



Coronavirus (COVID-19) FAQs from SwiftMD

As the coronavirus (COVID-19) outbreak is beginning to take hold in some communities across the U.S., we would like you to know what SwiftMD can do for you in the event you develop symptoms of the virus. SwiftMD doctors can provide consults for members who are suffering from symptoms of upper respiratory illness that occur with COVID-19, such as fever, cough, and shortness of breath.

To schedule a consult log in at [SwiftMD.com](https://www.swiftmd.com), or call 833-SWIFTMD (833-794-3863).

SwiftMD doctors can provide supportive care to relieve symptoms, and answer questions about COVID-19 and help a member assess their risk factors, such as whether they have traveled to a high-risk area or been exposed to anyone who has traveled to a high-risk area or tested positive for COVID-19. Most cases are mild, and affected patients can isolate themselves at home to recover. Currently, there is no specific antiviral treatment or vaccine for COVID-19. For a definitive diagnosis of COVID-19, members should contact their PCP's office to arrange for the necessary testing through the state Department of Health, or LabCorp and Quest Diagnostics. If symptoms become severe, members should seek care in person at an ER. You should not panic about COVID-19, but do be prepared. It's not too soon to begin thoughtful social distancing. Avoid large crowds, big meetings and food-sharing. Air travel poses risks of exposure to large numbers of people, so avoid flying if you can. Wash your hands frequently, avoid touching your face, and follow good cough and sneeze etiquette. If you are sick, stay home so as not to expose others. The U.S. healthcare system may soon be overwhelmed by the pandemic. All of us have the opportunity to help stave off the virus and conserve scarce healthcare resources for those who need it the most.

Your Health Trust is committed to providing quality healthcare to members and their families. For more information about being a SwiftMD member, visit [SwiftMD.com](https://www.swiftmd.com).

Coronavirus (COVID-19) FAQs

What is coronavirus (COVID-19)?

COVID-19 is a respiratory disease caused by a new coronavirus that was first detected in China and has been spreading across the globe. It is now affecting people in the United States.

What is the risk to me and my family?

Most cases are mild and for most of the American public, who are unlikely to be exposed to the virus at this time, the immediate health risk from COVID-19 is low. The elderly and people with pre-existing conditions are more vulnerable to severe illness, including illness resulting in death.

What are the symptoms?

The symptoms are fever, cough and shortness of breath, and usually appear 2-14 days after exposure. Occasionally the symptoms are more severe and may even require hospitalization.

How does COVID-19 spread?

The virus spreads from person-to-person through close contact, coughing and sneezing. People may also get COVID-19 by touching something that has the virus on it and then touching their own mouth, nose, or possibly their eyes. The virus is contagious and seems to be spreading easily.

How do I protect myself and my family members?

- Stay home when you are sick and avoid contact with those who show signs of illness.
- Cover coughs and sneezes with a tissue, then throw the tissue in the trash.
- Avoid touching your eyes, nose, and mouth.
- Wash your hands often with soap and water for at least 20 seconds and/or use an alcohol-based hand sanitizer.
- Clean and disinfect frequently touched objects and surfaces.
- Follow CDC's recommendations for using a facemask. Facemasks are not effective for healthy people trying to protect against COVID-19 but should be used by people who have symptoms to help prevent the spread of the disease to others.

What should I do if I think I may have COVID-19?

You should isolate yourself at home while you are sick, according to the [Centers for Disease Control and Prevention \(CDC\)](#). SwiftMD doctors can assess your symptoms, answer questions you may have about the disease, and provide supportive care for mild symptoms such as mild fever, cough or sore throat. For a definitive diagnosis, you will need to call your PCP's office to arrange for testing through your local health department, LabCorp or Quest Diagnostics. You should seek medical care in person if your symptoms worsen, such as high fever, weakness, lethargy or shortness of breath. Call ahead to let your healthcare provider know that you may have COVID-19 so they can take steps to prevent others from getting exposed or affected.

How is COVID-19 Treated?

There is no specific antiviral treatment recommended for COVID-19. People with COVID-19 should receive supportive care to help relieve symptoms. For severe cases, treatment should include care to support vital organ functions.

[Get the most up-to-date information from the CDC.](#)