

FAQ

Simple steps to follow if you test positive for COVID-19

KEEP IT

COVID
safe

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Important information for people who have COVID-19.

If any of this information is not clear to you, please call the Public Health Hotline on 1800 671 738.

You have tested positive on a Rapid Antigen Test (RAT) and notified the Department of Health, or received an SMS from the Department of Health to say you have had a positive PCR test. Here is some important information on what you need to do next.

Look after your health

If you test positive for COVID-19 it is important to look after your health and to get help if needed. If your COVID-19 symptoms worsen call your doctor or the COVID@homeplus care team on **1800 973 363**.

If your symptoms get seriously worse (especially if it happens very suddenly) for example breathlessness or difficulty breathing, or you feel like it is an emergency, call triple zero (000) or go straight to hospital. Make sure you tell them you have COVID-19.

If you can, you should also tell a support person who can check up on you while you are unwell, by phone or online.

Reduce the risk

To reduce the risk to others it is recommended that you:

- Stay home until your acute symptoms have resolved.
- Don't visit people at high risk of severe illness, anyone in hospital, or an aged or disability care facility for at least 7 days.
- Avoid large gatherings and indoor crowded places for at least 7 days.
- If you must leave the house, wear a mask when indoors and on public transport.

What if I need to see a doctor about something else?

If you need to see a doctor about another health condition, phone to make an appointment with your normal GP.

Tell them you have COVID-19. They will arrange a telehealth appointment. For after-hours medical services, information is available on the after-hours website ([tasafterhours.com](https://www.tasafterhours.com)) or you can call Healthdirect on **1800 022 222**.

If you already have an appointment to see a doctor or other health professional (for example a midwife or specialist), phone them as soon as you can and tell them you have COVID-19. They will tell you if a telephone appointment is suitable or if the appointment can be delayed.

What if I need more food or medicine?

If you need more food or general household supplies, you can ask a friend, neighbour, or family member to help. Tell them to leave supplies on your doorstep rather than come into your home.

You could also arrange a food delivery service.

If you need a prescription filled, arrange this with your usual pharmacist or GP. Ask if your pharmacy has a delivery service or ask a friend or family member to collect the medication for you.

If you must leave the house to get food or medicine wear a face mask.

You should minimise your contact with others while you are unwell or symptomatic.

When you leave home you should take extra precautions such as:

- Wearing a face mask when you are outside of the home until 7 days after you have tested positive.
- Avoid large gatherings and indoor crowds for at least 7 days after you have tested positive.
- Not attend any listed high risk settings for at least 7 days after you have tested positive.

You should continue to take additional precautions in case of the small chance you may still be able to spread the virus. This is because fever or respiratory symptoms that haven't improved significantly could mean you are still infectious.

Do the people I live with have to stay at home?

The people you live with are still considered close contacts. Close contacts should get tested if they develop symptoms and follow some simple steps to protect others, visit [coronavirus.tas.gov.au/closecontacts](https://www.coronavirus.tas.gov.au/closecontacts).

You should tell your close contacts

Who are my close contacts?

A close contact may be:

- anyone who has stayed overnight in the same premises as a COVID-19 positive case during their infectious period, or
- anyone who has spent more than four hours (over a 24-hour period) in a residential setting with a case during their infectious period.

Close contacts are at higher risk of catching COVID-19 and then passing the virus on to others.

Public Health recommends close contacts take some simple steps to help reduce the risk to others especially those at risk of severe illness.

A case's infectious period is from two days prior to them developing symptoms and for up to 10 days after their symptoms began.

You are most infectious for the two days before you develop symptoms and during the time you have acute respiratory symptoms (cough, runny nose, sore throat, fever). Information for close contacts is available at www.coronavirus.tas.gov.au/closecontacts.

Tell your workplace and/or education facility

Tell your workplace or education facility that you have tested positive to COVID-19 or are a close contact. Workplaces and education facilities may have policies in place as to when you can return.

They may also require additional precautions such as wearing a face mask.

How can I protect people I live with who are at risk of severe illness from COVID-19?

It's important to protect the people you live with.

This is especially important for people you live with who are at risk of severe illness.

Those at risk of severe illness are those people:

- over the age of 70 years
- receiving immune suppressive therapy following organ transplant
- who have had a bone marrow transplant in the last 24 months or are on immune suppressive therapy for graft versus host disease
- with blood cancers such as leukaemia, lymphoma, or myelodysplastic syndrome, diagnosed within the last five years
- having chemotherapy or radiotherapy.

People at risk of moderate illness include those with chronic (long-term) health conditions like diabetes, lung disease, heart disease, severe obesity, cancer, and kidney failure.

If you live with anyone at risk of severe or moderate illness from COVID-19, it's best if they (or you) can stay elsewhere. For more information including COVID-19 treatments and antiviral medicines go to [coronavirus.tas.gov.au/keeping-yourself-safe](https://www.coronavirus.tas.gov.au/keeping-yourself-safe).

How can I protect people I live with who are not at risk of severe illness?

Stay apart

- Stay in a separate room as much as you can. Avoid shared areas like the kitchen or lounge room.
- Sleep in a separate bed and use a separate bathroom if you can.
- If you must be in the same room, be as quick as you can, try to keep at least 1.5 metres (two very large steps) away and wear a face mask.
- Don't share dishes, glasses, cups, cutlery, towels, bedding, toothbrushes, or other items with people in your house. Do not share food or drinks.

Watch your personal hygiene

Wash your hands often, especially:

- before going to a room you share with others or touching things other people use.

- after coughing, sneezing, nose blowing, touching your face, smoking, eating, and going to the toilet.
- Always cover coughs and sneezes. Use a tissue (if available), put the tissue straight in the bin, and finish by washing your hands. If you don't have a tissue handy, use the inside of your elbow.
- Wash your hands with soap and water. Get a good soap lather and rub for at least 20 seconds. Dry them well too. Alcohol-based hand rub is OK to use if your hands look clean.

Keep your living spaces clean

Clean frequently touched surfaces at least daily. This includes bench/tabletops, doorknobs, sink taps, bathroom surfaces and toilets, bedside tables, phones, keyboards, and tablets.

Use a detergent followed by a disinfectant for all cleaning (or a 2-in-1 product). The recommended disinfectant is 1000 parts per million (ppm) of bleach/chlorine. Always use freshly made solutions.

If you get any spit, blood, or other body waste on any surface, clean it well with detergent and disinfectant and put the cloth in the wash or the rubbish.

Put your dirty clothes and sheets straight in the washing machine when you remove them. Wash your hands after handling dirty washing. Use your normal clothes detergent.

Wash dishes and cutlery well. Use a dishwasher if you can.

If someone wants to clean your room, ask them to put on a facemask and disposable/single use gloves before entering the room. Tell them to wash their hands or use alcohol-based hand rub before and after wearing gloves.

Remove rubbish

Put used face masks, tissues, and other rubbish straight into a plastic rubbish bag in your bin then wash your hands. Only use disposable facemasks once.

Tie a knot in the rubbish bag before putting it out for collection. If you don't have a collection service, tie a knot in the bag and store it in a metal or plastic bin safely until you can get it to the rubbish tip. Wash your hands after handling rubbish.

Support resources and services

- **Lifeline Australia:** phone 13 11 14 (24 hours a day, 7 days a week), [lifeline.org.au](https://www.lifeline.org.au).
A crisis support service offering immediate short-term support at any time for people who are having difficulty coping or staying safe.
- **Head to Health:** [headtohealth.gov.au](https://www.headtohealth.gov.au)

Provides easy access to a wide range of online mental health resources including apps, online programs, online forums, phone services and digital information resources.

- **Beyond Blue:** phone 1800 512 348 (24 hours a day, 7 days a week), [coronavirus.beyondblue.org.au](https://www.coronavirus.beyondblue.org.au)
- **Headspace:** phone 1800 650 893 (9:00 am to 1:00 am, seven days a week), [headspace.org.au/eheadspace](https://www.headspace.org.au/eheadspace)
Online and webchat support and counselling for 12 to 25-year-olds, their families and friends.
- **Tasmanian Mental Health Helpline:** phone 1800 332 388 (24 hours, seven days a week).
For mental health advice, assessment, and referral. The service is staffed by community mental health clinicians who can assess your information and determine the most appropriate action, for example:
 - refer you to a Mental Health Community team in your area
 - refer you to a Community Mental Health Crisis Response team that is available during extended working hours, seven days a week.
 - provide contact details for another service that might be more suitable for you.
- **Mensline:** phone 1300 78 99 78 (24 hours a day, 7 days a week), [mensline.org.au](https://www.mensline.org.au).
Professional telephone and online support and information service for Australian men.
- **Mindspot:** phone 1800 61 44 34 (8:00 am to 8:00 pm, Monday to Friday; 8:00 am to 6:00 pm, Saturday), [mindspot.org.au](https://www.mindspot.org.au).
Free telephone and online service for people with stress, worry, anxiety, low mood or depression. It provides online assessment and treatment for anxiety and depression and can help you find local services.

More information about supporting mental health support is available on the Tasmanian Government website at [coronavirus.tas.gov.au/keeping-yourself-safe/support-services](https://www.coronavirus.tas.gov.au/keeping-yourself-safe/support-services).

If you are worried or upset, call Lifeline on 13 11 14 or Beyond Blue on 1300 224 636. In an emergency, call 000

How can I stay informed?

For information about COVID-19 in Tasmania, go to [coronavirus.tas.gov.au](https://www.coronavirus.tas.gov.au) or call the Public Health Hotline on 1800 671 738.

For information about COVID-19 in Australia, go to [health.gov.au](https://www.health.gov.au) or call the National Coronavirus Health Information Line on 1800 020 080.