



T11: Speaking with a Healthcare Professional about Coronavirus Symptoms

WARNING

If anyone has any of the symptoms below, call your emergency services immediately.

- **severe shortness of breath at rest**
- **pain or pressure in the chest**
- **cold, clammy or pale and mottled skin**
- **have recently become confused**
- **are difficult to rouse**
- **have blue lips or face**
- **have little or no urine output when they pee**
- **coughing up blood**

Source: [BMJ](#)

Why is the Tool Helpful to You

Many healthcare settings have established hotlines, call centers and video consultations to assess patients with possible COVID-19 symptoms. When you contact a call center or have a video consultation, you will speak with a healthcare professional who will assess the person in your household and determine your next steps. It is useful if you prepare yourself ahead of time by considering what questions your healthcare professional may ask you. This tool aims to prepare you for that conversation with your healthcare professional.

Disclaimer

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disregard public health agency or professional medical advice or delay seeking it because of something you have read here.

What You Need

- Writing Materials: pen, paper
- Emergency contact number or 'telemedicine' contact details for your local healthcare system
- Address and directions to your nearest hospital emergency room – check your local news regularly to see if this changes
- Telephone, smartphone or computer for phone call or video call consultation with a local healthcare professional
- Medical History (example form at the pdf link)



- List of current medications (example form at the pdf link)



The healthcare professional will ask you detailed questions regarding your symptoms, your travel history and contact with other people who have confirmed COVID 19.

What You Need to Do

Prepare for the call and then make the call.

Be Prepared

Before the call ensure you have as much relevant information available as you can.

Source: [Mayo Clinic](#)



Personal Details

Use a **Medical History** form and a **List of Current Medications** form above to prepare before you call.

Coronavirus Symptoms

You will be asked about the symptoms you are experiencing.

Symptoms of COVID 19 may include (but are not limited to): Dry cough, difficulty breathing, fever, diarrhea, loss of sense of smell or taste, sore throat, body aches, muscle fatigue, headache. You may not possess all of these symptoms or your symptoms may vary. Refer to [T1: Coronavirus Symptom Tracker](#), [T2: Guidelines for People with Coronavirus Symptoms](#), [T10: Check Severity of Coronavirus Symptoms](#) and self-checkers like this from [Johns Hopkins](#).

[Coronavirus \(COVID-19\)](#)

Coronavirus (COVID-19) Self-Checker



Welcome to Our Coronavirus Self-Checker.

If you are experiencing a life-threatening emergency, such as severe shortness of breath or high fever, call 911.

This self-checker is not a substitute for professional medical advice, diagnosis, or treatment. Always consult a medical professional for serious symptoms or emergencies.

I accept



- For individuals with pre-existing medical conditions, you may be asked if there has been a change in your condition eg, if you are asthmatic they may ask how often you use your inhaler and if there has been any change in the number of times you have had to use your inhaler.
- If you have your own thermometer and or blood pressure monitor, you may be asked to check your temperature and blood pressure.

Source: [BMJ](#), [Johns Hopkins](#), [CDC](#)

Travel History

Although COVID-19 is now spreading in most countries, you may still be asked about your travel history. Possible questions include:

- Did you travel out of the country - where and when did you travel and return?
- Did you come into contact with anyone who travelled out of the country or did anyone from another country stay with you?
 - Where did that person travel to?
 - When did that person leave and return?
 - How long did that person stay with you?
 - Did the individual have any symptoms during his/her stay?
 - Do you know if that person has tested for COVID-19?

Risk of Infection from Others

You may be asked about risks of contracting coronavirus from others, such as whether or not you have had contact with confirmed COVID-19 cases. As some jobs increase the risk of exposure, you may also be asked questions about the risks associated with your employment or voluntary work.

- Did you have close contact with anyone who has tested positive for COVID-19?
- What was the length of time of your interaction with that person?
- Is anyone else in the same household unwell?
- What is your job?

Call your Local Healthcare Provider

Follow local recommendations for your area – eg dial the phone number provided or call the ‘telemedicine’ service you are advised to use.



Next Steps

What you are advised to do next will depend on whether your risk of exposure is considered low or high, and if you are thought to have mild, moderate or severe COVID-19.

Follow the instructions given to you during the call with your healthcare professional.