

It's ok to have health care at home



Health

COVID-19 (Coronavirus) – Client and Carer Information Sheet

Your health is our priority. This includes protecting you from COVID-19 (coronavirus). NSW Health staff are taking all necessary measures to ensure you stay safe when they are visiting your home.

This includes screening every client before visiting and following Government medical advice about when to use personal protective equipment.

Most of the time staff do not have to wear personal protective equipment such as masks, gloves, aprons or gowns, and protective eyewear.

Personal protective equipment must be worn by NSW Health staff if:

- you have been diagnosed with COVID-19
- you are suspected of having COVID-19
- you are displaying symptoms of COVID-19.

NSW Health screen our staff every day. Any staff displaying symptoms of COVID-19 are not allowed to work. And just to be sure, staff with cold symptoms are also being tested.

Our staff follow the best medical advice to protect you and themselves from COVID-19.

Look after your health

You should keep up your regular health care. This is just as important as protecting yourself from COVID-19. Our staff will work with you to help keep you well and safe at home.

It's also important to have regular contact with your doctor and call them if you are concerned about your health. They may be able to provide care over the phone or via videoconference. Face to face care is still available.

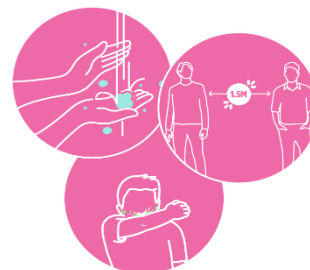
Consider having the chemist/pharmacy deliver your medicines and having your groceries and other essential items delivered to your home.

Protecting yourself against COVID-19

Good hygiene, practicing social distancing and taking care when interacting with other people are the best defences for you and your family against coronavirus.

Good Hygiene Includes:

- covering your coughs and sneezes with your elbow or a tissue (and then disposing of tissues properly)
- washing your hands with soap and water or an alcohol-based hand sanitiser (60% alcohol), before and after eating, after going to the toilet and when you have been out to shops or other places
- cleaning and disinfecting frequently touched surfaces and objects such as phones, keys, rails and door handles several times a day or when visibly soiled
- staying home if you feel unwell in any way.



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Social Distancing Means:

- stay at least 2 arms' length away from other people, even to talk;
- no more than one person per 4 square metres of space when shopping or at cafes;
- avoid physical greetings such as handshakes, hugs and kisses;
- travel at quiet times and avoid crowds; and
- avoid public gatherings (where possible).

General Information:

COVID-19 is a respiratory illness caused by a new virus currently spreading rapidly throughout the world. It is important to limit the risks to vulnerable people.

The virus spreads from person to person through:

- close contact with an infectious person (people are considered infectious from 48 hours before they develop symptoms, though they are most infectious while symptomatic. Even people with very mild or no symptoms can be infectious)
- contact with droplets from an infected person's cough or sneeze
- touching objects or surfaces (such as doorknobs or tables) that have cough or sneeze droplets from an infected person, and then touching your eyes, nose or mouth.

COVID-19 poses a particular risk of serious illness and death to:

- people with compromised immune systems (e.g. cancer, transplant)
- elderly people (older than 70 in the general population and older than 50 in the Aboriginal and Torres Strait Islander population)
- Aboriginal and Torres Strait Islander people (as they have higher rates of chronic illness)
- people with chronic medical conditions (e.g. heart, liver, lung, kidney disease, diabetes)
- people in group residential settings (such as residential aged care facilities)
- people in detention facilities.

Symptoms of COVID-19 include fever, cough, sore throat, shortness of breath, night sweats, fatigue, and other cold symptoms. If you experience symptoms of COVID-19 you should attend a COVID testing clinic or see your doctor for a medical assessment. Wherever possible, you should not visit higher risk people including older people, to protect them and prevent them from becoming unwell.

If older people become unwell, in addition to the above symptoms, they may also experience increased confusion, worsening of chronic lung conditions and loss of appetite.

There is no vaccine for COVID-19. Scientists from around the world are working on developing a vaccine. The World Health Organisation believes this may be available within 18 months.

Further advice

To find out more about COVID-19 please contact:

- Older Person's COVID-19 Support Line freecall 1800 171 866
- National Coronavirus Helpline on 1800 020 080

Phone (02) 9767 6614 if you have any concerns or would like more information.