COVID-19 Frequently Asked Questions for South Australian Patients

This FAQ has been developed to help answer some questions you might have about COVID-19. The information provided is correct as at 17th March 2022.

Do you stock Rapid Antigen Tests?

- No, we do not stock Rapid Antigen Tests at our clinics.
- RATs are to be purchased privately from your local pharmacist or grocery store.

Do you offer Rapid Antigen Testing at your clinic?

- No, we don't provide Rapid Antigen Testing at our clinics. These can be done at home.
- If you are deemed a close contact of a COVID-19 case, you can access a kit of four free Rapid Antigen Tests from collection points across the state. You must register **before** collecting your kit. More information can be found at https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/covid-19/testing+and+tracing/rapid+antigen+testing+rat+for+covid-19
- If your Rapid Antigen Test comes back positive, you must report your positive result at https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/covid-19/testing+and+tracing/rapid+antigen+testing+rat+for+covid-19 You do not need to confirm your result with a PCR test.

How do I know if I am a close contact?

- You are a close contact if you are a person who:
  - Is a household member or an intimate partner of a COVID-19 case during their infectious period;
  - Has had close personal interaction with a COVID-19 case during their infectious period;
    - for 15 minutes or more and
    - where masks are not worn and
    - in close physical proximity and
    - in an indoor setting
  - Has been notified by SA Heath that they are a close contact with a COVID-19 case; or
  - Has been at an exposure site during the exposure period for that site.
- More information is available on the SA Health website at https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/covid-19/testing+and+tracing/close+contacts
- If you require further information, you can call the National Coronavirus Helpline on 1800 020 080 (available 24 hours, 7 days) or go to the SA Health website at www.sahealth.sa.gov.au or www.sa.gov.au/covid-19

How long do I need to isolate if I'm a close contact?

If you live with someone who has tested positive to COVID-19 and you cannot appropriately quarantine away from them, you must quarantine for 14 days from the date their test was taken. You do not need to have a COVID-19 PCR test unless you develop any symptoms.

If you are a close contact and do not live with someone who has tested positive, or you can appropriately quarantine away from them, you must follow the below advice for close contacts:

- immediately quarantine for 7 days since you saw the positive case
- get a PCR test immediately and
- again on day 6 after exposure (a negative day six test is required to be released from quarantine) **OR** if no COVID-19 symptoms, rapid antigen test on day 1, 3, 5 and 7 (alternative days) after exposure
- get a PCR test again immediately if symptoms develop
- not attend high risk settings or COVID Management Plan events for 14 days after exposure
- wear a surgical mask when around others
- avoid contact with vulnerable people (young children, elderly, pregnant, people with chronic health conditions), avoid non-essential activities, avoid working across worksites and avoid shared spaces and maintain physical distancing on days 8 to 14 after exposure.

I'm not feeling well. What are the symptoms of COVID-19?

- Symptoms vary from person to person but may include:
  - **Fever, cough, sore throat, shortness of breath, runny nose, headache, fatigue, diarrhoea, vomiting or nausea, loss of smell and or loss of taste.**
- Other symptoms people may experience include muscle or joint pain and loss of appetite.
- If you have any COVID-19 symptoms, no matter how mild, you are encouraged to take a COVID-19 test. Call emergency services on 000 if you are very sick.
- More information is available on the SA Health website at https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/covid-19/testing+and+tracing/testing+for+covid-19

I've tested positive for COVID-19. Do I need to present to hospital?

- If you have COVID-19, you must isolate at home until you are told you can leave. This will help stop the spread to other people.
- Most people with COVID-19 who are fully vaccinated (two doses) will only get mild symptoms and can be cared for at home.
- Most people will be treated over the phone.
- Your health and recovery might be monitored while you're at home and you might be asked by SA Health to keep a symptom diary.
- If you become very unwell at home, you need to call **000** and ask for an ambulance. Explain to the operator that you have COVID-19.
- More information is available on the SA Health website at https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/covid-19/testing+and+tracing/information+about+a+positive+result+for+covid-19

I've tested positive for COVID-19. Who do I need to tell?

If you've received a text message from SA Health or a pathology provider telling you that you have COVID-19, or have tested positive using a RAT, follow these five steps:

1. Isolate and tell your household to get a COVID-19 test.
2. Answer any questions you may be asked by SA Health. This is to assess whether you can be cared for at home or whether you require hospitalisation/medi-hotel supported care.
3. Report your positive RAT result at https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/covid-19/testing+and+tracing/rapid+antigen+testing+rat+for+covid-19
4. Tell people you have been in contact with in the two days before you felt symptomatic – this may include work colleagues or your children's school for example.
5. Make arrangements for contactless delivery of food and required supplies for the 7 day isolation period.
6. Look after yourself at home, monitoring your symptoms.

If you become very unwell at home, you need to call **000** and ask for an ambulance. Explain to the operator that you have COVID-19.

I've tested positive for COVID-19. Can my usual doctor who knows my medical history monitor my symptoms?

- This may be possible and should be discussed with your usual GP.
- This needs to consider your location, symptoms, needs, and the capacity of the doctor to provide monitoring and the care that best needs your needs.
- Telehealth appointments, if available, can be made online via our clinic website.

Where can I go to be tested?

- You should get a PCR test as soon as you develop any COVID-19 symptoms and are not a close contact.
- PCR testing locations can be found at https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/covid-19/testing+and+tracing/covid-19+clinics+and+testing+centres

I'm not vaccinated yet. Where can I get vaccinated?

- Many of our clinics are vaccinating for COVID-19.
- Please visit www.hotdoc.com.au to find a clinic near you that is offering COVID-19 vaccinations.
- Alternatively, you can visit the below site for more information: https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/covid-19/vaccine/getting+vaccinated/vaccination+hubs

Where can I get more information about COVID-19?

- You can call the SA COVID-19 Information Line on 1800 253 787 between the hours of 8am to 8pm 7 days per week; or
- Visit the SA Health website at www.sahealth.sa.gov.au or www.sa.gov.au/covid-19

Do I need to wear a face mask when I come into your medical centre?

- It is currently mandatory to wear a mask in all healthcare facilities. This is for the protection of our team, other patients, and yourself.
- The current directive on wearing face masks can be found at https://www.covid-19.sa.gov.au/restrictions-and-responsibilities/activities-and-gatherings/current-activity-restrictions

I'm overdue for a medical appointment. Is it safe for me to come to your clinic for a face-to-face appointment?

- All staff and doctors within our facilities are fully vaccinated.
- We all wear appropriate personal protective equipment depending on the level risk of community transmission determined by SA Health, so you will see us in masks and sometimes we'll wear face shields, gowns, and gloves.
- Our facilities are cleaned multiple times a day.
- Our patients are triaged prior to entering our clinics and in the event a patient enters displaying symptoms they will be isolated from others. Some patients will be seen outside or from their cars.
- Patients must also wear masks. This is for your own protection and those around you that may be immunocompromised or unable to be vaccinated.
- As always, the level of care we show our patients is our highest priority and we believe our facility is safe to attend in person.

I'm fully vaccinated for COVID-19. Do I need a flu shot this year too?

- Yes, protection against the influenza virus remains an important preventative health activity.