention (CDC) website. Do you have something to write with? CDC's website is [www.cdc.gov/coronavirus](https://www.cdc.gov/coronavirus).

**CDC recommends taking [preventive measures against COVID-19](#) to protect yourself and others:**

- **[Stay up to date with your COVID-19 vaccine](#)**, including getting a booster as soon as you can when eligible.
- **Wear** a well-fitting mask over your nose and mouth.
- **Stay** at least 6 feet away from people
- **Avoid** crowded areas and poorly ventilated spaces
- **Test** to prevent the spread to others.
- **Wash** your hands often with soap and water for at least 20 seconds. If soap and water are not readily available, use hand sanitizer with at least 60% alcohol.
- **Cover** coughs and sneezes
- **Monitor** your health daily

**Note to interviewer – If the caller is a healthcare professional**, has no symptoms, but reports exposure to a sick person without using recommended personal protective equipment (PPE) precautions, then provide this advice: Contact your supervisor or an occupational health provider in your healthcare facility as soon as possible for instructions.

### B Call 911/Go to the emergency department (emergency medical services)

Immediate medical attention is needed. You need to go to your nearest emergency department or call 911 now. Tell the 911 operator if you have been in contact with someone with COVID-19.

**Consider follow-up** (do not read) – Based on your clinic/practice, usual protocol, and/or guidance from your Medical Director, consider follow-up with any worker or patient advised to contact their provider to ensure that they sought medical advice, assess if their condition has improved or worsened, and to determine final disposition.

### C Child younger than 2 years old

This telephone triage is intended for children who are at least two years old and adults. If your child is younger than two years old and is sick, please contact their medical provider as soon as possible.

If your child has had contact with a person who is sick with COVID-19 or has been in an area with community spread of COVID-19, please let their medical providers know.

You can find more information about COVID-19 on CDC's website. Do you have something to write with? CDC's website is [www.cdc.gov/coronavirus](https://www.cdc.gov/coronavirus).

**Consider follow-up** – Based on your clinic/practice, usual protocol, and/or guidance from your Medical Director, consider follow-up with any worker or patient advised to contact their provider to ensure that they sought medical advice, assess if their condition has improved or worsened, and to determine final disposition.

## D Contact a medical provider within 24 hours

You have some symptoms that may be related to COVID-19.

- If no high-risk conditions, skip to table below
- If the patient has a high-risk condition (e.g., ≥65 years old, currently pregnant or up to 42 days after the end of pregnancy, or has an underlying medical condition):
  - » You also have medical conditions that could put you at greater risk for complications from COVID-19, such as (your age ≥65 years old, being pregnant or recently pregnant, having an underlying [medical condition](#)).
  - » Please let your provider know about (your age or this condition)

AND

If the patient belongs to your practice or clinic	If the patient does not belong to your practice or clinic
<p>A healthcare provider from this practice/clinic will follow-up with you within 24 hours. If you are not contacted by a provider within 24 hours, call your provider.</p> <p>If your symptoms get worse, seek care by an urgent care center or emergency department.</p> <p>If you have had contact with a person who is sick with COVID-19 or have been in an area with community spread of COVID-19, please let your provider know as soon as you speak with them.</p>	<p>Contact your usual healthcare provider, doctor's office, clinician advice line, or telemedicine provider to discuss your symptoms.</p> <p>If you do not receive a call back from your medical provider within 24 hours, try to contact them again and if no response, go in to see your medical provider.</p> <p>If you have had contact with a person who is sick with COVID-19 or you have been in an area with community spread of COVID-19, please let your medical providers know as soon as you speak with them.</p>

AND

In the meantime, you can follow some steps to prevent others in your household or community from getting sick. Do you have something to write with?

- **Stay home except to get medical care** – You should stay home until you talk with your usual healthcare provider or another medical provider. In the meantime, restrict activities outside your home, except for getting medical care. Avoid going to work, school, or public areas and using public transportation, ridesharing, or taxis.
- **Separate yourself from others in your home** – As much as possible, you should stay in a specific room and away from other people in your home. If possible, you should use a separate bathroom.
- **Wear a well-fitting mask, if possible** – Wear a well-fitting mask when you are around other people (e.g., sharing a room or vehicle) and especially before you enter a healthcare provider's office. If you are not able to wear a mask (for example, because it causes trouble breathing), then people who live with you should not stay in the same room with you, or they should wear a mask if they enter your room.
- **Cover your coughs and sneezes** – Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can; immediately clean your hands.
- **Clean your hands often** – Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Avoid touching your eyes, nose, and mouth with unwashed hands.
- **Avoid sharing personal household items** – You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water.

- **Clean and disinfect all frequently touched surfaces everyday** – Frequently touched surfaces should be cleaned and disinfected daily. This includes counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, remote controls, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Shared spaces outside the room you are isolating in should be cleaned by someone else in the household, if possible. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation while using the product.
- **Monitor your symptoms** – Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing). Put on a well-fitting mask before you enter the healthcare facility. These steps will help the healthcare provider's office to keep other people in the office or waiting room from getting sick.

You can find more information about COVID-19 on CDC's website – [www.cdc.gov/coronavirus](https://www.cdc.gov/coronavirus).

**Consider follow-up** – *Based on your clinic/practice, usual protocol, and/or guidance from your Medical Director, consider follow-up with any worker or patient advised to contact their provider to ensure that they sought medical advice, assess if their condition has improved or worsened, and to determine final disposition.*

## E

### Contact the occupational health provider at your workplace immediately

Contact an occupational health provider in your healthcare facility as soon as possible. Make sure your supervisor is also aware as they may be able to help identify your facility's occupational health provider.

If you have cared for a person who is sick with COVID-19 or have been in an area with community spread of COVID-19, please let your occupational health provider know as soon as you speak with them.

If your facility does not have an occupational health provider, seek care with your usual provider.

Be sure to mention that you have symptoms and work in a healthcare facility or with patients. If your symptoms get worse, seek care by an urgent care center or emergency department, but call ahead to let them know you are sick, work in a healthcare setting, and may have had exposure a person(s) with COVID-19.

In the meantime, you can follow some steps to prevent others in your household or community from getting sick. Do you have something to write with?

- **Stay home except to get medical care** – You should stay home until you talk with your usual healthcare provider or another medical provider. In the meantime, restrict activities outside your home, except for getting medical care. Avoid going to work, school, or public areas and using public transportation, ridesharing, or taxis.
- **Separate yourself from others in your home** – As much as possible, you should stay in a separate room and away from other people in your home. If possible, you should use a separate bathroom.
- **Wear a well-fitting mask, if possible** – Wear a well-fitting mask when you are around other people (e.g., sharing a room or vehicle) and especially before you enter a healthcare provider's office. If you are not able to wear a mask (for example, because it causes trouble breathing), then people who live with you should not stay in the same room with you, or they should wear a mask if they enter your room.
- **Cover your coughs and sneezes** – Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can; immediately clean your hands.
- **Clean your hands often** – Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Avoid touching your eyes, nose, and mouth with unwashed hands.

- **Avoid sharing personal household items** – You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water.
- **Clean and disinfect all frequently touched surfaces everyday** – Frequently touched surfaces should be cleaned and disinfected daily. This includes counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, remote controls, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Shared spaces outside the room you are isolating in should be cleaned by someone else in the household, if possible. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation while using the product.
- **Monitor your symptoms** – Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing). Put on a well-fitting mask before you enter the healthcare facility. These steps will help the healthcare provider's office to keep other people in the office or waiting room from getting sick.

You can find more information about COVID-19 on CDC's website – [www.cdc.gov/coronavirus](https://www.cdc.gov/coronavirus).

**Consider follow-up** – Based on your clinic/practice, usual protocol, and/or guidance from your Medical Director, consider follow-up with any worker or patient advised to contact their provider to ensure that they sought medical advice, assess if their condition has improved or worsened, and to determine final disposition.

## F

### Contact a healthcare provider in the nursing home, other long-term care facility, or homeless shelter where you live.

You may be at higher risk for severe illness since you live in a nursing home, other long-term care facility or homeless shelter.

Tell a caregiver at the facility that you are sick and need to see a medical provider as soon as possible. If a healthcare provider is not available at the facility, seek care from your usual provider.

In the meantime, you can follow some steps to prevent others in your household or community from getting sick. Do you have something to write with?

- **Stay in your room except to get medical care** – You should stay in your room/apartment until you talk with the healthcare provider in your facility.
- **Cover your coughs and sneezes** – Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can; immediately clean your hands.
- **Clean your hands often** – Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Avoid touching your eyes, nose, and mouth with unwashed hands.
- **Wear a well-fitting mask**
- **Monitor your symptoms**

You can find more information about COVID-19 on CDC's website – [www.cdc.gov/coronavirus](https://www.cdc.gov/coronavirus).

**Consider follow-up** – Based on your clinic/practice, usual protocol, and/or guidance from your Medical Director, consider follow-up with any worker or patient advised to contact their provider to ensure that they sought medical advice, assess if their condition has improved or worsened, and to determine final disposition.



## Stay home and take care of yourself. Call your provider for testing recommendations.

Sorry you're feeling sick. You have one or more symptom(s) that may be related to COVID-19.

Contact your provider to assess whether you need a test. In the meantime, stay home and take care of yourself. You can follow some steps to prevent others in your household or community from getting sick. Do you have something to write with?

- **Drink plenty of water and other clear liquids** to prevent fluid loss (dehydration).
- **Treat fever and cough with medicines** you can buy at the store. Follow the directions on the label.
- **Stay home except to get medical care** – You should restrict activities outside your home, except for getting medical care. Avoid going to work, school, or public areas and using public transportation, ridesharing, or taxis.
- **Separate yourself from others in your home** – As much as possible, you should stay in a separate room and away from other people in your home. If possible, you should use a separate bathroom.
- **Wear a well-fitting mask, if possible** – Wear a well-fitting mask when you are around other people (e.g., sharing a room or vehicle) and especially before you enter a healthcare provider's office. If you are not able to wear a mask (for example, because it causes trouble breathing), then people who live with you should not stay in the same room with you, or they should wear a mask if they enter your room.
- **Cover your coughs and sneezes** – Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can; immediately clean your hands.
- **Clean your hands often** – Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Avoid touching your eyes, nose, and mouth with unwashed hands.
- **Avoid sharing personal household items** – You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water.
- **Clean and disinfect all frequently touched surfaces everyday** – Frequently touched surfaces should be cleaned and disinfected daily. This includes counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, remote controls, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Shared spaces outside the room you are isolating in should be cleaned by someone else in the household, if possible. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation while using the product.
- **Monitor your symptoms** – Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing). Put on a well-fitting mask before you enter the healthcare facility. These steps will help the healthcare provider's office to keep other people in the office or waiting room from getting sick.
- If you feel worse, and you think it is an emergency, call 911 or seek medical care immediately.
- Learn how to [take care of yourself](#) or [someone else who is sick](#).
- Take steps to help protect others from getting sick.

You can find more information about COVID-19 on CDC's website – [www.cdc.gov/coronavirus](https://www.cdc.gov/coronavirus).

**Consider follow-up** – Based on your clinic/practice, usual protocol, and/or guidance from your Medical Director, consider follow-up with any worker or patient advised to contact their provider to ensure that they sought medical advice, assess if their condition has improved or worsened, and to determine final disposition.



## If you test positive for SARS-CoV-2 infection:

- Follow [CDC guidance for Quarantine and Isolation](#).
- Please inform your close contacts that they have been potentially exposed to SARS-CoV-2. CDC recommends that all close contacts of people with confirmed or probable COVID-19 should get tested
- Get rest and stay hydrated. Take over-the-counter medicines if needed to help you feel better.
- **Separate yourself from other people** – As much as possible, stay in a specific room and away from other people and pets in your home.
- **Wear a well-fitting mask, if possible** – Wear a well-fitting mask when you are around other people (e.g., sharing a room or vehicle) and especially before you enter a healthcare provider's office. If you are not able to wear a mask (for example, because it causes trouble breathing), then people who live with you should not stay in the same room with you, or they should wear a mask if they enter your room.
- **Cover your coughs and sneezes** – Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can; immediately clean your hands.
- **Clean your hands often** – Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Avoid touching your eyes, nose, and mouth with unwashed hands.
- **Avoid sharing personal household items** – You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water.
- **Clean and disinfect all frequently touched surfaces everyday** – Frequently touched surfaces should be cleaned and disinfected daily. This includes counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, remote controls, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Shared spaces outside the room you are isolating in should be cleaned by someone else in the household, if possible. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation while using the product.
- **Monitor your symptoms** – Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing). Put on a well-fitting mask before you enter the healthcare facility. These steps will help the healthcare provider's office to keep other people in the office or waiting room from getting sick.

**If it is flu season (October–May) provide the following care message:** *You may want to consider asking your provider about testing and treatment for influenza.*

**For children (age >2–17 yrs.) who attended or spent time in a school/group setting:** *Contact an administrator or nurse at your school or childcare as soon as possible. Tell the administrator or nurse at your school or childcare that you are feeling sick.*



## I

### If you test negative for SARS-CoV-2 infection:

- You may have received a false-negative test result and still might have COVID-19.
- Contact your healthcare provider about your symptoms, especially if they worsen, about follow-up testing, and how long to isolate.

## J

### While waiting for your results, isolate at home:

- You should **isolate** at home pending test results and follow the advice of your healthcare provider or a public health professional.
- No further COVID-19 testing needed at this time unless recommended by a provider.
- **Wear a well-fitting mask, if possible** – Wear a well-fitting mask when you are around other people (e.g., sharing a room or vehicle) and especially before you enter a healthcare provider's office. If you are not able to wear a mask (for example, because it causes trouble breathing), then people who live with you should not stay in the same room with you, or they should wear a mask if they enter your room.
- **Cover your coughs and sneezes** – Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can; immediately clean your hands.
- **Clean your hands often** – Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Avoid touching your eyes, nose, and mouth with unwashed hands.
- **Avoid sharing personal household items** – You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water.
- **Clean and disinfect all frequently touched surfaces everyday** – Frequently touched surfaces should be cleaned and disinfected daily. This includes counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, remote controls, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Shared spaces outside the room you are isolating in should be cleaned by someone else in the household, if possible. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation while using the product.
- **Monitor your symptoms** – Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing). Put on a well-fitting mask before you enter the healthcare facility. These steps will help the healthcare provider's office to keep other people in the office or waiting room from getting sick.



## If you do not get tested, you should:

- Follow [CDC guidance for Quarantine and Isolation](#).
- **Wear a well-fitting mask, if possible** – Wear a well-fitting mask when you are around other people (e.g., sharing a room or vehicle) and especially before you enter a healthcare provider’s office. If you are not able to wear a mask (for example, because it causes trouble breathing), then people who live with you should not stay in the same room with you, or they should wear a mask if they enter your room.
- **Cover your coughs and sneezes** – Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can; immediately clean your hands.
- **Clean your hands often** – Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Avoid touching your eyes, nose, and mouth with unwashed hands.
- **Avoid sharing personal household items** – You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water.
- **Clean and disinfect all frequently touched surfaces everyday** – Frequently touched surfaces should be cleaned and disinfected daily. This includes counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, remote controls, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Shared spaces outside the room you are isolating in should be cleaned by someone else in the household, if possible. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation while using the product.
- **Monitor your symptoms** – Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing). Put on a well-fitting mask before you enter the healthcare facility. These steps will help the healthcare provider’s office to keep other people in the office or waiting room from getting sick.

**Note to Interviewer – If it is flu season (December–May) provide the following care message:**  
You may want to consider asking your provider about testing and treatment for influenza.

## Symptoms Quick Reference Charts (Children and Adults)

### Figure 1: Life-threatening symptoms

**CHILD (<2 years):** Evaluate for life-threatening emergency signs and symptoms per your facility's standard protocol.

#### CHILD (2–17 years) and ADULT (≥18 years)

- Unconscious or very difficult to wake up
- Pale, gray, or blue-colored skin, lips, or nail beds, depending on skin tone
- New or worsening seizures
- Signs of low blood pressure (too weak to stand, dizziness, lightheaded, feeling cold, pale, clammy skin)
- Severe and constant pain or pressure in the chest
- Difficulty breathing (such as gasping for air, being unable to walk or talk without catching your breath, severe wheezing, nostrils flaring, grunting, or using extra muscles around the chest to help breathe)
- Dehydration (dry lips and mouth, not urinating much, sunken eyes)

#### Additional:

##### CHILD (2–17 years):

- Disoriented (acting confused or very irritable)
- Frequent vomiting
- Refusing to drink liquids

##### ADULT (≥18 years)

- New disorientation (acting confused)
- Slurred speech or difficulty speaking (new or worsening)

### Figure 2. Symptoms of COVID-19

(For specific question for each symptom, please refer to the phone advice line tool script)

#### CHILD (2–17 years):

- Fever or feeling feverish (such as chills, sweating)
- Cough
- Mild or moderate difficulty breathing (breathing slightly faster than normal, ribs or stomach moving in and out deeply and rapidly as you breathe)
- Muscle or body aches
- Headache
- Congestion or runny nose
- Red eyes
- New rash
- Other symptoms (e.g., Poor appetite or poor feeding)

#### ADULT (≥18 years)

- Fever or feeling feverish (such as chills, sweating)
- Cough
- Shortness of breath or difficulty breathing
- Sore throat
- Muscle aches or body aches
- Nausea or vomiting
- Diarrhea
- New loss of taste or smell
- Congestion or runny nose
- Fatigue
- Headache

### Figure 3. Medical conditions that can increase risk for severe illness with COVID-19

#### CONDITIONS THAT CAN INCREASE RISK

- Cancer
- Chronic kidney disease
- Chronic liver disease – including alcohol-related liver disease, non-alcoholic fatty liver disease, autoimmune hepatitis, and cirrhosis (or scarring of the tissue)
- Chronic lung diseases – including asthma (if moderate to severe), bronchiectasis (thickening of the lungs' airways), bronchopulmonary dysplasia (chronic lung disease affecting newborns), COPD (chronic obstructive pulmonary disease), having damaged or scarred lung tissue known as interstitial lung disease (including idiopathic pulmonary fibrosis), pulmonary embolism (blood clot in lungs), pulmonary hypertension (high blood pressure in lungs)
- Cystic fibrosis
- Dementia or other neurological conditions
- Diabetes (type 1 or type 2)
- Some disabilities (including Down syndrome)
- Heart conditions, such as heart failure, coronary artery disease, cardiomyopathies, and possibly high blood pressure (hypertension)
- HIV infection
- Immunocompromised state (weakened immune system including primary immunodeficiency)
- Mental health disorders (mood disorders, including depression, and schizophrenia spectrum disorders)
- Overweight or obesity – e.g., body mass index [BMI] greater than 25 kg/m<sup>2</sup>
- Physical inactivity
- Pregnancy – pregnant or recently pregnant (for at least 42 days following the end of pregnancy)
- Sickle cell disease or thalassemia (inherited red blood cell disorders)
- Smoking (current or former)
- Solid organ or blood stem cell transplant
- Stroke or cerebrovascular disease (which affects blood flow to the brain)
- Substance use disorders
- Tuberculosis

You can find more information and review the current list of certain medical conditions on CDC's website -- <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-medical-conditions.html>.

**[cdc.gov/coronavirus](https://cdc.gov/coronavirus)**



**U.S. Department of  
Health and Human Services**  
Centers for Disease  
Control and Prevention