

## FAQs for the Covid19 Patient Form

April 2021

### About this Message

1. Who will see the information that I complete?
  - a. All information that you provide is confidential and will only be seen by authorized health department personnel.
2. Why do you need this information?
  - a. This information is used to keep the citizens of your county safe and to try to prevent the spread of Covid19.
3. Why can't I log on, it says invalid?
  - a. You need to provide the name and date of birth for the correct patient to authenticate and open the form.
4. Do I have to complete the entire form?
  - a. To submit the form you must complete the required questions. Any information that you provide beyond that is greatly appreciated.
5. How do I access the form?
  - a. To access the Patient Form just click on the blue link provided in the text/email that you received.
6. I received three different forms-how do I know which one is for me and my minor children?
  - a. We have included the patient's first name in the text/email. We will also have the patient name pre-populated in the patient form to assist you in keeping the forms straight.
7. My minor child received a text message, what do I do?
  - a. You need to authenticate the form using the child's last name and date of birth. You will then complete the form for the child.
8. How long will this take?
  - a. The patient form takes approximately 15 minutes to complete. You do not need to click every answer-just those that apply to you. Required questions are indicated with a red asterisk.
9. Is this violating my HIPPA rights?
  - a. No, the protected health information would not be disclosed to the people you've been in contact with. The health department personnel are all required to keep health information confidential.
10. What is the purpose of this form?
  - a. This form is used to gather health information and reduce the spread of covid19 in the community.
11. Are we required to fill out this form?
  - a. You are not required to fill it out. If you choose not to complete the form, a health department official will contact you. Your contribution to the health of your community is important.

12. Will you keep my information confidential?
  - a. Absolutely. The information you provide is confidential and will not be shared with anyone outside of the health department.
13. How long does it take to fill out the form
  - a. It takes approximately 15 minutes to complete the form.
14. I have not taken a test, who is this text for?
  - a. The first question to ask yourself is there anyone in your household or a child outside the house that might put your number as a secondary phone number? If the answer is no, please call the number listed on the message.
15. I received the PEG text, does this mean that my test was positive since I have not heard back from the lab yet?
  - a. The Peg text is sent to anyone who received a positive test result or to anyone who was exposed to COVID and developed symptoms. Please contact your doctor if you have additional questions about your results.
16. I don't feel comfortable filling this out, what do I do?
  - a. You are not required to complete the form. However, the community in which you live depends on its citizens to protect public health. The information you enter is confidential and will not be shared with anyone outside of the health department.
17. I got multiple texts for each positive person in the family, I don't want to fill one out for each person.
  - a. Each text that you receive is linked to one person. It is important to understand how Covid19 affects each person. Please consider completing each patient form to the best of your ability.

### **About the MDHHS form**

1. Do I have to identify close contacts?
  - a. You are not required to disclose that information, however the health of our community relies on contacting those who have been exposed to Covid19 and may spread it unknowingly.
2. There is no "submit" button, what should I do?
  - a. First thing to look at is the very first question on the form and ensure that you answered that question. If you answered that question and the submit button does not appear it is likely due to your internet connection. Please move to an area where your signal is stronger.
3. I am trying to enter a telephone number but it keeps scrolling, what is happening?
  - a. The telephone number in the close contact section is touchy. Please tab into the space, type the phone number, and tab out of the space. Keep your cursor from hovering over the space as it will start scrolling the numbers.
4. I am unable to authenticate with my last name and date of birth. What should I do?
  - a. If your last name has a space in it, please remove the space when you type it into the space. If you are unsuccessful, please call the number provided to verify that we have the correct information.

5. The patient form will not load, why?
  - a. Usually this is an issue with your internet connection. The form is quite large and requires a good internet connection.
6. It kicks me out when I try to submit-is there someone I can call?
  - a. This is an issue with your internet connection. Please move to an area with a stronger connection.
7. Who counts as a Close contact?
  - a. Anyone you have been within 6 feet of for 15 minutes or more, whether masked or not. This includes household members, classmates, friends and family members that do not live with you, co-workers, and anyone else who you've been with.
8. I filled out the form but forgot to put the people in my household, what do I do?
  - a. Please call or email your local health department with the information.
9. I could not reply to the text because it said I entered the wrong date of birth. – (This may be a parent who used their birth date instead of the child's?)
  - a. Please use the DOB for the person named in the text message. If that is not successful you will need to call your local health department for assistance.
10. Can you resend the link?
  - a. Please contact your local health department and they can assist you.
11. How do I know which survey is for who (for multiple cases in a family)?
  - a. We will have the first name of the person intended to receive the form in the text message and also in the patient form.
12. Why does the form not accept my information?
  - a. There may be multiple people in the house (including minors) and the forms are sent on the same number. If you are unable to authenticate the form, please contact the health department for instructions.
13. How can we trust the source of the form and confidentiality of the information given out?
  - a. Everyone within the health department is bound to protect health information by law. We are health care professionals who have undergone training and signed agreements to keep all information confidential.
14. I just received a text and tried to complete the form and it will not go through. What should I do next?
  - a. Most often the reason a form will not go through is the internet connection.
15. Why am I receiving so many texts?
  - a. You will receive the original text message and then 3 more reminders if you do not complete the form. YOU may reply STOP to cease the reminder text messages.
16. What does contacts mean?
  - a. A close contact refers to household members, coworkers, or any other friends and family outside of the home that you've been in close contact with—close contact means that you were within 6 feet for 15 minutes or more over the course of an entire day since two days before you started experiencing symptoms (or tested positive if you haven't had symptoms), even if you were wearing a mask.

17. Contacts are not submitting. I can't get the form finished.
  - a. There are fields to the right on the close contact area. Please scroll over to the right to complete the close contact section.
18. My birthdate and some of my information is not correct.
  - a. After authenticating the form you can enter the correct information in the form to update your information.
19. I want to fill the form out on my computer, not my phone. Can I do that?
  - a. Yes, you may forward the link to your email address. You may then open it from your email on your computer.
20. How do I get a letter for work?
  - a. Please complete the patient form. One of the questions on the form asks if you need a return to work letter. The health department will provide you with the letter at the appropriate time.
21. How do I get a letter for my close contacts who are in quarantine?
  - a. Close contacts will be followed up with to monitor for symptoms by the health department. A letter can be requested during that phone call.
22. The dates of my child's quarantine do not match what the school tells me.
  - a. Please contact your local health department for accurate quarantine information.

### **About Your Care**

1. What if I am scheduled to receive my first or second COVID vaccination during isolation (or quarantine, if asking for someone else)?
  - a. You will need to postpone your vaccine appointment until you are out of quarantine/isolation.
2. Now that I have tested positive what do I do? Quarantine time, living in a home with others, safety caring for pets, medicine, etc.
  - a. There is educational material available after you complete the patient form. The health department will also be able to provide you with additional information.
3. When will I be eligible to receive a vaccine now that I have tested positive?
  - a. You may receive the vaccine after you have completed your quarantine/isolation.
4. Is there any program I am eligible for since I will have to be off work and will not be getting paid for my time off?
  - a. There are many resources within your community. The first call should be to "211", which is a helpline that provides referrals to programs to assist with food, housing, financial assistance, utility assistance and more.
5. My household members have been tested but came back negative, when should they be retested if they do not display symptoms?
  - a. Unless symptoms develop after the first test, it is not recommended to retest.

6. How long can I expect my symptoms to last? If they do not go away in 10-14 days when should I contact my doctor?
  - a. Symptoms may last from a few days to many days. Please contact your doctor any time you feel it is necessary.
7. When should I get retested after testing positive?
  - a. We do not recommend retesting . If symptoms have worsened or not improved in 10 days from symptom onset, call your primary care doctor.
8. When am I safe to leave my home so I do not infect others?
  - a. After completing your quarantine/isolation you must be symptom free for 48 hours to return to normal activities.
9. Where did you get my information from?
  - a. The health department receives information from the Michigan Department of Health and Human Services after a citizen is tested for covid19.
10. How long is quarantine?
  - a. Currently the quarantine period is 14 days from the start of symptoms.