

We're all in this together

Atrium Health is always here for our community, and especially during this challenging time. We know feeling sick can be scary, and we're doing everything we can to make sure you get the best possible care.

Your virtual care team will be in touch soon to provide personal support for your recovery. In the meantime, here's some important information to help you protect your health and the health of those around you.



After your COVID-19 test visit

If you have a face mask, wear it on the way home. And to prevent the spread of illness, continue self-isolation at home after testing until you receive your test result and further instruction is given. Self-isolation means staying away from other people as much as possible, including those who live in your home. Please note that irritation and bleeding can occur after nasopharyngeal specimen collection.



Your test results

In approximately 48 hours of your testing appointment, our team will call or text you to share your test results and instructions for care. And whether your result is positive or negative, we're here for you to make sure you're getting everything you need to get well soon.



Follow-up care

Through your virtual care team, you have 24/7 access to the medical care and personal support you need to get better from the comfort of home. This might include regular check-ins, delivering prescriptions to your house and guiding you to next steps for medical care. Plus, your virtual care team will help you manage your symptoms and take the necessary precautions to keep others around you from getting sick.

If appropriate, we'll set you up in Atrium Health's COVID-19 Virtual Hospital. Using telemedicine, our team can monitor your blood pressure, oxygen levels and temperature while you recover at home.



Mental health support

Mental health is an important part of your overall well-being. If you're feeling down or anxious and need someone to talk to, please call our **24/7 Behavioral Health Help Line** at **704-444-2400** to speak to a licensed professional.

What to do at home

Until you know your test result, there are steps you need to take to protect your loved ones and community.

Here are some guidelines you and the people you live with should follow to prevent the spread of germs and support your recovery:



Stay home except to get medical care.

If you need in-person medical care, call ahead to make sure the office knows you're coming and can take precautions to keep you and others safe.



Wash your hands often.

Wash with soap and water for at least 20 seconds, or use a hand sanitizer with at least 60% alcohol.



Separate yourself from other people and animals at home.

This is called self-isolation.



Wear a face mask, if available.

If you have a face mask that covers your nose and mouth, wear it when you're in the same room as other people.



Avoid sharing household items like dishes, cups, utensils, towels and bedding.

After using these items, you should wash them thoroughly with soap and water.



Cover your coughs and sneezes.

Cover your mouth and nose with a tissue or your sleeve when you cough and sneeze. Throw used tissues away and immediately wash your hands for at least 20 seconds.



Clean "high-touch" surfaces often.

These include things like doorknobs, phones, keyboards and bedside tables.



Avoid touching your face.

Don't touch your mouth, nose or eyes, especially with unwashed hands.



Limit the number of people you have contact with.

If possible, have only one caregiver and avoid having unnecessary visitors at your home.

Need help?

- If you have questions: If you have immediate questions, please contact your healthcare provider or call our **24/7 Health Line at 704-468-8888**. Once you're connected to your virtual care team, they can help you with any questions.
- If you don't receive your test results: Please call our **24/7 Health Line at 704-468-8888**.
- If your symptoms get worse: Contact your virtual care team. If needed, you'll immediately be referred to a nurse or another healthcare provider for follow-up care, or be admitted to the hospital for more advanced treatment.
- If you have a life-threatening emergency: Call 911 immediately.