



# COVID-19 RESOURCE GUIDE

## **FIND A PROVIDER:**

Visit [www.hughchatham.org/find-a-provider](http://www.hughchatham.org/find-a-provider) to search by name or specialty.

## **MAKE AN APPOINTMENT:**

Visit [www.hughchatham.org/appointments](http://www.hughchatham.org/appointments) to select diagnosis or practice location.

## **PATIENT PORTAL:**

Visit [www.hughchatham.org/patient-portal](http://www.hughchatham.org/patient-portal) to access your health information from Hugh Chatham Memorial Hospital or Hugh Chatham Medical Group.

## **OTHER RESOURCES:**

Visit [www.hughchatham.org/resources](http://www.hughchatham.org/resources) for information and community resources.



# WHAT IS COVID-19?

COVID-19 is a disease caused by a virus called SARS-CoV-2. Many people with COVID-19 have mild symptoms, but some people can become severely ill. Although most people with COVID-19 get better within weeks of illness, some people experience post-COVID conditions. Post-COVID conditions are a wide range of new, returning, or ongoing health problems people can experience more than four weeks after first being infected with the virus that causes COVID-19. Older people and those who have certain underlying medical conditions are more likely to get severely ill from COVID-19.

# HOW IS COVID-19 SPREAD?

COVID-19 is spread by breathing in air when close to an infected person who is exhaling small droplets and particles that contain the virus. These small droplets and particles that contain the virus can land on the eyes, nose, or mouth through splashes and sprays like a cough or sneeze. You may also spread COVID-19 by touching the eyes, nose, or mouth with hands that have the virus on them.

# HAVE YOU BEEN EXPOSED TO COVID-19?

If you have been exposed to COVID-19, you should be aware of your symptoms, get tested, and seek medical treatment if necessary. Based on test results, you may be asked to quarantine or isolate.

## SYMPTOMS

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus. Anyone can have mild to severe symptoms. People with these symptoms may have COVID-19:

- Fever or chills
- Cough
- Fatigue
- Muscle or body aches
- Headache
- Shortness of breath or difficulty breathing
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

## TESTING

If you need to be tested because of COVID-19 symptoms or a known exposure to the virus, Hugh Chatham offers testing at the following locations:

**Clingman Medical Center & Express Care**  
3369 Clingman Road, Ronda, NC - 336-984-3003



Monday-Friday 7:00am-6:30pm

**Hugh Chatham Express Care**  
911 E Atkins Street, Dobson, NC - 336-374-1010



Monday-Friday 7:00am-6:30pm  
Saturday & Sunday 8:00am-4:00pm

**Hugh Chatham Urgent Care**  
546 Winston Road, Jonesville, NC - 336-526-0037



Monday-Friday 7:00am-6:30pm  
Saturday & Sunday 8:00am-4:00pm



If you are symptomatic, you will need to complete a visit with a provider in order to receive a COVID-19 test.

# WHAT SHOULD I DO IF I AM SICK?

If you are sick with COVID-19 or think you might have COVID-19, follow the steps below to care for yourself and to help protect other people in your home and community.

- Stay at home and quarantine and/or isolate based on infection or exposure (except to get medical care - see options below).
- Separate yourself from others.
- Monitor your symptoms.
- Wear a mask over your nose and mouth when around others.
- Cover your coughs and sneezes.
- Wash your hands often.
- Clean high-touch surfaces every day.
- Avoid sharing personal household items.

# WHO SHOULD I SPEAK TO REGARDING COVID-19 MEDICAL TREATMENT?

## PRIMARY CARE

If you have a primary care provider, contact them first. Your care team will assist with next steps.

## HUGH CHATHAM CARES LINE

If you do not have a primary care provider, please call 336-527-CARE.

## VIRTUAL CARE

If you are symptomatic and would like to schedule an on-demand visit with a Hugh Chatham provider, please visit [www.hughchatham.org/virtualcare](http://www.hughchatham.org/virtualcare).

## URGENT/EXPRESS CARE

If you are symptomatic and need to see a Hugh Chatham provider, please visit one of the following locations:

### Clingman Medical Center & Express Care

3369 Clingman Road, Ronda, NC - 336-984-3003



Monday-Friday 7:00am-6:30pm

### Hugh Chatham Express Care

911 E Atkins Street, Dobson, NC - 336-374-1010



Monday-Friday 7:00am-6:30pm  
Saturday & Sunday 8:00am-4:00pm

### Hugh Chatham Urgent Care

546 Winston Road, Jonesville, NC - 336-526-0037



Monday-Friday 7:00am-6:30pm  
Saturday & Sunday 8:00am-4:00pm

## EMERGENCY DEPARTMENT

Call 911 or call ahead to your local emergency facility if you have any of the following symptoms:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Pale, gray, or blue-colored skin, lips, or nail beds, depending on skin tone

## ARE THERE WAYS TO MANAGE SYMPTOMS?

Symptomatic treatment includes using over-the-counter pain relievers and fever reducers for fever, headaches, myalgias, and cough. Patients with dyspnea may benefit from resting in the prone position rather than the supine position. Ask your health care provider for education about breathing exercises, as severe breathlessness may cause anxiety. Drink fluids regularly to avoid dehydration. Rest is recommended as needed during the acute phase of COVID-19, and ambulation and other forms of activity should be increased according to tolerance. All COVID-19 patients should be educated about the variability in time to symptom resolution and complete recovery.

## ARE THERE TREATMENT OPTIONS AVAILABLE?

Patients who meet certain criteria may receive monoclonal antibodies as a treatment method for COVID-19. The EUA allows for administration of Regen-Cov for Covid positive patients within 10 days of a positive test who are at high risk for progression of severe disease OR as prophylaxis for immune compromised individuals who have a high risk exposure. If you do not meet the criteria, you will not be able to receive this therapy.



Patients must contact their primary care provider for guidance in receiving this treatment.

## WHAT ARE THE LATEST QUARANTINE AND ISOLATION GUIDELINES?

You **quarantine** when you might have been exposed to the virus.

You **isolate** when you have been infected with the virus, even if you don't have symptoms.

### UNVACCINATED INDIVIDUALS:

If you have been in close contact (within 6 feet of someone for a cumulative total of 15 minutes or more over a 24-hour period) with someone who has COVID-19, you will need to **quarantine** for 14 days.

Individuals who are in **isolation** should stay home until it is safe for them to be around others. At home, anyone sick or infected should separate from others, stay in a designated room or area, and use a separate bathroom if available.

### VACCINATED INDIVIDUALS:

People who are fully vaccinated do NOT need to quarantine after contact with someone who had COVID-19 unless they have symptoms.

Fully vaccinated people should get tested 3-5 days after their exposure, even if they don't have symptoms and wear a mask indoors in public for 14 days following exposure or until their test result is negative.

# ARE THERE WAYS TO PREVENT INFECTION?

## GET VACCINATED.

Authorized COVID-19 vaccines can help protect you from COVID-19. COVID-19 vaccines are available in North Carolina to everyone ages 12 and older. Hugh Chatham offers free walk-in vaccines at the following locations:

### Clingman Medical Center & Express Care

3369 Clingman Road, Ronda, NC - 336-984-3003



Monday-Friday 8:00am-5:00pm

### Yadkin Valley Home Health

560 Winston Road, Jonesville, NC - 336-526-6460



Monday-Friday 8:00am-5:00pm  
Saturday 8:00am-12noon



**VACCINATIONS for Patients WITH Insurance:** If you receive a COVID-19 vaccine, there is no direct cost to you. The administration fee will be paid by your insurance.

**TESTING for Patients WITH Insurance:** If you receive a COVID-19 test, the full cost for this test will be billed to your insurance company.

**VACCINATIONS for Patients with NO Insurance:** If you do not have insurance and you receive a COVID-19 vaccine, the administration fee can be paid for by the Provider Relief Fund with no cost to you.

**TESTING for Patients with NO Insurance:** If you do not have insurance, and the service provided falls under the Families First Coronavirus Response Act (FFCRA) during the COVID pandemic, you will not be billed for these services.



For COVID-19 Vaccine Facts and FAQs, see pages 6 and 7.

## WEAR A MASK.

Studies show that wearing a mask can both protect you and prevent the spread of COVID-19. Masks are especially helpful in places where it is hard to practice social distancing.

## WASH YOUR HANDS.

Handwashing is one of the best ways to protect yourself and your family from getting sick. Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food. If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol.

## SOCIAL DISTANCE WHEN POSSIBLE.

Keep 6 feet of distance between yourself and people who don't live in your household. Avoid close contact with people who are sick.

# COVID-19 VACCINE

## FACTS

### **You cannot get COVID-19 from the vaccine.**

Vaccines imitate COVID without giving it to you. Rigorous clinical trials with thousands of people age 12 and over have proven that COVID-19 vaccines are safe and effective. And more than 150 million Americans have been safely vaccinated.

### **Pregnant and breastfeeding women can receive any of the available COVID-19 vaccines.**

Pregnant women with COVID-19 have a higher risk of being hospitalized and needing care in the ICU as well as may have a higher risk of problems for the baby. Pregnant women can talk with their doctors about their vaccine decision. Women who are breastfeeding can also receive any of the available vaccines. The vaccine is not thought to be a risk to a baby who is breastfeeding.

### **If you are planning to become pregnant, you can receive a COVID-19 vaccine.**

The American College of Obstetricians and Gynecologists recommends vaccination for all eligible people, including those who may want to get pregnant. Women in the clinical trials successfully became pregnant following vaccination, and there has been no safety data to suggest that the vaccines impact the ability of a woman to get pregnant. The Society for Male

Reproduction and Urology recommends that men who want to be fathers should be encouraged to get vaccinated when they are eligible.

### **Vaccines are available to all—for free.**

The vaccines are free to everyone, even if you don't have health insurance. You do not need a government-issued form of identification to receive a vaccine. You should not be turned away if you don't have photo identification.

### **Everyone age 12+ is currently eligible to receive a free COVID-19 vaccine.**

People ages 12 through 17 can only receive the Pfizer COVID-19 vaccine. Nearly all new COVID-19 cases are in people who are not fully vaccinated. Younger people are making up most of the cases. Getting vaccinated is the best way to protect teens and young adults from COVID-19, prevent the spread of the virus, and protect their family, friends and teachers.

### **It is safe to get vaccinated with any of the authorized vaccines if you have been infected in the past.**

If you were treated for COVID-19 symptoms with monoclonal antibodies or convalescent plasma, you should wait 90 days before getting a COVID-19 vaccine. Talk to your

doctor if you are unsure what treatments you received or if you have more questions about getting a COVID-19 vaccine. People who are actively sick with COVID-19 should wait until they have recovered and can no longer spread the virus before getting their vaccine. The vaccine works to protect you against a future infection.

### **An Emergency Use Authorization does not affect vaccine safety.**

In a public health emergency, manufacturing and approval of vaccines can be streamlined through an Emergency Use Authorization or EUA. An EUA does not affect vaccine safety, because it does not impact development, such as research, clinical studies and the studying of side effects and adverse reactions. Instead, it speeds up manufacturing and administrative processes. All vaccines follow the same testing processes, whether they are approved for emergency use or through a typical license.

### **You will receive a vaccination card.**

A vaccination card tells you what COVID-19 vaccine you received, the date you received it, and where you received it. Make a back-up of the vaccination card (like taking a photo of it on your phone).

# COVID-19 VACCINE

## FREQUENTLY ASKED QUESTIONS

### Is the COVID-19 vaccine safe?

Yes. Scientists had a head start when developing the vaccines for clinical trials. You cannot get COVID-19 from the vaccine. Rigorous clinical trials with thousands of people age 12 and over have proven that COVID-19 vaccines are safe and effective. And more than 150 million Americans have been safely vaccinated.

### Who is eligible for a COVID-19 vaccine?

Everyone age 12+ is eligible for a COVID-19 vaccine.

### Will my immigration status be affected during the vaccination process?

Everyone can be vaccinated, regardless of immigration status. Getting vaccinated will not affect your immigration status.

### If I am pregnant, can I get a COVID-19 vaccine?

Yes, if you are pregnant, you can receive a COVID-19 vaccine. You might want to have a conversation with your healthcare provider to help you decide whether to get vaccinated. While such a conversation might be helpful, it is not required before vaccination.

### Are the vaccines free?

Yes. The vaccines are free to everyone, even if you don't have health insurance.

### Can I get COVID-19 from the vaccine?

No. Vaccines safely increase your body's natural ability to fight the virus before the virus attacks you. That's how you win, and the virus loses. The vaccines give your body instructions (mRNA or DNA) to make a protein that safely teaches your body how to make an antibody to fight COVID-19. After getting vaccinated, you develop the ability to fight off the real virus because your body is strong enough and knows how to win.

### What are the most common side effects of the vaccine?

Most people just experience a sore arm, a headache and feeling tired and achy for day or two after being vaccinated. Serious side effects from COVID-19 vaccines are extremely rare, temporary and treatable.

### Why should I receive the vaccine?

Nearly all new COVID-19 cases are in people who are not fully vaccinated. Unvaccinated people are vulnerable to the more contagious and dangerous Delta variant of COVID-19 that is spreading

across North Carolina. Places with low vaccination rates are seeing increased COVID-19 cases, hospitalizations and deaths. Younger people are making up most of the cases. Even if you have a mild case of COVID-19, you may struggle with long-term effects like shortness of breath, chest pain, and brain fog. All of these are preventable with vaccination.

### Is it safe for my child to get a COVID-19 vaccine?

Yes. Like adults, children may have some side effects after COVID-19 vaccination. These side effects may affect their ability to do daily activities, but they should go away in a few days. Children 12 years and older are now eligible to get vaccinated against COVID-19. COVID-19 vaccines have been used under the most intensive safety monitoring in U.S. history, including studies in children 12 years and older. Your child cannot get COVID-19 from any COVID-19 vaccine.

### Which vaccine is best?

All available vaccines are extremely effective in preventing hospitalization and death caused by COVID-19 with no serious safety concerns. The Pfizer vaccine is approved for those age 12+, while the Moderna and Johnson & Johnson vaccines are approved for adults age 18 and older.



# HELPFUL LINKS

## VACCINE BASICS:

[Eligibility](#)  
[Planning and Preparing for Vaccination](#)  
[Types of Vaccines Available](#)

## VACCINE SAFETY: TIMING & DEVELOPMENT

[Vaccine Development and Safety](#)  
[Initial Development and Clinical Trials](#)

## AGES 12 & OLDER

[Safety of COVID-19 Vaccines](#)  
[Vaccine Information for Specific Groups](#)

## PREGNANCY/INFERTILITY

[Vaccination Considerations for OB/GYN Care](#)  
[Vaccinated Women and Infertility](#)  
[Implantation Rates of Embryos and Vaccination](#)  
[Sperm Parameters Before and After Vaccination](#)

## SIDE EFFECTS:

[Things to Know About Long Term Side Effects](#)  
[Possible Side Effects After Vaccine](#)  
[Adverse Events After Vaccination](#)  
[Study: Myocarditis](#)

## VACCINE EFFECTIVENESS:

[Ensuring Vaccines Work](#)  
[Vaccine Effectiveness Research](#)  
[Study: Effectiveness of Pfizer & Moderna](#)  
[Effectiveness of Vaccine Against Delta Variant](#)

## MASKING:

[Story: California Elementary School](#)  
[Story: Yadkin County Mask Mandate](#)

## TREATMENT:

[COVID-19 Treatment Guidelines](#)  
[Study: Ivermectin & Hydroxychloroquine](#)  
[Monoclonal Antibodies](#)

## BENEFITS OF VACCINATION:

[Benefits of Being Vaccinated](#)

## MORE FAQ RESOURCES:

[CDC: Frequently Asked Questions](#)  
[NCDHHS: COVID-19 Metrics](#)  
[World Health Organization Resources](#)  
[US Food & Drug Administration Resources](#)  
[FDA Testing](#)