

**Novel Coronavirus  
Master Talking Points**  
*Updated 4/15/2020 as of 7:00 am*

*Note: This document is reviewed, updated and distributed weekdays. The day's updates and additions are in **colored text**.*

*“Coronavirus Disease 2019” or COVID-19*

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## Top line messages

- Many people are worried about the way COVID-19 is affecting our communities. The disruptions to daily life are challenging for all of us, yet important to slowing the spread of COVID-19.
- Slowing the spread helps protect our most vulnerable community members and will help keep our health system working when we need it most.
- Staying home and practicing physical distancing measures are intended to help us “flatten the curve” or slow the number of people who are ill at any given time to ensure our health systems continue to function well when we need them most.
- We know we are asking a lot of Oregonians in order to protect our communities. We continue to need your help.
  - Today Governor Kate Brown introduced a framework for reopening public life and business in Oregon while maintaining healthy communities. The governor stated that in order to begin reopening communities, Oregon must first slow the growth of COVID-19, as well as acquire adequate personal protective equipment (PPE) to protect health care workers and first responders. Once those prerequisites are met, Oregon can begin to reopen by:
    - Ramping up COVID-19 testing capacity in every region of Oregon
    - Developing robust contact tracing systems to track and contain COVID-19 cases
    - Establishing a quarantine and isolation program for new cases
- Oregon will provide \$8 million to the Oregon Food Bank, filling an urgent need for Oregon families seeking food assistance during the COVID-19 public health crisis. The state will pay Oregon Food Bank weekly, as needed over the next eight weeks, to meet the increased demand. The state expects to receive a 75% reimbursement from FEMA, in accordance with the federal emergency declaration.
- Over the weekend, OHA released new projections from health researchers at the Institute for Disease Modeling in Washington. The new projections estimate that Oregon’s aggressive social or physical distancing measures have prevented as many as 18,000 cases of COVID-19 and 500 hospitalizations. These restrictions must be maintained into May to prevent new cases from

rising above current daily levels of active coronavirus cases. By following Governor Brown's stay at home executive orders, Oregonians are preventing a surge in new infections that could overwhelm hospital beds if left unchecked.

- We have been using the term "social distancing" to describe staying 6 feet apart from others. Following the World Health Organization, we are now using the term "physical distancing" because it more clearly describes keeping physically separated from others – 6 feet apart. Physical distancing can prevent the virus from transferring to others, but it's important that we keep our social and community connections. We encourage people to maintain social connection in ways that still maintain physical distance by connecting with each other through the internet and by phone.
- Please continue to practice physical distancing as outlined in Governor Brown's orders.
- Holidays and sacred traditions during this time of year often bring scenes of people congregating for prayer and song and friends and family gathering around traditional meals. This year things will look much different.

It may feel difficult to be apart during this time, when many faith communities traditionally come together for religious observances and celebrations. In the next month, many faith traditions will experience restrictions of their holidays such as Passover, Easter, Ramadan, Rama Navami and Vaisakhi. Please know that the sacrifice you are making by staying home will help us together to save lives in our community.

**If you plan to observe Spring holidays, remember that the best ways to celebrate with your community is from a distance.**

- Connect with friends and family over video calls during planned mealtimes
- Remember to call the older adults in your life
- Attend a virtual service
- Take this year for personal reflection on what the holiday means to you
- When enjoying beautiful weather, please remember to remain at least six feet away from others.
  - If you're able to maintain physical distancing, enjoy areas of your residence.

- Enjoy solo physical activities or those with members of your immediate household such as walking, biking, and running.
- Have a virtual picnic with friends.
- Get things done at home such as gardening or washing your car.
- Open doors and windows to enjoy the fresh air while remaining inside.
- Don't play group sports, visit crowded parks, attend social gatherings, travel, or go out if you're sick.
- Help us keep our health system strong:
  - If you have symptoms that are mild enough you would not typically seek medical treatment, stay home, rest and keep track of your symptoms.
  - People who need non-emergency medical care should call their health care provider before showing up at a clinic.
  - If they are physically able, individuals who need emergency care should tell 911 and the hospital about any known exposure to someone with COVID-19 and travel to any affected areas.
- Older adults and people who have serious chronic medical conditions (such as heart disease, diabetes and lung disease) are at higher risk of getting very sick from COVID-19.
- Older adults and people with underlying health conditions can help stay safe and healthy if they take steps to protect themselves. In addition to taking everyday precautions, such as practicing good hand hygiene, they should also avoid people who are sick and minimize the number of essential trips they make.
- There is no racial or ethnic group that is any more likely to get COVID-19 or spread it to others.
- We continue to work with our local trusted community partners like faith communities, clinics, hospitals, schools, tribes, non-profits, and other groups to adjust our COVID-19 response strategies to meet community need.
- OHA will continue to share the latest information with you so you can know how to best protect yourself and your family.

## What to do if you are sick

### **Stay home except to get medical care**

- People who are mildly ill with COVID-19 are able to recover at home. Do not leave, except to get medical care. Do not visit public areas.
- Stay in touch with your doctor. Call before you get medical care. Be sure to get care if you feel worse or you think it is an emergency. If you do not have primary care provider, you may be able to visit a county clinic or a federally qualified health center. Call the clinic first to see if you can be seen there and to find out what the process is for getting an appointment. Some clinics will require an intake or registration for treatment.
- Avoid public transportation

Separate yourself from other people in your home, this is known as home isolation

- Oregon is not planning to create places for sick people to self-quarantine away from others in their household.
- Stay away from others: As much as possible, you should stay in a specific “sick room” and away from other people in your home. Use a separate bathroom, if available.
- Limit contact with pets & animals: You should restrict contact with pets and other animals, just like you would around other people

Call ahead before visiting your doctor

If you have a medical appointment, call your doctor’s office or emergency department, and tell them you have or may have COVID-19. This will help the office protect themselves and other patients.

Wear a facemask if you are sick

- If you are sick: You should wear a facemask when you are around other people and before you enter a healthcare provider’s office. It can be difficult to locate a mask or face covering; if you are unable to locate one, you can make your own using [these instructions](#). There are instructions for making masks or face coverings with or without sewing.
- It is of the utmost importance that you never put a mask or face covering on an infant or an adult that is not able to adjust or remove the mask themselves. This could compromise their ability to breath.
- If you are caring for others: If the person who is sick is not able to wear a facemask (for example, because it causes trouble breathing), then people who live in the home should stay in a different room. When caregivers enter the

room of the sick person, they should wear a facemask. Visitors, other than caregivers, are not recommended.

#### Clean your hands often

- Wash your hands often with regular soap and water for at least 20 seconds. This is especially important after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- Ensure that children in your care are washing their hands correctly and frequently with regular soap and water.
- Hand sanitizer: If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.
- Soap and water are the best option, especially if hands are visibly dirty.
- Avoid touching.

#### Avoid sharing personal household items

- Do not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people in your home.

#### Keep track of your symptoms

- Seek medical attention but call first: Seek medical care right away if your illness is worsening (for example, if you have difficulty breathing).
- Call your doctor before going in: Before going to the doctor's office or emergency room, call ahead and tell them your symptoms. They will tell you what to do.
- Wear a facemask: If possible, put on a facemask before you enter the building. If you can't put on a facemask, try to keep a safe distance from other people (at least 6 feet away). This will help protect the people in the office or waiting room.
- Follow care instructions from your healthcare provider and local health department: Your local health authorities will give instructions on checking your symptoms and reporting information.

If you develop emergency warning signs for COVID-19 get medical attention immediately.

Emergency warning signs include:

- Difficulty breathing or shortness of breath
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face
- This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

Call 911 if you have a medical emergency: If you have a medical emergency and need to call 911, notify the operator that you have or think you might have, COVID-19. If possible, put on a facemask before medical help arrives.

Clean and disinfect all “high-touch” surfaces everyday

- Routinely clean high-touch surfaces in your “sick room” and bathroom.
- Let someone else clean and disinfect surfaces in common areas, but not your bedroom and bathroom.
- If a caregiver or other person needs to clean and disinfect a sick person’s bedroom or bathroom, they should do so on an as-needed basis. The caregiver/other person should wear a mask and wait as long as possible after the sick person has used the bathroom.
- High-touch surfaces include phones, remote controls, counters, tabletops, doorknobs, bathroom fixtures, toilets, keyboards, tablets, and bedside tables.
- Clean and disinfect areas that may have blood, stool, or body fluids on them.
- Household cleaners and disinfectants: Clean the area or item with soap and water or another detergent if it is dirty. Then, use a household disinfectant.

Be sure to follow the instructions on the label to ensure safe and effective use of the product. Many products recommend keeping the surface wet for several minutes to ensure germs are killed.

## Cleaning and disinfecting at home

For more detailed information about cleaning and disinfecting a home with an ill person see CDC’s guidance at <https://www.cdc.gov/coronavirus/2019-ncov/prepare/cleaning-disinfection.html#routine-cleaning>



- Clean and disinfect high-touch surfaces daily in household common areas (e.g. tables, hard-backed chairs, doorknobs, light switches, remotes, handles, desks, toilets, sinks)
- For electronics follow the manufacturer's instructions for all cleaning and disinfection products. Consider use of wipeable covers for electronics. If no manufacturer guidance is available, consider the use of alcohol-based wipes or spray containing at least 70% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.
- Household cleaners and EPA-registered disinfectants that are appropriate for the surface can be used, following 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 during use of the product.
- Find an EPA-registered disinfectant [here](#).
- Diluted household bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate for the surface. Follow manufacturer's instructions for application, ensuring a contact time of at least 1 minute, and allowing proper ventilation during and after application. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted.
- Prepare a bleach solution by mixing:
  - 5 tablespoons (1/3rd cup) bleach per gallon of water or
  - 4 teaspoons bleach per quart of water
- Wear disposable gloves when handling dirty laundry from an ill person and then discard after each use. If using reusable gloves, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other household purposes. Clean hands immediately after gloves are removed.
- If no gloves are used when handling dirty laundry, be sure to wash hands afterwards.
- If possible, do not shake dirty laundry. This will minimize the possibility of dispersing virus through the air.

- Launder items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry from an ill person can be washed with other people's items.
- Clean and disinfect clothes hampers according to guidance above for surfaces. If possible, consider placing a bag liner that is either disposable (can be thrown away) or can be laundered.

## How to discontinue home isolation after illness

People with COVID-19 who have stayed home (home isolated) can stop home isolation under the following conditions:

If you will not have a test to determine if you are still contagious, you can leave home **after all of these three things have happened:**

- You have had no fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers).
- Other symptoms have improved (for example, when your cough or shortness of breath have improved).
- At least 7 days have passed since your symptoms first appeared.

If you will be tested to determine if you are still contagious, you can leave home after **all of these three things have happened:**

- You no longer have a fever (without the use of medicine that reduces fevers).
- Other symptoms have improved (for example, when your cough or shortness of breath have improved).
- You received two negative tests in a row, 24 hours apart.

Your doctor will follow CDC guidelines. In all cases, follow the guidance of your healthcare provider and local health department. The decision to stop home isolation should be made in consultation with your healthcare provider and state and local health departments. Local decisions depend on local circumstances.

## Mental and behavioral health

- Fear and anxiety are normal reactions to a very abnormal situation.

- We are all better at managing stress when we stay connected with our friends and people we love. Stay connected on the phone or internet with people who are not members of your immediate household.
- Take care of your health by eating well, exercising and doing activities that you take pleasure in.
- Stay informed.
- Take breaks from reading or watching coverage about the virus; this can reduce stress. While we all need to stay informed, it can be upsetting to hear about the crisis and see images repeatedly. Balance information with activities you enjoy.
- Watch for common signs of distress:
  - Feelings of numbness, disbelief anxiety or fear
  - Changes in appetite, energy and activity levels
  - Difficulty concentrating
  - Difficulty sleeping or nightmares and upsetting thoughts or images
  - Physical reactions, such as headaches, body pains, stomach problems and skin rashes
  - Worsening of chronic health problems
  - Anger or short temper
  - Increased use of alcohol, tobacco or other drugs
- Seek help if needed. If stress affects your daily life for several days or weeks, connect by phone or online to a clergy member, counselor or health care provider. You can also contact SAMHSA helpline at 1-800-985-5990.
  - If you have a gambling addiction that is made worse by events related to COVID-19 support is available [here](#)
  - Oregon also has a directory of Substance Use Services. To find contact information for providers near you, use this [directory](#).
  - Outbreaks and disasters often lead to increases in domestic, sexual and gender-based violence. If you are the victim of domestic or sexual violence, there is help available:
    - If you are experiencing an emergency call 911.

- National Sexual Assault 24-Hour Hotline: 1-800-656-HOPE (1-800-656-4673)
- National Domestic Violence 24-Hour Hotline: 1-800-799-SAFE (1-800-799-7233)

## **Mental and behavioral health in children**

Children often react to stressful events differently than adults. How the child in your life reacts will depend on their age, their previous experiences, and how the child typically copes with stress.

Signs of Stress in Preschool Age Children:

- Crying and/or screaming
- Afraid to be separated by parents or caregivers
- Not eating and/or losing weight
- Having nightmares

Signs of Stress in Elementary School Age Children:

- Feeling guilt or shame
- Trouble concentrating
- Not sleeping well

Signs of Stress in Middle and High School Age Children:

- Feeling depressed or alone
- Harming themselves
- Abusing alcohol or drugs

What Parents/Caregivers Can Do to Help

- Caregivers can help children by staying calm, being patient, and reassuring children. Let them know you are taking steps to keep them safe. Talk to children about what is happening in a way they can understand. Keep it simple and appropriate to the child's age.

- Provide children with opportunities to talk about what they are experiencing, share their concerns, and ask questions. Encourage them to share through playing, drawing, or writing down how they are feeling.
- Help children find age appropriate actions they can take related to the event. For example, have them help an older family member or friend feel connected through a phone call or virtual video call (FaceTime, Skype).
- Consistent routines and schedules, such as bedtime, teeth brushing, and mealtimes, can give children comfort.

Find more resources and learn more about how to support children of all ages by visiting the links below:

CDC's Helping Children Cope website:

<https://www.cdc.gov/childrenindisasters/helping-children-cope.html>

NCTSN's Parent/Caregiver Guide to Helping Families Cope website:

<https://www.nctsn.org/resources/parent-caregiver-guide-to-helping-families-cope-with-the-coronavirus-disease-2019>

## Staying well

It is important to keep your body resilient:

- Eat a healthy diet.
- Exercise.
- Get plenty of rest.
- Stay up to date on routine vaccines. This includes the flu vaccine. It is not too late to get a flu shot to protect yourself from the flu, which continues to cause illness in Oregon.
- Limit alcohol to stay healthy and keep your immune system strong. Drinking alcohol can also lead to feelings of depression. Seek help if you find that it is difficult to limit your drinking.
- Substance Abuse and Mental Health Services Administration (SAMHSA) has a National Helpline, or TTY: 1-800-487-4889, that is a confidential, free, 24-hour-a-day, 365-day-a-year, information service, in English and Spanish for individuals and family members facing mental and/or substance use disorders.

This service provides referrals to local treatment facilities, support groups, and community-based organizations. Callers can also order free publications and other information.

- Quit smoking and vaping. Initial research shows that people who smoke may be more likely to develop serious complications from COVID-19. If you'd like to quit, free help is available at 1-800-QUIT-NOW or [www.quitnow.net/oregon](http://www.quitnow.net/oregon).
- Stay home and travel only for essential activities that cannot be conducted remotely.
- Health care procedures such as scheduled surgeries may be postponed because of COVID-19. Contact your medical provider if you are unable to practice your daily routines because of physical or mental health reasons.

### Governor Brown's physical distancing orders

- Governor Brown has started a campaign called **"Stay Home, Save Lives"**. More about this campaign can be found at [this link](#).
- For information on Governor Brown's executive orders please look on the [Governor's webpage](#).
- Projections from health researchers show that there is "strong evidence that measures currently in place in Oregon are reducing transmission," according to the latest models. The most recent data suggest that current physical distancing measures could cut transmission rates between 50%-70% if Oregonians maintain physical distancing into early May. Learn more [here](#).

### Running essential errands

If possible, continue to stay home. Only run errands that are necessary. If you must go somewhere to run an errand the CDC offers the following guidance:

#### **Stay home if sick.**

- Avoid shopping if you are sick or have symptoms of COVID-19, which include a fever, cough, or shortness of breath.

#### **Order online or use curbside pickup.**

- Order food and other items online for home delivery or curbside pickup (if possible).

- Only visit the grocery store, or other stores selling household essentials, in person when you absolutely need to. This will limit your potential exposure to others and the virus that causes COVID-19.

### **Protect yourself while shopping.**

- Stay at least 6 feet away from others while shopping and in lines.
- Cover your mouth and nose with a cloth face covering when you have to go out in public.
- When you do have to visit in person, go during hours when fewer people will be there (for example, early morning or late night).
- If you are at higher risk for severe illness, find out if the store has special hours for people at higher risk. If they do, try to shop during those hours. People at higher risk for severe illness include adults 65 or older and people of any age who have serious underlying medical conditions.
- Disinfect the shopping cart, use disinfecting wipes if available.
- Cover coughs and sneezes.
- Do not touch your eyes, nose, or mouth.
- If possible, use touchless payment (pay without touching money, a card, or a keypad). If you must handle money, a card, or use a keypad, use hand sanitizer right after paying.

### **Use hand sanitizer when you leave the store. Wash your hands when you get home.**

- After leaving the store, use hand sanitizer. When you get home, wash your hands with soap and water for at least 20 seconds.
- At home, follow food safety guidelines: clean, separate, cook, chill. There is no evidence that food or food packaging has been linked to getting sick from COVID-19.

### **Accepting deliveries and takeout orders**

Limit in-person contact if possible.

- Pay online or on the phone when you order (if possible).
- Accept deliveries without in-person contact whenever possible. Ask for deliveries to be left in a safe spot outside your house (such as your front

porch or lobby), with no person-to-person interaction. Otherwise, stay at least 6 feet away from the delivery person.

**Wash your hands or use hand sanitizer after accepting deliveries or collecting mail.**

- After receiving your delivery or bringing home your takeout food, wash your hands with soap and water for 20 seconds. If soap and water are not available, use a hand sanitizer with at least 60% alcohol.
- After collecting mail from a post office or home mailbox, wash your hands with soap and water for at least 20 seconds or use a hand sanitizer with at least 60% alcohol.

**Banking**

Bank online whenever possible.

- If you must visit the bank, use the drive-through ATM if one is available. Clean the ATM keyboard with a disinfecting wipe before you use it.
- When you are done, use a hand sanitizer with at least 60% alcohol. Wash your hands with soap and water for at least 20 seconds when you get home.

**Getting gasoline**

Use gloves or disinfecting wipes on handles or buttons before you touch them.

- Use gloves or disinfecting wipes on handles and buttons before you touch them (if available).
- After fueling, use a hand sanitizer with at least 60% alcohol. Wash your hands for at least 20 seconds when you get home or somewhere with soap and water.

**Going to the doctor or getting medicine**

Talk to your doctor online, by phone or e-mail.

- Use telemedicine, if available, or communicate with your doctor or nurse by phone or e-mail.



- Talk to your doctor about rescheduling procedures that are not urgently needed.

If you must visit in-person, protect yourself and others.

- If you think you have COVID-19, let the office know and follow guidance.
- Cover your mouth and nose with a cloth face covering when you have to go out in public.
- Do not touch your eyes, nose, or mouth.
- Use disinfecting wipes on frequently touched surfaces such as handles, knobs, touchpads (if available).
- Stay at least 6 feet away from others while inside and in lines.

When paying, use touchless payment methods if possible. If you cannot use touchless payment, sanitize your hands after paying with card, cash, or check. Wash your hands with soap and water for at least 20 seconds when you get home.

#### **Limit in-person visits to the pharmacy.**

- Plan to order and pick up all your prescriptions at the same time.
- If possible, call prescription orders in ahead of time. Use drive-thru windows, curbside services (wait in your car until the prescription is ready), mail-order, or other delivery services. Do the same for pet medicine.
- Check with your doctor and pharmacist to see if you can get a larger supply of your medicines so you do not have to visit the pharmacy as often.

**If you or a member of your household has signs of COVID-19, call your doctor first, instead of going to the office or the emergency department. Call 911 if you believe it is an emergency.**

#### **Food resources**

1. [Oregon Food Bank \(OFB\)](#): All Oregon and Clark County, Washington food assistance sites along with other food resources.
  - Call for assistance: 503-505-7061
  - Email for assistance: [gethelp@oregonfoodbank.org](mailto:gethelp@oregonfoodbank.org)

2. OFB needs volunteers to box and deliver food. [Volunteer to help](#) - sign up for individual shifts, if you are under the age of 60 and don't face higher risks for COVID-19.
3. [Partners for a Hunger-free Oregon](#): Resources and information to access basic food needs including locations where families can get meals for kids during the school closure.
4. [211 Food Information](#): Information and referrals to food (and other) resources across Oregon and Southwest Washington.

## Oregon Department of Human Services (DHS) Resources

DHS is open to help Oregonians navigate this public health crisis together. There are online applications and, if you are able, you can call or email a local DHS office. DHS offices are practicing physical distancing to keep the public and staff safe. All branch offices, but one, are open to serve customers at this time.

Note: The Warm Springs branch office has closed, and customers should go to Madras if they do not have access to phone or online services. Tribal members are given a bus pass to the Madras office in addition to phone support.

- Families and single adults without a disability can apply for services at DHS. Here is a [directory of the 70+ Self-Sufficiency branch offices around the state](#) or a link to [apply online](#).
- Here is a link for [seniors and people with disabilities](#).

## Public health response efforts

- OHA is working with local and tribal health authorities, and other partners to limit the effects of COVID-19 in Oregon.
  - OHA has activated its agency operations center and has a response team dedicated to COVID-19.
  - OHA and our partners are investigating cases to identify people who had close contact with an ill person, so that we can take appropriate actions.
  - The Oregon State Public Health Lab is conducting laboratory testing of prioritized samples sent to us, using CDC's and OHA's guidance.
  - The Oregon State Public Health Laboratory can process up to 80 tests a day and is building surge capacity if needed.

- We provide health resources, guidance, and technical assistance to partners as needed to support their response to COVID-19.
- With our partners, we are taking steps ensure our health system can care for more patients and rise to the challenge when we have increased demands for care.

## Outbreak information

- The situation is evolving. We will continue to gather information about COVID-19 and share what we learn. Our goal is to inform the public and share how, as a community, we can limit the effects of COVID-19. To do this, OHA will share:
  - The number of positive (lab evidence of COVID-19 disease) and negative (no evidence of disease) tests. Positive test results will be reported as received.
  - Total number of people who have died from COVID-19 in Oregon.
  - Aggregated demographic information on cases.
- You can find up to date numbers on cases of COVID-19 in Oregon at [healthoregon.org/coronavirus](http://healthoregon.org/coronavirus) or by calling 211.
- Oregon has cases that have no known link to someone who has COVID-19 or travel to an affected region. This is often referred to as community spread.
- We expect to find more cases in the community.
- OHA and local public health authorities are working with people who had direct contact with known cases, including on cruise ships or airplanes. Public health lets these folks know what symptoms they need to watch for and how to seek medical care, should they need it, in a way that avoids exposing others.
- Public health will not be announcing the locations of where people might have been exposed. At this point, we are all at risk and need to take precautions to prevent spread. From what we know about how this virus spreads, that information would not change what is being asked of all people in Oregon, to follow Governor Brown's executive order and take steps to prevent the spread of infection. For information on Governor Brown's executive order please look on the [Governor's webpage](#).

## Oregon COVID-19 Daily Update

- The Oregon Health Authority releases a daily update, which is produced jointly with Oregon Office of Emergency Management. It details the overall picture of the COVID-19 response across government agencies.
- The data reflects the best picture of the COVID-19 situation over the past 24 hours and is updated daily. The data fields have been added to the OHA website.
- Data in the situation status report include:
  - Overall Hospital Capacity
  - Available ICU Beds
  - Available non-ICU Beds
  - Available Ventilators
  - Oregon Test Results
  - Positive Case Demographics
  - Hospitalizations
  - Deaths
  - Oregon State Public Health Lab Testing
  - COVID-19 Cases by Symptom Onset Date and Hospitalization Status
  - COVID-Like Emergency Department Visits
- The report also includes updates on other key situation and response items.

## COVID-19: Disease information

This new coronavirus often causes mild illness but, in some people, can cause severe illness in the lungs. In rare cases, it can cause death.

**Symptoms:** People who are ill with the virus may have a fever, cough and difficulty breathing.

**Incubation:** With other coronaviruses, signs of illness usually show up 2–14 days after a person is exposed to the virus. This also appears to be true with COVID-19.

### Level of Risk:

- Many people who have COVID-19 will have mild to moderate flu-like symptoms, like a fever and cough.

- If the symptoms are not severe enough to need medical treatment, these individuals should stay home, rest and monitor their symptoms for care.
- Older adults and people who have serious chronic medical conditions (such as heart disease, diabetes, and lung disease) are at higher risk of getting very sick from COVID-19.
- People who need non-emergency medical care should call their health care provider before showing up at a clinic.
- If they are physically able, individuals who need emergency care should tell 911 and the hospital about any known exposure to someone with COVID-19 and travel to any affected areas.
- We don't know the mortality rate at this time. The situation changes daily.
- Older adults and people with underlying health conditions can help stay safe and healthy if they take steps to protect themselves. In addition to taking everyday precautions, these individuals should avoid public gatherings, people who are sick, cruise ships and non-essential air travel.
- There is no racial or ethnic group that is any more likely to get COVID-19 or spread it to others.
- Early information suggests that older adults and people with underlying health conditions may have a higher risk of severe illness. Underlying health conditions that may increase the risk of serious COVID-19 for individuals of any age:
  - Lung disease including asthma or chronic obstructive pulmonary disease (chronic bronchitis or emphysema) or other chronic conditions associated with impaired lung function or that require home oxygen
  - Compromised immune system (immunosuppression) (e.g., seeing a doctor for cancer and treatment such as chemotherapy or radiation, receiving an organ or bone marrow transplant, taking high doses of corticosteroids or other immunosuppressant medications, HIV with a CD4 count <200)
  - Blood disorders (e.g., sickle cell disease or on blood thinners)
  - Chronic kidney disease
  - Chronic liver disease
  - Current or recent pregnancy (in the last two weeks)

- Endocrine disorders (e.g., diabetes)
- Metabolic disorders (such as inherited metabolic disorders and mitochondrial disorders)
- Heart disease (such as congenital heart disease, congestive heart failure and coronary artery disease)
- Neurological and neurologic and neurodevelopment conditions

**Transmission:** COVID-19 infection appears to be spread when ill people cough or sneeze. If they cough on something or cough on their hand and then touch something, the virus might be on that object. If someone then touches that object a short time later, and then touches their eyes without cleaning their hands, that could lead to infection as well. Cleaning often-touched surfaces with disinfectant helps prevent this.

- New research shows that this COVID-19 is detectable in the air for up to three hours. It can also survive up to four hours on copper, up to 24 hours on cardboard and up to two to three days on plastic and stainless steel, although there is no definitive evidence that people can acquire the infection this way.

### **Masks:**

- In light of the CDC's new guidance on homemade masks or cloth face coverings, Oregon Health Authority is reminding Oregonians that staying home and avoiding all non-essential contact with others continues to be the most important thing all of us can do to stay healthy and keep others healthy.
- Medical masks should be reserved for health care providers who are on the front lines working with patients who are most likely to have COVID-19. We have had shortages of those masks – and it's critically important that our health care workers have the equipment they need to do their jobs.
- For healthy people, there isn't much evidence that wearing a mask around town is effective or necessary.
- People who are ill with fever and a cough might have a cold, the flu or any number of other diseases, or they may have COVID-19. They should wear a surgical mask to prevent the spread of COVID-19 germs to others.

- It is of the utmost importance that you never put a mask or face covering on an infant or an adult that is not able to adjust or remove the mask themselves. This could compromise their ability to breathe.

### **Homemade masks:**

People are wondering if homemade masks can help prevent the spread of COVID-19.

- Homemade masks are not known to be effective in protecting the wearer against infection. Therefore, OHA does NOT recommend that healthcare personnel wear these masks when taking care of sick patients. However, if worn by a sick person, particularly with respiratory symptoms such as coughing or sneezing, they could reduce the spread of the virus.
- Homemade masks are not considered PPE, since their capability to protect against COVID-19 is unknown.
- The use of cloth face coverings may reduce the spread of virus and help prevent those who have the virus but do not have symptoms from passing it to others. Still, the most effective means of preventing the spread of COVID-19 is staying home and avoiding all non-essential contact with others.
- Caution should be exercised when considering this option.
- Physical distancing and following the prevention steps below have been shown to be effective at slowing the spread of disease.

**Prevention:** The best way to protect yourself is to avoid exposure to the virus. There are easy steps you can take to prevent the spread of COVID-19 and many types of illness - including the flu - especially to older adults and those with underlying chronic diseases:

- Cover your coughs and sneezes with a tissue and then throw the tissue in the trash.
- Wash your hands often with soap and water for 20 seconds. If soap and water are not readily available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.
- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose and mouth with unwashed hands.

- Clean and disinfect surfaces that are often touched.
- Try to maintain space between yourself and others.
- Follow the governor's orders on physical distancing.
- Follow CDC's travel guidance.

**Nebulizers/Inhalers:** There has been concern in the community about the safety of using nebulizers and inhalers.

- Review of the available evidence to date suggests that use of inhaled steroids does not increase your risk of complications from COVID-19.
- Stopping inhaled steroids can double your chances of having an asthma attack in the next 6 months.

**Vaccine/immunization:** There is no vaccine or immunization that can prevent COVID-19.

**Deciding if you need medical care:** Many people with fever, cough, and mild illness can recover at home. They don't need to seek medical care.

- If you are feeling reasonably well, you might not need to go to visit a clinic or hospital. That allows healthcare providers to focus on care of people who most need care.
- If you are very ill or have trouble breathing, those are important reasons to be seen. In this case, call 911 or call your doctor. Tell them if you've traveled to an area affected by COVID-19 or had close contact with someone confirmed to have COVID 19, within the last 14 days. If you let them know, they can take precautions and plan to see you without exposing others.
- Older adults and those with chronic underlying disease should have a low threshold for calling their providers with any concerns.

**Allergies:** A cough this time of year could be because of seasonal allergies.

- Ask yourself: Is this how you usually feel this time of year? Do your symptoms improve after taking your regular allergy medication?
- If you are coughing more than usual, have a fever or shortness of breath, call your healthcare provider to ask if you should be seen.

**Diagnosis and testing:** Your healthcare provider will determine whether you need to be tested for COVID-19 or other illnesses.



- Commercial labs are receiving specimens for COVID-19 testing at clinicians' discretion, including in the outpatient setting. This does not require Public Health approval.

**Treatment:** Most people get better by staying home, resting and treating their symptoms. Treatment for patients with COVID-19 is supportive. It helps the person deal with the symptoms until the immune system kicks in and kills the infection.

- There are no US Food and Drug Administration (FDA)-approved drugs specifically to treat patients with COVID-19. Researchers are studying drugs approved for other conditions and new investigational drugs are in hundreds of clinical trials across the globe.

## Large events and public gatherings

For information on Governor Brown's executive orders please look on the [Governor's webpage](#).

- We know it is hard to cancel events and gatherings that you have been planning for a long time. Physical distancing measures, such as canceling or postponing gatherings, can reduce opportunities for person-to-person virus transmission and can help slow the spread of the disease and save lives.
- Together we can minimize the impact of COVID-19 on our most vulnerable community members and help ensure our health systems will work for all of us when we need it most. We appreciate your help in this effort.
  - Consider web-based attendance, televising events without a live audience or providing other remote attendance options.
  - Communicate to your staff and attendees that the event is canceled and why.
  - Consider how you might reimburse attendees.

## Large events and public gatherings: Oregon State agencies

- Stay informed of the Governor's orders and your agency's guidance regarding essential services, events and public gatherings. Follow that guidance.

## Large events and public gatherings: Local Public Health Authorities

- Stay informed of the Governor's orders and your agency's guidance regarding essential services, events and public gatherings. Follow that guidance.
- Be aware of events happening in your jurisdiction.
- A virus can spread quickly among event workers and attendees.

### **Recommendations for hosting events: Alternative options**

- Follow Governor Brown's orders. For information on Governor Brown's executive order please look on the [Governor's webpage](#).
- You may be able to follow the orders by holding your event virtually.  
Modifications to consider:
  - Use webinar platforms.
  - Use video conferencing.
  - Post recordings and other content online.

### **Smaller gatherings**

- Follow Governor Brown's orders. For information on Governor Brown's executive order please look on the [Governor's webpage](#).

### **Schools and childcare centers**

- For information on Governor Brown's executive order related to childcare centers, find a list of resources [here](#).
- For information on Governor Brown's executive order in regards to K-12 and post-secondary education systems through the end of the current academic term and school year, please look on the [Governor's webpage](#).

CDC issued new guidance on school closures based on level of community transmission.

- Once executive orders closing schools are lifted, school-based measures for preventing spread of COVID-19 include:
  - Require students, their parents and school staff to remain home while ill.
  - Screen students for cough illness at the start of the school day.
  - Reinforcement of handwashing and increasing frequency of cleaning high touch surfaces.

- Assess group gatherings and events, consider postponing non-critical gatherings and events.
- Monitor for absenteeism.
- When there is minimal spread in a community CDC recommends:
  - Schools coordinate with local health officials.
  - Implement multiple physical distancing strategies for gatherings, classrooms and movement through the building.
- Examples include reducing interactions between people, such as staggering lunches and recesses or dividing into smaller groups.
- When there is a lot of community spread of COVID-19, CDC advises schools to:
  - Coordinate with local health officials.
  - Implement multiple physical distancing strategies, up to limiting movement through the building with extended school dismissals.
  - Consider ways to accommodate needs of children and families that may be affected by school closures more severely.
- When schools, colleges and universities re-open they should continue to emphasize the simple things people can do to keep healthy and remind students, faculty and staff who are ill not to attend school and remain at home.
- OHA will continue to reassess this recommendation as the outbreak continues.

## Colleges and universities

For information on Governor Brown's executive orders please look on the [governor's webpage](#).

## Caregiver support for older adults and people with underlying health conditions

Many people want to know how they can support older adults and people with underlying health conditions.

- Older adults and people with underlying health conditions are at higher risk for complications from COVID-19. To protect them always maintain physical distancing of at least 6 feet when interacting with people who are not members of your immediate household.
- Caregivers should make sure they know what medications your loved one is taking and see if you can help them have extra on hand.
- Monitor food and other medical supplies; make a backup plan.

- Stock up on non-perishable food items to have on hand to minimize trips to the store.
- If your loved one is living in a care facility, ask about the health of residents frequently, follow visitor restrictions and know what the protocol of the facility will be if there is an outbreak at the facility.

## Transportation

- Public transportation should be reserved for essential workers and essential travel. When taking public transportation maintain 6 feet between yourself and others, avoid touching your eyes, nose and mouth, cover coughs and sneezes with a tissue or your elbow, and wash your hands after riding.
- If you need to transport someone in your vehicle remind passengers of the need to "cover their cough" and any passenger with a cough illness should wear a mask. Wipe down surfaces afterwards with an approved disinfectant.

## Recommended strategies for employers

### Prevention and control of COVID-19 in the workplace

- We continue to learn about COVID-19. It is unclear at this time to what extent it will spread or how quickly.
- A list of essential and non-essential businesses can be found on the [governor's webpage](https://govstatus.egov.com/or-covid-19). <https://govstatus.egov.com/or-covid-19>
- Follow Governor Brown's Orders. For those who remain in operation, review continuity of operations plans and recommendations for keeping employees healthy.
- Strategies to protect the health of employees:
  - Have sick employees to stay home, and provide sick leave as needed, so they are not financially penalized for doing so.
  - If employees become ill at work, send them home immediately.
  - Emphasize respiratory etiquette and hand hygiene by all employees, including using hand sanitizer and appropriate hand-washing techniques.

- Perform periodic environmental cleaning, particularly of high touch surfaces like doorknobs, handrails, and workstations.
- Take physical distancing measures including increasing physical space between employees in offices and worksites, limit in-person meetings, and stagger work schedules when possible.
- Have employees check [CDC's Traveler's Health Notices](#) for the latest guidance and recommendations for before traveling to other countries.
- Additional measures in response to COVID-19:
  - Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor.
  - Employees should monitor themselves for symptoms of fever, cough, and shortness of breath daily, taking their temperature with a thermometer once a day if possible. Employees should notify their supervisors if they have symptoms and self-isolate immediately.
  - If an employee is confirmed to have COVID-19, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). Employees should not return to work until the criteria to [discontinue home isolation](#) are met, in consultation with healthcare providers and state and local health departments.
  - If an employee is confirmed to have COVID-19 infection, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). The fellow employees should then self-monitor for [symptoms](#) (i.e., fever, cough, or shortness of breath).
  - Employees who are exposed to a sick co-worker should monitor themselves for symptoms of fever, cough, and shortness of breath daily, taking their temperature with a thermometer once a day if possible. Employees should notify their supervisors if they have symptoms and self-isolate immediately.

- Consider planning for disruptions to supply chains, operations and key business functions.
  - CDC has further guidance for businesses on [www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html](https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html)
- CDC Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 (COVID-19)
  - FEMA has a [Continuity Resource Toolkit](#) for continuity of operations planning.

## Food service

For information on Governor Brown's executive orders please look on the [Governor's webpage](#).

## Interim shelter guidance

### Interim shelter guidance: Hygiene

- Post signage in kitchens, bathrooms and common areas. Provide tissues available with trash cans and hand washing options nearby.
- Provide soap, water and paper towels available at sinks.
- Place hand sanitizer (minimum 60% alcohol) near points of entry.
- Post signage, verbally cue and have staff model hand hygiene.
- Staff should wash or sanitize hands often and avoid touching their face.

### Interim shelter guidance: Cleaning

- Increase frequency of your routine cleaning and disinfection program to the extent feasible. Emphasize cleaning and disinfecting high touch objects and surfaces like bathrooms, water coolers, desks, countertops, doorknobs, computer keyboards, hands-on learning items, faucet handles, phones and toys.
- Special cleaning procedures and products are not necessary if there are standard procedures for cleaning and disinfecting with an Environmental Protection Agency (EPA) registered disinfectant with a claim for human coronaviruses. Find an [EPA-registered disinfectant](#).
- Custodial or environmental services staff should follow the disinfectant manufacturer's instructions for use.

### Interim shelter guidance: Use of masks

- Outside of a healthcare setting, masks are most effectively used by individuals who are sick. This prevents droplets from their coughs and sneezes from spreading to others.
- Healthy staff should only wear masks if they are spending extended time in an area designated for guests with coughs or providing direct care to sick guests.

### Interim shelter guidance: Workers, volunteers and guests who are ill

- Ask staff and volunteers to stay home if sick. Staff and volunteers who become sick should be sent home.
- Staff should identify guests who have a new, worse or different cough. Ask these guests to wear a mask and review correct mask use to assist guests. Watch [this video](#) about how to wear a mask correctly.
- Strongly consider asking the guest to leave only if both of the following are true:
  - They are coughing
  - They are unwilling to use a mask

### Interim shelter guidance: Shared spaces

- Bed spacing: Separate those who are coughing from those who are not coughing. Attempt to maintain a six-foot separation between the coughing and non-coughing guests in sleeping areas.
- Eating: Since individuals with a cough need to unmask to eat, individuals with known respiratory symptoms should eat with maximum spacing from others, and in a place with maximum ventilation, including outside, if necessary, or offering meals to go.
  - Be diligent in following hygiene and food safety rules about keeping food covered, not using personal utensils in shared containers, washing hands before eating and handling shared objects, and cleaning kitchen surfaces and dining areas between use.
- Where space allows, maintain separation for coughing guests and non-coughing guests in common areas as in sleeping areas. Guests who are coughing may occupy shared space, such as restrooms, if masked.

## Laboratory testing in Oregon

Why aren't we testing everyone?

- Why are doctors refusing to test me even though I have all the symptoms of COVID-19?
- Why is Oregon testing fewer people than other states?
- A growing number of commercial labs offer COVID-19 testing. Testing through commercial labs is at providers' discretion and does not require approval from public health. Clinic administrators should contact their labs to discuss testing options.
- Testing is also still available through the Oregon State Public Health Lab (OSPHL). Limited supplies are available to OSPHL. To ensure good stewardship of these limited resources, OSPHL will continue to prioritize testing for at-risk patients and high-risk settings using epidemiologic and clinical criteria.
  - Individuals who may be tested include, among others, those who have fever, cough and difficulty breathing and who:
    - Are hospitalized and have evidence of viral pneumonia
    - Are residents or staff of a congregate living facility (healthcare facility, residential care facility, long term care facility, corrections). OSPHL will test 1-5 specimens per facility.
- Close contact is defined as having been within six feet of a person ill with COVID-19 for a prolonged period of time (over one hour) or as having direct contact with the fluids from the nose and mouth of someone ill with COVID-19 (e.g., being coughed or sneezed on).
- As more testing is done, we expect to find more cases in the community.
- You can find up-to-date numbers on cases of COVID-19 in Oregon at [healthoregon.org/coronavirus](https://healthoregon.org/coronavirus).

## Testing guidance

- Laboratories and clinicians interested in the most recent COVID-19 testing criteria and submission process should access the guidance through [Oregon Health Authority COVID-19 Updates](#) and selecting "For Healthcare and Local Public Health".
- Once a test is taken, it can be refrigerated (2°–8° C) for up to 72 hours, then it must be frozen. Detailed guidance can be found at



[www.healthoregon.org/coronavirus](http://www.healthoregon.org/coronavirus) and selecting “For Healthcare and Local Public Health”.

- There are safety considerations for providers obtaining specimens for COVID-19 that require the use of personal protective equipment. We are working to ensure that those who need testing can get it, and in a way that doesn’t unnecessarily expose healthcare providers to risk of illness.
- OHA has an online form that allows OHA epidemiologists to approve testing requests electronically if the clinician’s patient meets the testing criteria. As additional clinical testing for COVID-19 becomes available in Oregon, this guidance will be updated.

## Testing and insurance

- Most health insurance companies in Oregon will waive co-pays, co-insurance, and deductibles for COVID-19 testing.
- The agreement means consumers with fully-insured health plans will not be charged co-payments, co-insurance, or deductibles related to COVID-19 for the following:
  - COVID-19 laboratory testing done consistent with guidelines issued by the United States Centers for Disease Control and Prevention.
  - An in-network provider office visit or a visit to an in-network urgent care center for COVID-19 testing.
  - An emergency room visit for COVID-19 testing.
  - Immunization for COVID-19, once it becomes available.
- Outside of these instances, regular terms of insurance such as co-payments, co-insurance, and deductibles will still apply. Visit the Department of Consumer and Business Services’ [website](#).

## Oregon Health Plan

- If you have the Oregon Health Plan and need to be tested for novel coronavirus (COVID-19), it’s covered. If you are hospitalized because of COVID it’s covered.

The 3/31 Oregon Medicaid waiver includes the following:

- Current OHP members will not lose coverage during this crisis. This includes Cover all Kids coverage that is a state-funded only benefit.
- You can apply for OHP without having to verify income (submit a pay stub) with your application. You can self-attest, which will help you get access to OHP coverage more quickly.
- Sign up at [ONE.Oregon.gov](https://one.oregon.gov) – you may be eligible for get OHP even if you have been denied in the past.
- Federal stimulus payments and increased unemployment payments will not affect OHP eligibility. They will not be counted during the application process or when members report a change in their household income.
- If you don't want to apply for OHP, we encourage you to see a clinician through your county health clinic or through a federally qualified health clinic (FQHC). [Here is a list of FQHCs in Oregon.](#)

## Immigrants and refugees

### Medical care

- You can still see a doctor if you don't have medical insurance. This includes care in the emergency room, at community and migrant health centers, free clinics, and public hospitals.
- If you have CAWEM, OHP, or private insurance, you won't be charged for a test or treatment for COVID-19, including going to the hospital.
- The Governor has reached an agreement with insurers so that people will not have to pay anything out of pocket for COVID-19 tests or hospitalizations from COVID-19.
- The Oregon Health Plan's (OHP) Citizen/Alien Waived Emergency Medical (CAWEM) benefit includes emergency services related to the coronavirus (COVID-19). This includes testing at a hospital emergency room and being hospitalized if needed.
- If you do not have the Oregon Health Plan (OHP) coverage, you can [apply for it here](#). If you don't want to sign up for OHP, you can see a clinician through your county health clinic or through a federally qualified health clinic (FQHC). You can find a list of these clinics in Oregon by [clicking here](#).

- Anyone, regardless of their immigration status, can go to one of these clinics. They will have a sliding scale for payment for general primary care services, and all tests and treatments related to COVID-19 are covered without any cost. Call the clinic first to see if you can be seen there and to find out what the process is for getting an appointment. Some clinics will require an intake or registration for treatment.

### **Public charge and COVID-19**

- If you are a Legal Permanent Resident (have a green card) applying to become a U.S. naturalized citizen, USCIS issued an alert on its website saying they will not consider testing, treatment, or preventative care (including vaccines, if a vaccine becomes available) related to COVID-19 as part of a public charge determination.
- If you have symptoms that resemble Coronavirus/COVID-19 (fever, cough, shortness of breath), you should get medical treatment. This will not negatively affect you as part of a future Public Charge analysis.

### **Testing and infection-control management for Oregon's long-term care facilities**

- Since the first outbreak, OHA has determined that it is not helpful to test every resident and staff member because:
  - Infection-control precautions remain the same regardless of how many people are identified as positive for COVID-19.
  - It does not change any treatment the patients will receive, nor does it change how the outbreak will be managed.
- The infection-control guidelines have been in place and effective for many years. It is familiar and practiced by all long-term care facilities and local health departments. COVID-19's severity does not change the procedures, as long as everyone follows infection-control guidelines put in place.
- Testing asymptomatic residents and staff is not helpful. A negative test result does not ensure a resident will not contract COVID-19 at a later date and it does not change infection-control protocols in place. However, it may give someone a false sense of security and cause them to relax the recommended behaviors. A negative test result does not mean a resident should not follow infection-control protocols. They must continue to follow all guidelines.

- Guidelines for infection-control under COVID-19 in long-term care facilities include
  - Isolation in rooms, including delivering meals to rooms
  - Physical distancing of at least 6 feet apart when in the presence of others
  - Closing the facility to outside visitors
  - For more, go to the [“LTCF COVID-19 Response Toolkit.”](#)
- Documenting patient symptoms
  - Allows healthcare workers to understand the virus’ source and direction of spread.
  - Helps inform the facility as to how to manage infection-control measures moving forward.
  - Signals when the outbreak is receding and has ended and infection-control precautions can be relaxed.

## Travel guidance

- **CDC has issued travel advisories related to the COVID-19 outbreak. The situation is changing quickly, and CDC’s travel advisories may continue to change.** Travelers should check [CDC’s website for travel information](#) for their destination prior to travel.
- If you’ve been to an affected area in the past 14 days or you’ve been in close, face-to-face contact with someone ill with COVID-19 and are ill with fever, cough or difficulty breathing you could have COVID-19.
- Many people have mild illness and don’t need to see a doctor. Once you recover, stay home until 72 hours after you no longer have a fever and cough and have not taken fever reducing medicine.
- If you have trouble breathing or feel sick enough to be seen, contact your healthcare provider before going in. They will identify the safest way for you to seek care without exposing others. If you are severely ill, call 911.
- Public health officials in Oregon and all other states are working with returning travelers, asking them to check their temperatures, watch for signs of illness, and to take steps that will avoid exposing others. These steps are being taken to slow the spread of COVID-19 to communities in the US.

- Self-monitoring or self-quarantine can be inconvenient. American travelers coming home from affected areas are encouraged to comply with public health recommendations. These include Americans returning home to Oregon.
- 50% of Oregon hospitals report the ability to screen for international travel when a patient arrives at the emergency room or is admitted.

## Guidance for health care providers

- For more detailed information go to [OHA's COVID-19 Healthcare Partner Resources](#).
- Patients who are ill with fever and respiratory symptoms should be given a mask upon entry to the facility.
- Patients with suspected COVID-19 should also be placed in an airborne infection isolation room, if available.
- Screen all patients with fever or respiratory symptoms for travel to regions with active community spread of COVID-19 within the last 14 days or those who had close contact during that time with a confirmed COVID-19 case. Close contact is defined as being within six feet for an hour or more while the person with COVID-19 was ill.
- In healthcare settings, standard, contact, and droplet precautions should be used, along with eye protection, when evaluating a person with possible COVID-19. Airborne precautions may be used when available.
  - Minimum PPE necessary to evaluate patients with fever or respiratory symptoms:
    - Face mask (i.e., surgical or procedural mask)
    - Eye protection (face shield or goggles)
    - Gown
    - Gloves
- If specimen collection is necessary, nasopharyngeal swabs (NP) swabs can be performed using contact and droplet precautions with surgical mask and eye protection, and do not require the use of an N95 respirator. Let patients know that the swab may be painful prior to swabbing.
- Ensure that frontline staff have access to interpreter services.
- Wear gloves if needed.

- Sanitize equipment between each patient (e.g. thermometer, pulse oximeter).
- If PPE supplies are limited or unavailable, a clinic administrator should call local public health authorities to activate an equipment request.
- Use appropriate paperwork for HIPAA requirements when working with outside organizations such as commercial laboratories.
- Extended-use protocols for masks and eye protection are recommended. This means wearing the same respiratory (mask or respirator) or eye protection (goggles or face shield) for repeated encounters with several different patients with the same infectious disease diagnosis without removing between encounters. HCP must take care not to touch their eye protection and respirator or facemask. Learn more [here](#).

The CDC has launched a CDC coronavirus self-checker to help decrease burden on the healthcare system. The link to the self-checker can be found here (for this link, please use browsers other than explorer): <https://static.prototype.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/index-bot-test.html>

## Confidentiality of a public health investigation

- In the course of our work in public health, the Oregon Health Authority (OHA) and local public health authorities are entrusted with sensitive health information.
- Protecting this information is required by law except in very special circumstances. It promotes our ability to conduct effective public health investigations, protect the public's health and maintain the confidence and cooperation of individuals participating in public health investigations.
- Under Oregon Revised Statute (ORS) 433.008(1), any information obtained by OHA or a local public health administrator in the course of an investigation of a reportable disease or disease outbreak is confidential. Such information is not subject to disclosure under the public records law.
- OHA may, in limited circumstances, disclose reportable disease or disease outbreak information to state, local or federal agencies authorized to receive the information under state law or federal law, but OHA and local public health administrators may only release the ***minimum amount of information necessary to carry out the purpose of the release***. ORS 433.008(2)(a) and (4).

- OHA may release statistical compilations that do not identify individual cases or sources of information; in that spirit, on a regular basis OHA will release a standard set of information about COVID-19 cases, persons under monitoring and persons under investigation.
- Some local health authorities and healthcare providers are bound by the Health Insurance Portability and Accountability Act (HIPAA). OHA is sensitive to our partners' limitations and obligations to protect patient information under HIPAA.
- OHA's Public Health Division itself is not HIPAA-bound; we protect patient information shared with us based on Oregon statutory obligations and to maintain the cooperation of patients and positive working relationships with our healthcare partners.

## Strategic National Stockpile & PPE requests

- **Providers are the center of the COVID-19 response.**
  - OHA is grateful to the work you are doing on the front lines to address COVID-19.
  - We know that your ability to provide safe care is dependent on your own health and safety. As we work to respond to COVID-19, OHA prioritizes your safety in the guidance we develop for health care providers.
- **The burden of COVID-19 on PPE is concerning. Yet many strategies remain to protect health care providers.**
  - OHA is applying multiple strategies to secure supplies of personal protective equipment. This means taking a comprehensive approach to increasing supply and reducing demand. OHA guidance and strategies are in line with CDC guidance.
  - In terms of maximizing supply:
    - Health care organizations should continue to pursue all available options to get PPE through their usual supply networks.
    - OHA continues to work with the federal government to access additional PPE resources through the Strategic National Stockpile.
    - OHA is working with the federal government to confirm whether similar equipment, used in other industries, meets the necessary specifications for adequate protection in the medical setting.
  - In terms of reducing demand:

- There are strategies we can use to avoid use of PPE other than for where it is needed the most to protect providers.
- Cancellation of elective procedures, in hospitals, in clinics, in ambulatory surgery centers, in dentists' offices, and other venues can give us access to an increased supply of PPE for care of COVID patients.
- The Office of the Assistant Secretary for Preparedness and Response at the U.S. Department of Health & Human Services operates the SNS.
- It is the nation's largest supply of potentially life-saving pharmaceuticals and medical supplies for use in a public health emergency severe enough to cause local supplies to run out.

Resources for more information:

**Oregon Health Authority**

- [www.healthoregon.org/coronavirus](http://www.healthoregon.org/coronavirus)

**Department of Human Services – apply for Food or Cash help, Childcare, Employment**

- <https://www.oregon.gov/DHS/COVID-19/Pages/Home.aspx>

**CDC Guidance**

- [www.cdc.gov/coronavirus/2019-nCoV](http://www.cdc.gov/coronavirus/2019-nCoV)
- [Interim US Guidance for Risk Assessment and Public Health Management of Persons with Potential Coronavirus Disease 2019 \(COVID-19\) Exposure in Travel-associated or Community Settings](#)
- [Health Alert Network](#)
- [Travelers' Health Website](#)
- [National Institute for Occupational Safety and Health's Small Business International Travel Resource Travel Planner](#)
- [Coronavirus Disease 2019 Recommendations for Ships](#)

**Other Federal Agencies and Partners**

- OSHA Guidance:  
[https://www.osha.gov/SLTC/novel\\_coronavirus/index.htm](https://www.osha.gov/SLTC/novel_coronavirus/index.htm)external icon





## References

- OHA Emerging Respiratory Disease page:  
[www.healthoregon.org/coronavirus](http://www.healthoregon.org/coronavirus)
- CDC COVID-19 page: [www.cdc.gov/coronavirus/2019-ncov/index.html](http://www.cdc.gov/coronavirus/2019-ncov/index.html)
- CDC travel notice: [wwwnc.cdc.gov/travel/notices/alert/novel-coronavirus-china](http://wwwnc.cdc.gov/travel/notices/alert/novel-coronavirus-china)
- WHO page: [www.who.int/westernpacific/emergencies/novel-coronavirus](http://www.who.int/westernpacific/emergencies/novel-coronavirus)
- CDC HAN archive (latest 2020-01-17):  
<https://emergency.cdc.gov/han/2020.asp>
- National Health Commission of the People's Republic of China:  
<http://en.nhc.gov.cn/>
  - News updates: <http://en.nhc.gov.cn/news.html>
  - Latest updates
    - [http://en.nhc.gov.cn/2020-01/21/c\\_75990.htm](http://en.nhc.gov.cn/2020-01/21/c_75990.htm)
    - [http://en.nhc.gov.cn/2020-01/22/c\\_75997.htm](http://en.nhc.gov.cn/2020-01/22/c_75997.htm)
- Chinese CDC: [www.chinacdc.cn/en/](http://www.chinacdc.cn/en/)
- Wuhan Municipal Health Commission:  
[wjw.wuhan.gov.cn/front/web/main/xwzx.html](http://wjw.wuhan.gov.cn/front/web/main/xwzx.html)
- Center for Health Protection (Hong Kong):  
[www.chp.gov.hk/en/features/102465.html](http://www.chp.gov.hk/en/features/102465.html)
- Washington State Department of Health 2019-CoV update page:  
[www.doh.wa.gov/Emergencies/Coronavirus](http://www.doh.wa.gov/Emergencies/Coronavirus)
- White House Briefing, January 31, 2020: [www.whitehouse.gov/briefings-statements/press-briefing-members-presidents-coronavirus-task-force/](http://www.whitehouse.gov/briefings-statements/press-briefing-members-presidents-coronavirus-task-force/)
- **Additional SNS resources:**
  - US Department of Health and Human Services:  
<https://www.phe.gov/about/sns/Pages/default.aspx>
  - Association of State and Territorial Health Officials:  
<https://www.fda.gov/EmergencyPreparedness/Counterterrorism/MedicalCountermeasures/AboutMCMi/ucm431268.htm>