



FAQS FOR PATIENTS & COMMUNITY



I have symptoms of COVID-19 what should I do?

STAY HOME except to get medical care. Most people with COVID-19 have mild illness and can recover at home without medical care. Do NOT visit public areas.

- Take care of yourself. Get rest and stay hydrated. Plenty of fluids (warm or cold) cough drops, lemon, honey, humidifier all help symptoms. Ibuprofen, Acetaminophen and sleep helps to control the fevers and body aches.
- If you think you may need to seek medical care, call your provider. Be sure to get immediate care if you have trouble breathing, or have any other emergency warning signs, or if you think it is an emergency.

I think I may have been exposed...NOW WHAT?

If you think you've been exposed but are not showing symptoms or have not been contacted for contact tracing by Public Health, you do not need to quarantine but please continue to social distance, wear a mask and practice good hand hygiene.

If you begin showing symptoms, please STAY HOME and contact your primary provider.

Why does a Provider or Public Health have to order the test?

Tests require a provider signature to ensure proper processing and evaluation of results.

What if I do not have a local provider to order a test?

ONLY utilize public health if you feel you have been exposed to someone with COVID. If you are having symptoms but have no known exposures please call CMMC clinic, CMCHC or SCL Health and they will work to find a provider to evaluate you. If after clinic hours and you feel you need immediate attention please present to the Emergency Department. Contact phone numbers are listed below.

Can I get tested if I am not sick or symptomatic?

Yes, you can call your provider and ask to be tested, but it will be considered a low priority test. Testing is less effective on asymptomatic people and it is possible you will be advised to wait several days prior to being tested to see if you develop symptoms. It could take much longer to receive results or longer for you to get an appointment to get tested.

I've been tested. Where are my results?

You should receive your test results within 5 days after collection. At times this could be longer depending on testing demand. Public Health or the provider who ordered the test will be calling you with your results. If you do not hear from them after 5 days, please attempt to call the provider or Public Health (who ever ordered the test). Due to COVID, demands are high on health care staff, we apologize for any delays you may experience. **OUR LAB CANNOT GIVE YOU THE RESULTS.**

I haven't heard back on my results, can I go to work/travel/fly?

If you have been told to quarantine - you need to stay home until you receive a negative result. If Public Health or the provider who ordered the test has yet to contact you, be patient, they will get the results to you as soon as possible. Results are also available on the PatientConnect Portal at www.cmmc.health if your test was done at CMMC. Please contact your work and abide with what Public Health or the provider recommended at the time of testing. **ONLY THE ORDERING PROVIDER OR PUBLIC HEALTH CAN GIVE YOU THE RESULTS.**

My test came back positive, now what do I do?

Follow Public Health quarantine orders and self-isolate for 10 days from date of onset of symptoms, or 10 days from date of + test, if asymptomatic. **STAY HOME. PLEASE DO NOT GO OUT IN PUBLIC.**

Prepare a list of their close contacts, as Public Health will be calling you, and the list is very important in order to conduct contact tracing. A close contact is anyone who has been within 6 feet for greater than 15 minutes in a 24 hour period. This tracing goes back to 48 hrs before symptom onset, for symptomatic individuals. Please notify your contacts, so that the exposed persons can promptly begin their required quarantine period. Public Health staff will be notifying contacts as well, to further reinforce the importance of quarantine. **STAY HOME & rest, hydrate and take care of yourself.**

Look for emergency warning signs for COVID-19:

- **Trouble breathing**
- **Persistent pain or pressure in the chest**
- **New confusion**
- **Inability to wake or stay awake**
- **Bluish lips or face**

Please call your provider for any other symptoms that are severe or concerning to you.

Call 911 or call ahead to the ER: Notify the operator that you are seeking care and are positive for COVID-19.

I've been sick for 10 days and my symptoms have not resolved, what should I do?

Continue to stay home and contact a provider for further evaluation.

Phone Numbers:

Central Montana Health District/Public Health • 535-3983

Central Montana Medical Center (CMMC) Clinic • 535-1502

Central Montana Medical Center Emergency Department (CMMC ER) • 535-6220

Central Montana Community Health Center (CMCHC) • 535-6545

SCL Health Medical Group - Lewistown • 535-7070

EMERGENCY • 911

CDC Guidelines: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/quarantine>