



HEALTH
HERO®

Coronavirus

Information Guide

Protect yourself | Protect others

**HealthHero
is committed
to providing
reassurance and
appropriate support
to patients during this
period of high health
concern and publicity
relating to coronavirus.**

Government Advice

HealthHero will continue to act in the best interest of the patient by following Government public health advice. This includes advising patients who are concerned that they may have contracted the virus, or who are symptomatic, to follow NHS guidance.

If you have any concerns about coronavirus, visit [**NHS 111 online**](#) and [**GOV.UK/CORONAVIRUS**](#) or [**HSE website**](#) if you are an Ireland resident.

COVID-19 Patient Support



HealthHero' plan to support patients & clients



Signpost

Our Customer Service Team has been trained to identify the symptoms of COVID-19 and will direct patients to NHS 111, where appropriate.



Inform

We have created a [Coronavirus Content Hub](#) where you can find an FAQ-style interview in a series of short videos with our Medical Director, Dr Chris Morris, who answers some key questions about COVID-19 and provides some useful information and advice. This is hosted on our website.

We have also prepared this document to help you, your employees and members to stay informed and protected.

Coronavirus: what is it and how does it spread?

COVID-19 is a new illness caused by a virus called coronavirus that can affect your lungs and airways.

The new coronavirus is a respiratory virus which spreads primarily through droplets generated when an infected person coughs or sneezes, or through droplets of saliva or discharge from the nose.

The best way to prevent and slow down transmission is to be well informed about the COVID-19 virus, the disease it causes and how it spreads.

What are the symptoms of COVID-19?

You may have contracted coronavirus if you have a fever, cough or shortness of breath, or a loss or change in your sense of smell or taste. Most people with symptoms have at least one of these.

However, about 1 in 3 people with COVID-19 do not have symptoms but can still infect others. This is why everyone is advised to get tested regularly.

The symptoms can be similar to the common cold or flu and may appear up to 14 days after exposure.

The severity of illness can vary from mild to severe symptoms.

Is there any treatment available?

There is currently no specific treatment for COVID-19.

Antibiotics do not help, as they do not work against this virus.

The coronavirus (COVID-19) vaccine is your best protection against coronavirus along side with social distance and respiratory hygiene.

Medical care aims to relieve the symptoms while your body fights the illness. You'll need to stay in isolation, away from other people, until you have recovered.

Who is at risk?

Everyone should do what they can to stop coronavirus spreading. It is particularly important for people who:

- are 70 or over
- have a long-term health conditions
- are pregnant
- have a weakened immune system
- have a serious health condition (such as cancer)
- have had an organ transplant and are taking immunosuppressant medicine
- have been classed by their GP as clinically extremely vulnerable because they think they're at high risk of getting seriously ill

I think I have coronavirus. What should I do?

Stay at home if you have coronavirus symptoms. Do not go to a GP surgery, pharmacy or hospital.

You should also self-isolate again if:

- someone you live with gets symptoms
- someone in your childcare or support bubble gets symptoms and you were in close contact with them since their symptoms started or during the 48 hours before they started
- The person with symptoms can order a PCR test kit to be sent to your home or book an appointment at a walk-in or drive-through test site.

<https://www.gov.uk/get-coronavirus-test>



Use the NHS 111 online coronavirus service if you have any of these symptoms:

Get advice from NHS 111 or a GP if:

- you're feeling gradually more unwell or more breathless
- you have difficulty breathing when you stand up or move around
- you feel very weak, achy or tired
- you're shaking or shivering
- you've lost your appetite
- you're unable to care for yourself – for example, tasks like washing and dressing or making food are too difficult
- you still feel unwell after 4 weeks – this may be long COVID

How long should I stay at home?

You usually have to self-isolate for 10 full days if you've tested positive for coronavirus (COVID-19) or have been in close contact with someone who has it. You might need to self-isolate for longer if you get symptoms or your symptoms do not go away.

Basic protective measures against coronavirus



Avoid touching your face

Do not touch your eyes, nose or mouth if your hands are not clean. Your hands come into contact with many surfaces and can pick up viruses which can then transfer to your eyes, nose or mouth and enter your body.



Maintain social distancing

You should consider the risk of catching COVID-19, or passing it on, before visiting places attended by others or meeting people you do not live with. While no situation is risk-free, to reduce the risk of spreading COVID-19 and to make meeting family and friends safer you should:

- + stay at least 2 metres away from people you do not live with or who are not in your support bubble
- + minimise how many people you come into close contact with, and for how long
- + reduce the time spent in crowded areas where it may be difficult to socially distance
- + avoid direct contact and face to face contact with people you do not live with
- + stay at least 2 metres away from anyone who visits your home for work reasons such as a cleaner or a tradesperson doing essential or urgent work
- + If you are meeting friends and family you should still be cautious, even if you feel well. You can pass COVID-19 on to others if you only have mild symptoms or even no symptoms at all.



Keep calm and healthy

It is normal to feel sad, stressed, confused and scared during a crisis.

- + Talk with people you trust.
- + Maintain a healthy lifestyle - including a good diet, sleep, exercise and digital socialising.
- + Avoid using smoking, alcohol or other drugs to deal with your emotions.
- + Stay informed through credible sources but prevent worry by limiting time you spend consuming news.
- + Draw on skills you've used in the past to help you manage your emotions during challenging times.
- + Get vaccinated

The vaccines have been shown to reduce the likelihood of severe illness, but we do not know yet if they stop COVID-19 from spreading. Even if you have been vaccinated, you could still spread COVID-19 to others. To help protect your friends, family, and community you should continue to follow all of the advice above even if you have been vaccinated.



Wash your hands frequently

Washing your hands kills viruses that may be on your hands. Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and hot water for at least 20 seconds.

Clean surfaces often. Pay particular attention to surfaces that are touched frequently, such as handles, light switches, work surfaces and electronic devices.



Stay informed and follow advice

Stay informed on the latest COVID-19 developments. National and local authorities will have the most up to date information about COVID-19 in your area so follow advice given by the government, your public health authority or your employer on how to protect yourself and others.



Practice respiratory hygiene

Cover your mouth and nose with a tissue or bent elbow when you cough or sneeze. Dispose of the used tissue immediately.

There are some places where you must wear a face covering by law.

You should also wear a face covering in indoor places where social distancing may be difficult and where you will come into contact with people you do not normally meet. Coughs or sneezes spray small liquid droplets from the nose or mouth which may contain viruses. If you are too close, you can breathe in the droplets.

Be kind. Be supportive.
Be alert. Be informed.
Be smart. Be safe.
**Be ready to fight
COVID-19.**

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