

**Illinois Department of Public Health
COVID-19 Hotline
Request for Proposals**

Attachment B: Common COVID-19 Questions

COVID-19 Frequently Asked Questions

BASICS:

- What is COVID-19 or the 2019 Novel Coronavirus?
- What is a coronavirus?

SPREAD:

- How does the virus spread?
- Can the virus that causes COVID-19 be spread through food, including restaurant take out, refrigerated or frozen packaged food?
- What is community spread?
- Can mosquitos or ticks spread the virus that causes COVID-19?

PREVENTION:

- How can I protect myself and my family?
- Is it safe to get care for my other medical conditions during this time?
- Am I at risk for COVID-19 from mail, packages, or products?
- Should I use soap and water or hand sanitizer to protect against COVID-19?
- What cleaning products should I use to protect against COVID-19?

CONTACT WITH SOMEONE INFECTED WITH COVID-19:

- What should I do if I've been exposed to someone with COVID-19?
- What should I do if I get sick or someone in my house gets sick?

SYMPTOMS AND WARNING SIGNS:

- What are the symptoms and complications of COVID-19?
- When should I seek emergency care if I have COVID-19?
- Is it possible to have the flu and COVID-19 at the same time?

TESTING AND TREATMENT:

- What is the treatment for COVID-19?
- Where can I get tested for COVID-19?
- Who should be tested for COVID-19?
- What type of tests are available for COVID-19?
- Can someone test negative and later test positive on a viral test for COVID-19?

CONTACT TRACING:

- What is contact tracing?
- What happens during contact tracing?
- Who is considered a close contact to someone with COVID-19?
- What can a person diagnosed with COVID-19 expect to happen during contact tracing?

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- What can close contacts expect to happen during contact tracing?
- Am I considered a close contact if I was wearing a cloth face covering?
- What will happen with my personal information during contact tracing?

FUNERALS:

- Am I at risk if I go to a funeral or visitation service for someone who died of COVID-19?
- How can loved ones safely handle belongings of someone who died from COVID-19?

PETS AND ANIMALS:

- Can I get COVID-19 from my pets or other animals?
- Do I need to get my pet tested for COVID-19?
- Should I avoid contact with pets or other animals if I am sick with COVID-19?
- Can I walk my dog during the COVID-19 pandemic?
- Can I take my dog to a dog park?
- What should I do if my pet gets sick and I think it's COVID-19?
- Can wild animals spread the virus that causes COVID-19 to people or pets?

CHILDREN:

- How can I protect my child from COVID-19 infection?
- Should children wear face coverings?
- How do I prepare my children in case of a COVID-19 outbreak in our community?
- Can my child hang out with their friends?
- How can I help my child continue learning?
- Is my child with an underlying medical condition at higher risk for severe illness from COVID-19?
- What can I do if my child has difficulties adjusting to new routines and following recommendations?
- What if my child needs to go to the hospital?