FREQUENTLY ASKED QUESTIONS:
NOVEL CORONAVIRUS (COVID-19)

Q: How can I best protect myself from contracting the COVID-19 virus?
A: The first defense we have against contracting this virus is wearing a face mask at all times and to practice frequent hand hygiene. Additionally, regular disinfection and sanitization of workspaces, as well as social distancing are all tremendously important in containing any potential exposure or outbreak of COVID-19 at any of our locations.

Q: How do you know if you've been exposed to a COVID-19 positive person?
A: If a patient tests positive for COVID-19 the Quality & Compliance Team in partnership with Operations will initiate an investigation following the CDC and County Health Department guidelines and will determine if any exposure to you or other patients occurred. Once a determination is made, the Quality & Compliance team will immediately notify the impacted staff with instructions and further steps will be provided.

Q; How does Epic Care determine exposure?
A: Exposure is determined by the County Health Department based on the onset of symptoms, PPE worn when exposed and the amount of time the person suspected to be infected was in contact with other people. Type of contact such as touch, treatment, procedure, exam, etc. are all factors that are considered in the determination process. Epic Care cannot make this determination on its own; the situation is provided to the County Health Department and the exposure is determined based off of CDC standards.

Q: How is Epic Care Ensuring my Safety and our Patients'?
A: Through the implementation and enforcement of policies like the Social Distancing Policy.

Q: Who do I call if I have fever or respiratory symptoms?
A: If you begin exhibiting COVID-19 symptoms and need testing, please use the following resources:
- Contra Costa Residents: 1(844) 421-0804
- Alameda County Residents: http://www.acphd.org/media/571443/alameda-county-covid-testing-2020.04.28.pdf
- Testing Location Information for the State of California: https://www.arcgis.com/apps/Nearby/index.html?appid=43118dc0d5d348d8ab20a81967a15401

Q: Where can I find more resources?
A: Our Intranet is always a helpful place to find the most up to date COVID-19 information. Below are quick links to important and useful material:
1. Face Mask Use Tip Sheet
2. Updated Patient Screening Questions
3. Patient COVID-19 Testing Tip Sheets

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