

COVID-19

Frequently Asked Questions

What are symptoms of COVID-19?

A wide range of symptoms is reported and may include fever, cough, shortness of breath, chills, muscle pain, headache, sore throat, nausea and loss of taste or smell. Many infected with the virus may never develop symptoms.

How can virtual care help during an outbreak?

Getting care and guidance from the comfort of your own home can put your mind at ease and help you avoid heavily public areas such as doctors' offices and the ER, which can carry many germs. Our providers can evaluate your risk level and advise you on next steps.

How is COVID-19 spread?

The virus spreads from person to person through coughing, sneezing and talking. It can also be spread through infected surfaces or objects. The closer you are to others and the longer you're interacting, the higher the risk of COVID-19 spread.

When should I use your services?

If you have a fever or feel feverish, have cold-like symptoms or flu-like symptoms, or feel run-down, you should contact us. If you are experiencing shortness of breath or difficulty breathing, then you should call your local doctor's office to request an in-person visit.

What should I do if one of my family members, friends or someone I live with gets COVID-19?

As much as possible, you should stay in a specific room and away from the infected people in your home. If you've been in contact with someone who has the virus, you could experience symptoms within two to 14 days. Notify your healthcare provider right away if you develop COVID-19 symptoms.

What should I do as places open up to the public again?

To remain healthy it's important to continue basic safety measures including washing your hands frequently for at least 20 seconds, maintaining social distance, wearing a cloth face mask in public and avoiding touching your face. Stay home if you feel unwell, even with mild symptoms.

Should I wear a mask out in public?

Masks are recommended to help prevent the spread of the virus. We know that a large proportion of COVID-19 transmissions are from people who had no symptoms when they infected others.

What is social distancing and why should I do it?

Social distancing is intentionally increasing the physical space between people to avoid spreading illness. Staying at least six feet away from other people lessens your chances of catching COVID-19.

Learn more and get the latest testing information:

[Teladoc.com/coronavirus](https://teladoc.com/coronavirus)