

COVID-19 Return to work

Toolkit for employers



Ascension



Introduction

Dear Valued Employer,

As we prepare for employees to return to work amidst COVID-19 recovery, we know protecting the safety of your employees and customers is your top priority. Our Employer Solutions team has created this toolkit to give you the resources and helpful tips you need to keep you, your families and your employees healthy and prepared.

In this document you will find information and resources about:

- Symptoms and triage
- Safe to return: virus prevention in the workplace
- Screening, virtual care and testing
- Employee & workplace resources
- Frequently asked questions
- Helpful resources & contact information
- Employee and workplace education resources

As the COVID-19 pandemic continues to evolve, we encourage you to check ascension.org/covid-19 and cdc.gov for the most up to date information. A list of other helpful resources is included in the last page of this toolkit.

Thank you,
The Employer Solutions team

Disclaimer: Guidance current as of publication date. Note that as additional guidance is issued or updated by the CDC, these materials and recommendations may change. Please check ascension.org/covid-19 or cdc.gov for updated guidance and information related to COVID-19.

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Symptoms and triage














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What's the difference?

Help your employees better understand the symptoms of COVID-19 and other illnesses.

Knowing the difference between seasonal allergies, a cold and something more serious can help you and your employees know when to seek care. Use this chart to learn how to more quickly understand the difference between COVID-19 and other illnesses like influenza, the common cold, and seasonal allergies. To learn more about COVID-19, visit ascension.org/covid-19.

Symptom	COVID-19	Influenza	Common cold	Seasonal allergies
Seasonality	Unclear	Oct. through May	Winter	Annually by type
Length of symptoms	7-25 days	7-14 days	Less than 14 days	Several weeks
 Cough	Common	Common	Common	Rarely
 Shortness of breath	Sometimes	Uncommon	Uncommon	Uncommon
 Chest congestion	Common	Rarely	Common	Rarely
 Runny nose	Rarely	Sometimes	Common	Common
 Sneezing	Uncommon	Uncommon	Common	Common
 Sore throat	Rarely	Sometimes	Common	Sometimes
 Fever	Common	Common	Common	Uncommon
 Tired	Sometimes	Common	Sometimes	Sometimes
 Body aches	Sometimes	Common	Common	Uncommon
 Headaches	Rarely	Common	Rarely	Sometimes
 Diarrhea	Rarely	Sometimes	Uncommon	Uncommon
Onset	Gradual	Sudden	Gradual	Seasonal

Minimize your employees' risk: avoiding COVID-19, the flu and allergies

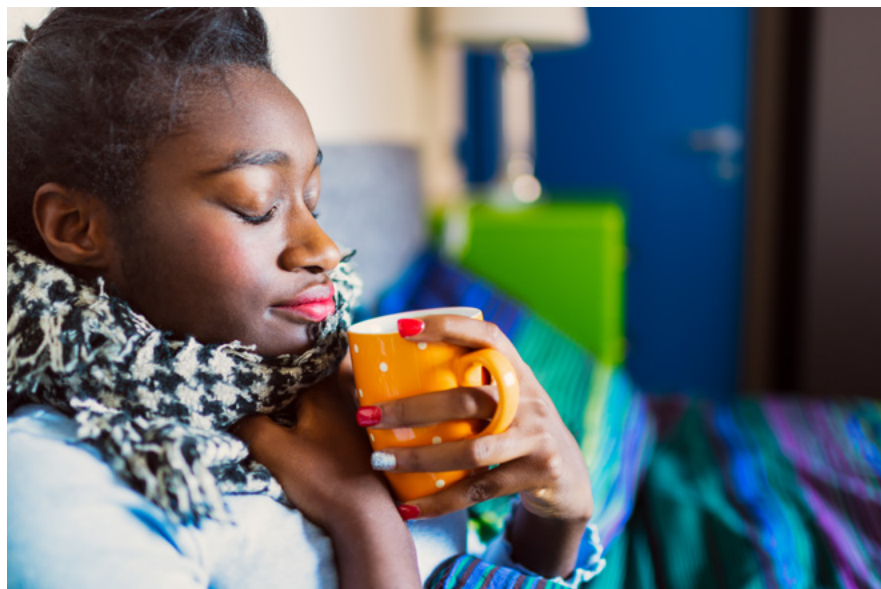
There are many actions you can take to reduce the risk of employees contracting COVID-19, the flu and other respiratory illnesses in the workplace.

- Avoid close contact with people who are sick
- Avoid unnecessary touching of the eyes, nose and mouth
- Wash hands often with soap and water for at least 20 seconds
- Clean and disinfect frequently touched objects in the home and workplace
- Advise employees to stay home when they are sick
- Remind employees to cover their cough or to sneeze into a tissue and throw the tissue into the trash
- Advise employees to get their annual flu vaccine; even late in the flu season

Help employees better manage seasonal allergies

Staying away from allergens is a very effective way to treat allergies. Tips for avoiding allergens include:

- Stay indoors when the pollen count is high and on windy days
- Control dust in your home, particularly the bedroom
- When possible, get rid of carpeting, blinds, down-filled blankets or pillows
- Wash bedding, curtains, and clothing often in hot water to get rid of dust mites
- Use dust mite covers over your mattress and pillow
- Use air conditioning instead of opening the windows
- Put a dehumidifier in damp parts of the home, but remember to clean it often
- Wear face masks when working in the yard



Symptoms & screening

When your employees have questions about symptoms they may be experiencing and when they should seek care, Ascension has that covered.

AscensionConnect

Ascension's 24/7 COVID-19 Information Line is a free care line that provides information and can also text the caller a direct link to sign up for Ascension Online Care. If necessary, callers are connected to a nurse for medical guidance on next steps they should take if:

- They are personally experiencing COVID-19 symptoms
- They have been in contact with someone with COVID-19
- They have been in an area known to have COVID-19

Our staff and nurses have access to interpreter services should your employees need language assistance. Our care line is also available in a customized option that allows dedicated nurses to serve your employees and recognize that your employees are calling from your workplace.

Contact us to learn more about how to access our COVID-19 information lines and how we can customize this option for you.

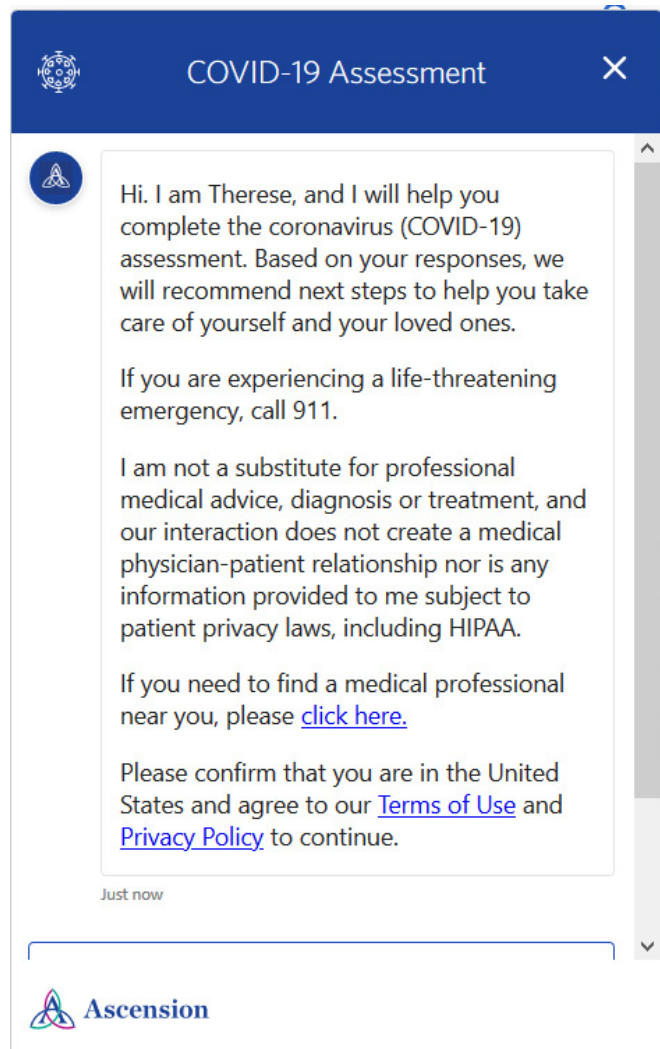
Home monitoring

One solution the COVID-19 Information Line may recommend is employee home monitoring. Home monitoring enrolls at-risk employees in a 14 or 30-day text program. This program was designed so your employees experiencing COVID-19 symptoms can receive daily touch points with an Ascension medical professional to get them healthy and back to work quickly.

This service is in the development stages, but **please talk to your market representative.**

Online Self Assessment Tool

To help you and your employees more quickly assess a potential COVID-19 infection, **you can visit ascension.org** to use the Ascension COVID-19 Self Assessment Tool, our online tool to check symptoms and get advice about next steps.



The screenshot shows a chat window titled "COVID-19 Assessment" with a close button (X) in the top right corner. On the left side of the chat area is a circular profile icon of a person. The chat text reads: "Hi. I am Therese, and I will help you complete the coronavirus (COVID-19) assessment. Based on your responses, we will recommend next steps to help you take care of yourself and your loved ones." Below this, it says: "If you are experiencing a life-threatening emergency, call 911." Then: "I am not a substitute for professional medical advice, diagnosis or treatment, and our interaction does not create a medical physician-patient relationship nor is any information provided to me subject to patient privacy laws, including HIPAA." Next: "If you need to find a medical professional near you, please [click here](#)." Then: "Please confirm that you are in the United States and agree to our [Terms of Use](#) and [Privacy Policy](#) to continue." At the bottom left of the chat area, it says "Just now". At the bottom of the chat window is the Ascension logo, which consists of a stylized 'A' made of three interlocking loops, followed by the word "Ascension".

Safe to return: virus prevention in the workplace



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Important employer considerations

1. Before opening to the public, have you paid careful attention to state and local reopening orders and do you fully understand the requirements that employers must make available to customers and employees?
2. Should you restrict the number of employees and/or visitors onsite at a given time?
3. Have you developed a plan to address safe practices for shared building space with other tenants who occupy the same building?
4. Can you develop new key policies that reduce risk of transmission and best health practices like proper handwashing, social distancing, etc.?
5. Have you developed an employee screening process that allows for screening of every employee before entry to work each day?
6. Are you developing an employee testing plan?
7. Have you developed a plan to ensure protection for customers, worksite visitors, and vendor partners who will enter your worksite?
8. Is personal protective equipment (PPE) available for employees and customers?
9. How are you protecting employees who are high-risk with chronic diseases?
10. Have you developed a communication plan that makes employees aware of any changes in company policy?



Protect your employees: tips for maintaining a safe and healthy workplace

1. Disinfect objects that are frequently used in the workplace, such as doorknobs, light switches, appliance handles, phones, computers, chargers, etc.
2. Wash hands with soap and water for 20 seconds, especially after being in a public place, or after blowing your nose, coughing or sneezing.
3. Provide hand sanitizer that contains at least 60% alcohol. Instruct employees to cover all surfaces of their hands and rub them together until they feel dry.
4. Maintain proper social distancing. Social distancing is maintaining an adequate distance (approximately 6 feet) from person to person to prevent the spread of COVID-19.
5. Promote etiquette for coughing and sneezing and handwashing.
6. Implement practices to minimize face-to-face contact between employees.
7. Develop other flexible policies for scheduling and telework (if feasible) and create leave policies.
8. If an employee becomes sick while at work, they should be separated from other employees, customers, and visitors and sent home immediately.
9. Actively encourage sick employees to stay home.
10. Enhance cleaning protocols and frequency of cleaning efforts.
11. Allow employees to voice their concerns, and promote communication about what you are doing to prevent risks.
12. Provide education and training materials to help remind employees of new policies and protocols.
13. Reconsider the need for business travel and explore alternatives.
14. Talk with companies that provide your business with contract or temporary employees about their plans.



Precautions we're taking in Ascension facilities

We know your employees might have concerns about coming into a doctor's office or hospital, but it's still important to get the care they need, when they need it.

For everyone's safety in our care, Ascension facilities – hospitals, emergency rooms, clinics and offices – are fully prepared and have implemented strict safety precautions to minimize the exposure risks related to COVID-19.

Screening

All our associates are screened before they come to work, using screening tools designed to ensure they are symptom-free before entering our facilities or providing care.

Cleaning and disinfecting

Our environmental services teams perform rigorous disinfecting measures at all our facilities.

Visitor restrictions

At the recommendation of the Centers for Disease Control and Prevention (CDC), we enacted visitor restrictions to protect our patients and staff. Please contact your local facility for information on the specific visitor guidelines.

Appointment scheduling

We have staggered appointment times to reduce the number of patients with overlapping wait times.

Waiting room distancing

We continue to practice social distancing within our facilities. When you arrive at a hospital, clinic or office, you will notice that waiting areas have fewer people and special instructions are posted for avoiding exposure.

Offsite screening locations

We are asking patients who have signs of respiratory illness to call ahead. And we are directing them to specialty care sites set up specifically for them. These separate sites will decrease the risk of infection at our sites of care.

Operating room procedures

We're taking special care in an environment that already has many sterile precautions in place.

Ascension is making sure our hospitals and Ascension sites of care are safe and ready for your employees, when you need us. If your employees have questions or concerns, we encourage them to call the facility before they arrive for an appointment. They can also find a doctor or location near them to call and discuss the best option for their care.



Virtual care and testing



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See a provider virtually with Ascension Online Care

We know everyone has different barriers to seeing their doctor during this time. That's why in addition to taking precautions at our physical locations, we also offer virtual online visits, both for patients who may not have an established Ascension provider, and those that do.

What is an online visit?

Through a one-on-one video chat with a doctor or care team member from their phone, tablet or laptop, your employees can stay home to avoid unnecessary exposure to germs and get the care they need from wherever they are. This isn't a replacement for every appointment. In some cases, your employees will still need to be seen in person. We will work with your employees to determine if an online visit is the right option for their needs. Online visits are safe and secure. We respect and protect your employees' personal health information. Information they share during an online visit is handled with the same privacy protections as in-person visits.

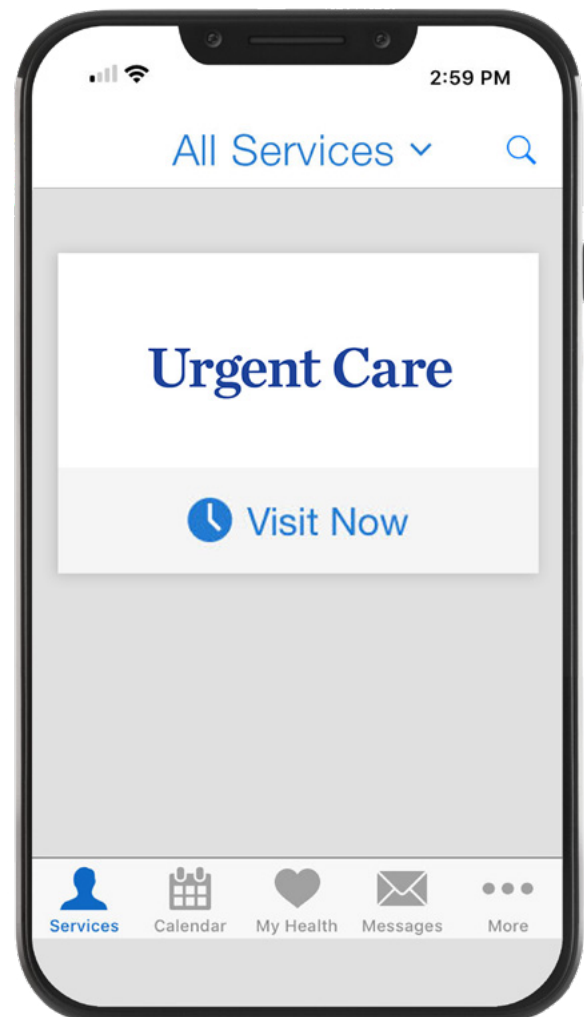
What conditions can be treated with Ascension Online Care?

Your employees can conduct a virtual visit for these common needs with a physician and can have their prescription delivered.

- Urinary tract infections
- Sinus or upper respiratory infections
- Eye infections
- Rash
- Sore throat/strep/cough
- Cold/flu
- Fever
- Seasonal allergies

COVID-19 symptoms can be very similar to the flu or cold. If your employees develop these symptoms, they can conduct a virtual visit with a provider.

- Fever
- Cough
- Shortness of breath



How to access Ascension Online Care

For employees with an Ascension provider

Do your employees already have an Ascension provider? For routine or non-emergency needs, Ascension doctors are now providing virtual (telehealth) visits so that your employees can stay at home and get the care they need. Employees can call their Ascension doctor first to discuss whether a virtual visit is an option for their care.

Before the first online visit

Getting started is quick and easy. After an appointment is scheduled through the office, your employee will receive an email with a link to check their device compatibility and instructions to create an account through Ascension Online Care.

If they choose to use a mobile device, they will need to download the Ascension Online Care app prior to their visit.

Questions about visit copays or insurance coverage should be discussed with the office staff when the appointment is made.

For employees without an Ascension provider

Even if your employees don't have an established Ascension provider, they can still access Ascension's virtual care. Ascension Online Care lets them search for a provider that's right for them, and even gives them the ability to submit information about their visit and medical history.

Online visits are safe and secure, and information shared during an online visit is handled with the same privacy protections as in-person visits. Ascension Online Care can be accessed for flat fee per visit.

How to use Ascension Online Care:

1. Go to ascension.org/onlinecare OR download the Ascension Online Care app from the App Store or Google Play
2. Create your account or log in
3. Select "Urgent Care" from the list
4. Select "Get Started" or select a provider from the list
5. Answer questions about your medical history and reason for your visit
6. Enter payment method and start your visit

Accessing Ascension Online Care:

Smartphones or tablets: Download the Ascension Online Care app from the App Store or Google Play.

Desktop or laptop computers: Visit ascension.org/onlinecare.

System requirements: To participate in an online visit, your employees will need an internet connection, camera, speaker and microphone. They can connect through their cellular service plan or through high-speed internet access. Message and data rates may apply.

COVID testing: viral test vs. antibody test

According to the CDC, two kinds of tests are available for COVID-19: viral tests and antibody tests.

- A viral test tells you if you have a current infection
- An antibody test tells you if you had a previous infection

Viral tests check samples from your respiratory system (such as swabs of the inside of the nose) to tell you if you currently have an infection with SARS-CoV-2, the virus that causes COVID-19. Some tests are point-of-care tests, meaning results may be available at the testing site in less than an hour. Other tests must be sent to a laboratory to analyze, a process that generally takes 1-2 days once received by the lab.

An antibody test may not be able to show if you have a current infection, because it can take 1-3 weeks after infection to make antibodies. We do not know yet if having antibodies to the virus can protect someone from getting infected with the virus again, or how long that protection might last.

How to decide if you should get a viral test

Not everyone needs to be tested for COVID-19. Here is some information that might help you make decisions about getting a viral test:

- Most people have mild illness and can recover at home without medical care. They may not need to be tested
- At this time, there is no treatment specifically approved for people who have COVID-19
- CDC has guidance for who should be tested, but decisions about testing are made by state and local health departments or healthcare providers

How to get a viral test

COVID-19 testing differs by location. If you have symptoms of COVID-19 and want to get tested, call your healthcare provider first. You can also visit your state or local health department's website to look for the latest local information on testing. Although supplies of tests are increasing, it may still be difficult to find a place to get tested.

The U.S. Food and Drug Administration (FDA) has authorized two viral tests that let you collect either a nasal swab or a saliva sample at home. However, you will still need to send your sample to a laboratory for analysis.

Find your state health department website

Visit <https://www.cdc.gov/publichealthgateway/healthdirectories/healthdepartments.html>

The latest in testing information from the CDC can be found at www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/testing.html

Employee and workplace resources



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Help your employees stay healthy at home: tips for home and family

Identify and manage stress

- Be mindful of your feelings - notice situations that heighten your stress so you can anticipate, manage or avoid them
- Name and discuss your sadness, anger and fear. In order for these emotions to 'move through us' we need to acknowledge that they exist
- Use Ascension's Mindfulness Meditation video series to help manage stress.

Visit <https://www.youtube.com/playlist?list=PLuqaCKePF13cBZ3P-c1gvcsHAJikNela9>



Stay active

Exercise and movement have been proven to reduce stress and feelings of depression. You can stay active as an important part of your overall wellness by:

- Create a plan and schedule that involves even 10 minutes of physical activity
- Look for creative ways to move - have a dance contest (even over video!), play with your pet, or do a quick exercise during TV show commercial breaks
- Create accountability by checking in with a friend to celebrate hitting your exercise goal
- Track your workouts through an app or keep a personal journal
- See how many days in a row you can do some form of exercise, create competitions with friends or family
- Place workout clothes or materials out in view to help remind you to stay active

Get outdoors and in nature if you can

If you live in an area where you have safe access to outdoor space, take advantage of it.

Here are a few ways you can enjoy the outdoors:

- Start a small garden, even if it's just one pot. Try kitchen herbs like basil or rosemary, if you've never grown anything before.
- Take a walk outside, if you feel comfortable doing so

Help your employees stay healthy at home: tips for home and family

Stay connected to your community

Social distancing doesn't have to mean emotional distancing. With today's technology, there are lots of ways to stay connected to friends and family, and the community around you.

- Host a virtual dinner with friends using a video chat platform. Cook a similar meal to make it feel like you are all together
- Make birthdays special by hosting a group video where everyone can sing 'Happy Birthday'
- Join community webinars hosted by museums or theaters to listen in and join groups with similar interests as yours
- Look for webinars or other online classes to join - learn something new while meeting new people

Set a new routine for household chores

Working from home can make daily household chores feel overwhelming, because they are less separated from your work environment.

- Set a schedule for when household chores are "off limits" to honor the time you are focusing on work or family time
- If you have kids, create a points system to get the family more involved in contributing to getting things done, letting them earn more for harder tasks

Practice gratitude

Being mindful and acknowledging the positive things around us can help us feel a sense of gratitude and reduce stress.

- Once every other day, jot down one thing you are grateful for, and keep the list around your workspace as a reminder when you need it most
- If you have kids, keep a "Grateful List" on the fridge and let your kids add to it. Talk through why you are thankful for something to help them connect with their feelings



Help your employees be productive at home: tips for a work from home office

Setting up your workspace

- If you can, designate a space solely for work. Consider a location away from high-trafficked areas and loud noises
- Recreate your desk area from the office by organizing your space with frequently used office supplies
- If your work requires a laptop, see if you can use a docking station with an external monitor and mouse
- Try using a 3-ring binder to prop up the laptop. Position the binder to allow the laptop to be higher toward the monitor back of the laptop
- Use a headset during times of high volume calls to avoid awkward neck postures
- Position cords off to the side to avoid tripping or tangling up in the cords
- Use a task light on the desk

Setting up a routine

- Try to keep your same morning routine
- Set up dedicated work hours that empower you to stay focused
- Schedule breaks during the day as you would if you are at work
- Honor your work hours, and unplug at the end of the day

Taking care of your body

- Stand up and stretch every hour or every 30 minutes
- Drink plenty of water throughout the day and eat nutritional meals
- Consider standing and working
- Take a brisk walk if you have a safe area to do so
- Periodically do a postural check or adjust your posture
- Postural check of the back: Lean back so the chair back is supporting your trunk/back. Slide your hand between the backrest of the chair and the lower back curve. This area should be supported
- Place a rolled up towel to the curve of your lower back to assist with improving your posture and back support while sitting



Help your employees be productive at home: tips for a work from home office

- If you are using a non-adjustable chair, try adding a cushion for the lower back or a cushion to sit on to bring you forward in the chair and raise your height to match the height of the table or work surface
- Support your arms and wrists by placing the mouse at the same height as the keyboard
- Support your legs by making a footrest from a cardboard box or reams of paper

Taking care of your mind

- Check in with your co-workers. Text and call your colleagues often or schedule video calls. Regular check-ins with your team can also identify priority work and keep everyone accountable
- Reflect on how you're feeling to identify the pressures associated with the change in your work. Be mindful of when these pressures arise to better manage stress



Frequently asked questions



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Frequently asked questions

Q: What do you recommend we do to screen employees coming to work in an office or manufacturing site each day?

A: Each company's return to work situation is unique. We recommend you consult with an expert in infection control and worksite safety to develop a plan specific to your facility and employees. Ascension can help you with that step as part of our consulting services available in select markets.

Consider using the Ascension Screen & Go app to screen all employees and entrants quickly and take a temperature reading of all those who enter your facilities, both employees and non-employees. If you have equipment to take employee temperatures, we would recommend this as a way to track symptoms and possible entrance.

If they are not available to you, we recommend comprehensive education plans to your staff including identification of symptoms related to respiratory illness, proper handwashing procedures, and social distancing procedures as a way to help keep employees healthy at work and while out in public.

Q: How often should my employees be washing their hands?*

A: The CDC recommends employees protect themselves from respiratory illness with everyday preventive actions, including good hand hygiene. Employees should wash hands often with soap and water for at least 20 seconds, or use a hand sanitizer that contains at least 60% alcohol if soap and water are not readily available, especially during key times when persons are likely to be infected by or spread germs, such as:

- After blowing one's nose, coughing, or sneezing
- Before, during, and after preparing food
- After using the toilet
- After touching garbage
- Before and after the work shift
- Before and after work breaks
- After touching objects that have been handled by customers

Q: Should my employees buy a mask to protect themselves from contracting COVID-19?*

A: The CDC recommends that people who are well wear a cloth face mask to protect themselves and others from COVID-19. A face mask should be used in public settings where social distancing measures are difficult to maintain. The cloth face masks recommended are NOT the same as surgical masks or N-95 respirators. Unless more widely available, these critical supplies should still be reserved for healthcare workers.



Frequently asked questions

Q: What can we do to improve safety and health in the workplace?*

A: Beyond basic cleanliness procedures, employers can also:

- Provide tissues and no-touch disposal receptacles
- Provide soap and water in the workplace. If soap and water are not readily available, use alcohol-based hand sanitizer that contains at least 60% alcohol. If hands are visibly dirty, soap and water should be chosen over hand sanitizer
- Place hand sanitizer in multiple locations to encourage good hand hygiene practices
- Place posters that encourage staying home when sick, the importance of hand hygiene, and coughing and sneezing etiquette at the entrance to your workplace and in other workplace areas where employees are likely to see them
- Discourage handshaking

Q: What can we do to educate our staff regarding COVID-19?

A: Employers are encouraged to continuously visit Ascension's COVID-19 website, ascension.org/covid-19. This site is consistently updated with COVID-19 updates and useful health resources. The Center for Disease Control's (CDC) web site, cdc.gov, is an additional source of useful information and COVID-19 updates.

Q: Should we cancel meetings and conferences?*

A: Carefully consider whether travel is necessary, and use videoconferencing or teleconferencing when possible for work-related meetings and gatherings. Employers should consider canceling, adjusting, or postponing large work-related meetings or gatherings that can only occur in-person. Follow CDC guidance for events and mass gatherings.

When videoconferencing or teleconferencing is not possible, hold meetings in open, well-ventilated spaces, and space chairs at least 6 feet apart. Encourage staff and attendees to stay home if sick.

Q: Who should be tested for COVID-19 and with which test?

A: Due to initial shortages in testing availability, restrictions have been in place prioritizing who should be tested. There are two types of testing available, one which tests for presence of the virus and the other which looks for the immune system's response to being exposed to the virus, called antibody testing. Both tests have their limitations and determining which test is best for any patient, or for use in screening populations, should be determined in consultation with a qualified professional. Individuals should consult with their physician for further guidance. Our Employer Solutions team can provide you with assistance in developing a strategy for testing your employees.

Q: For how long should a COVID-19 positive employee continue to isolate after their symptoms subside without medication?

A: At least three days (72 hours) have passed since recovery, which is defined as:

- Resolution of fever without the use of fever-reducing medications AND
- Improvement in respiratory symptoms (e.g., cough, shortness of breath); AND
- At least 10 days have passed since symptoms first appeared

Q: What should I do if an employee is suspected or confirmed to have COVID-19?*



Frequently asked questions

A: In most cases, you do not need to shut down your facility. But do close off any areas used for prolonged periods of time by the sick person:

- Wait 24 hours before cleaning and disinfecting to minimize potential for other employees being exposed to respiratory droplets. If waiting 24 hours is not feasible, wait as long as possible
- During this waiting period, open outside doors and windows to increase air circulation in these areas

Follow the CDC cleaning and disinfection recommendations:

- Clean dirty surfaces with soap and water before disinfecting them
- To disinfect surfaces, use products that meet EPA criteria for use against SARS-Cov-2, the virus that causes COVID-19, and are appropriate for the surface
- Always wear gloves and gowns appropriate for the chemicals being used when you are cleaning and disinfecting
- You may need to wear additional personal protective equipment (PPE) depending on the setting and disinfectant product you are using

In addition to cleaning and disinfecting, employers should determine which employees may have been exposed to the virus and need to take additional precautions:

- Most workplaces should follow the Public Health Recommendations for Community-Related Exposure
- Critical infrastructure workplaces should follow the guidance Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19

Sick employees should follow CDC-recommended steps. Employees should not return to work until they have met the criteria to discontinue home isolation and have consulted with a healthcare provider and state or local health department.

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).

*Taken from CDC guidelines

Helpful resources & contact information



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Resources for additional information

Ascension Covid-19 Resource Center

ascension.org/covid-19

- Free COVID-19 Information
- Ascension Online Care
- COVID-19 Symptom Assessment Tool

Ascension Online Care

healthcare.ascension.org/Specialty-Care/Online-Care

Virtually access a provider (without an appointment) for urgent care

Centers for Disease Control and Prevention (CDC)

cdc.gov/coronavirus/2019-ncov/index.html

- CDC COVID-19 alerts
- CDC frequently asked questions: COVID-19 and children
- CDC guidelines for schools
- CDC handwashing guide
- CDC official Twitter

Contact

Employee and workplace education resources



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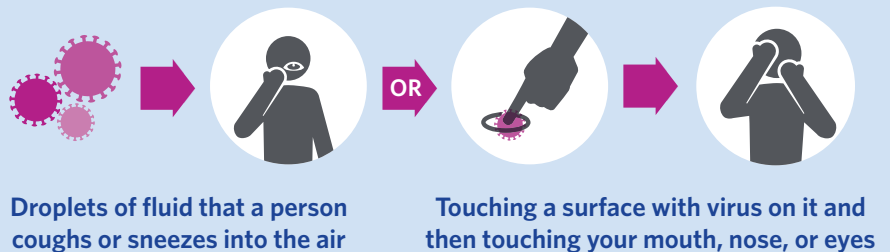
CORONAVIRUS:

WHAT WE KNOW

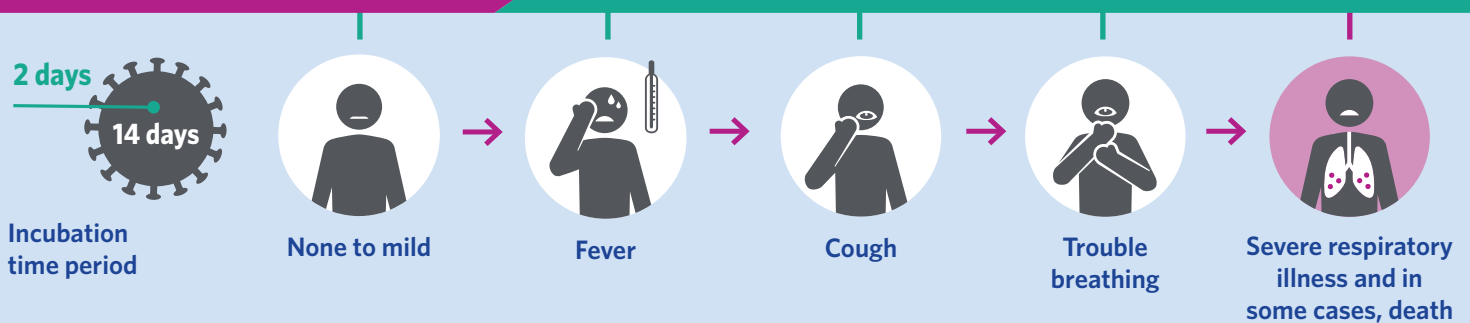
ABOUT THE VIRUS

Coronavirus disease 2019 (COVID-19)

The virus causes a mild to severe respiratory illness. How the virus spreads isn't yet fully known. It's likely spread through:



SYMPTOMS



PREVENTION



WHO IS AT RISK?

If you've been to a place where people have been sick with this novel coronavirus, you are at risk for infection.



Call your health care provider if:



You've been in close contact with a person known to have novel coronavirus and you have a fever, cough, or difficulty breathing



You have these symptoms and you live in or have recently traveled from an area with ongoing spread of novel coronavirus

Wash your hands the right way in 5 easy steps

Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community — from your home and workplace to childcare facilities and hospitals.

Follow these 5 steps every time:

1

Wet

Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.

2

Lather

Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.

3

Scrub

Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.

4

Rinse

Rinse your hands well under clean, running water.

5

Dry

Dry your hands using a clean towel or air dry them.













Ascension

Guidance is based on CDC Guidelines. For full information, visit <https://www.cdc.gov/handwashing/when-how-handwashing.html>.

What's the difference?

Knowing the difference between seasonal allergies, a cold and something more serious can help you know when to seek care. Ascension is here for you. Call your doctor, or video chat with a doctor 24/7 through ascension.org/onlinecare.

Symptom	(COVID-19)	Influenza	Common cold	Seasonal allergies
Seasonality	Unclear	Oct. through May	Winter	Annually by type
Length of symptoms	7-25 days	7-14 days	Less than 14 days	Several weeks
 Cough	Common	Common	Common	Rarely
 Shortness of breath	Sometimes	Uncommon	Uncommon	Uncommon
 Chest congestion	Common	Rarely	Common	Rarely
 Runny nose	Rarely	Sometimes	Common	Common
 Sneezing	Uncommon	Uncommon	Common	Common
 Sore throat	Rarely	Sometimes	Common	Sometimes
 Fever	Common	Common	Common	Uncommon
 Tired	Sometimes	Common	Sometimes	Sometimes
 Body aches	Sometimes	Common	Common	Uncommon
 Headaches	Rarely	Common	Rarely	Sometimes
 Diarrhea	Rarely	Sometimes	Uncommon	Uncommon
Onset	Gradual	Sudden	Gradual	Seasonal