

Here is some information to assist when dealing with phone calls from the public about COVID-19:

### When should I seek medical care?

**If you are an otherwise healthy individual** and are not experiencing any serious symptoms, do NOT come to the hospital emergency department to check whether you have contracted COVID-19. Coming to the ED risks transmitting the any virus to others. Most cases of the coronavirus tend to be mild.

For assessment, contact your family doctor, medical clinic or:

- Call the **Windsor-Essex County Health Unit** at 519-258-2146 ext. 1420 if you are experiencing symptoms of the 2019 Novel Coronavirus.
- Call **Telehealth** at 1-866-797-0000 (24 hours, seven days a week).

You should call your health care provider *immediately* if you experience severe symptoms of fever, cough and shortness of breath and you:

- are pregnant
- have heart or lung disease
- have any other chronic health problem that requires regular medical attention
- live in a remote or isolated community
- are elderly or frail

or

- have an illness or are receiving treatments – for example, for diabetes, cancer, or HIV/AIDS – that might affect your immune system.

**There are emergency warning signs that should signal anyone to seek medical care urgently.**

### ***Emergency Warning Signs In Adults:***

- Difficulty breathing or shortness of breath
- Pain or pressure in the chest or abdomen
- Sudden dizziness
- Confusion Severe or persistent vomiting

### **What if my child seems very sick?**

Call for emergency care or take your child to a doctor right away if your child (of any age) has any of the warning or emergency signs below:

- Fast breathing or trouble breathing
- Bluish or gray skin color
- Not drinking enough fluids (not going to the bathroom or not making as much urine as they normally do)
- Severe or persistent vomiting
- Not waking up or not interacting
- Being so irritable that the child does not want to be held
- Flu-like symptoms improve but then return with fever and worse cough
- Fever with a rash
- Has other conditions (like heart or lung disease, diabetes, or asthma) and develops flu symptoms, including a fever and/or cough.