

COVID-19 Frequently Asked Questions

Who do I call if I have a suspected COVID-19 case?

If you have a suspected case, immediately report it to the Alaska Section of Epidemiology at 907-269-8000 or 1-800-478-0084 (after hours).

Where can we refer the public for more information or to get questions answered?

For non-clinical questions, the public can call 2-1-1.

DHSS COVID-19 [website](http://www.dhss.alaska.gov/dph/Epi/id/Pages/COVID-19/general.aspx) - <http://www.dhss.alaska.gov/dph/Epi/id/Pages/COVID-19/general.aspx>

CDC [website](https://www.cdc.gov/coronavirus/2019-ncov/index.html) - <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Information on screening, swabbing, and testing

Facilities can now send specimens to private labs Quest Diagnostics and LabCorp in addition to the lab run by the Alaska Department of Health and Social Services.

It is important that we are clear in communication and terminology. Please note there has been some confusion regarding terminology.

It has been recommended to use the following terminology: screening (assessing risk), swabbing (obtaining specimen) and testing (sending to the lab).

Where do I find resources for screening?

CDC - <https://www.cdc.gov/coronavirus/2019-ncov/hcp/caring-for-patients.html>

AHCA screening tool - <http://www.ahcancal.org/coronavirus>

How do we find instructions on sample specimens?

Alaska State Laboratories: <http://dhss.alaska.gov/dph/Labs/Pages/default.aspx>

Quest Diagnostics: <https://www.questdiagnostics.com/home/Covid-19/>

Labcorp: <https://www.labcorp.com/information-labcorp-about-coronavirus-disease-2019-covid-19>

Where do we send specimens for testing?

Alaska State Laboratories: <http://dhss.alaska.gov/dph/Labs/Pages/default.aspx>

Quest Diagnostics: <https://www.questdiagnostics.com/home/Covid-19/>

Labcorp: <https://www.labcorp.com/information-labcorp-about-coronavirus-disease-2019-covid-19>

Should I cancel my travel plans?

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/faqs.html#canceling-postponing-travel>

What people are at higher risk and in special populations?

<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/index.html>

What are the implications of COVID-19 and compliance with EMTALA?

Emergency Medical Treatment and Labor Act (EMTALA) Requirements and Implications Related to Coronavirus Disease 2019 (COVID-19) <https://www.cms.gov/files/document/qso-20-15-hospitalcahemtala.pdf>

What can I do to prevent COVID?

<https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>

What do employers or businesses need to know to protect employees?

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

What are the resources specifically for rural facilities and communities?

https://www.ruralhealthinfo.org/topics/covid-19?htm_source=racupdate&utm_medium=email&utm_campaign=update031120

What are the strategies to keep COVID-19 from entering our skilled nursing facility?

https://www.ahcancal.org/facility_operations/disaster_planning/Documents/SNF-Guidance-Preventing-COVID19.pdf

What do we need to know when caring for pregnant women?

https://emergency.cdc.gov/coca/calls/2020/callinfo_031220.asp

Where can I find information on CMS for billing and technical guidance?

<https://www.cms.gov/About-CMS/Agency-Information/Emergency/EPRO/Current-Emergencies/Current-Emergencies-page>

What do changes in CMS survey requirements mean for my facility?

<https://www.cms.gov/files/document/covid19survey-activity-suspension-faqs.pdf>

Where can I find more information on the CDC guidance that expands the types of facemasks healthcare workers may use in situations involving COVID-19 and other respiratory infections?

<https://www.cdc.gov/coronavirus/2019-ncov/infection-control/control-recommendations.html>

What resources does the American Health Care Association offer for nursing homes?

https://www.ahcancal.org/facility_operations/disaster_planning/Pages/Coronavirus.aspx

What resources does the American Hospital Association offer for hospitals?

<https://www.aha.org/2020-01-22-updates-and-resources-novel-coronavirus-2019-cov>