

## **Negative Result Counseling**

*For patients calling to obtain results. Please make sure to communicate the result and provide counseling and anticipatory guidance. Patients with negative results but persistent concerning symptoms (particularly shortness of breath) should be referred to medical care.*

### **Communicating the result:**

“Your result is negative. This means that there was no evidence of coronavirus in your sample.”

- This result shows no coronavirus in the sample but there are sometimes false negatives
- A negative result does not mean you have immunity to coronavirus

### **Counseling:**

“We always tell people that even if they have a negative result, they should continue to do the same things they were doing. This is because sometimes the result is a false negative, but also because you had symptoms of an infection and so it is important to stay home until you are well. You should stay home and not go to public places for:

- At least ten days AND
- Until you have not had fever for 3 days AND
- Until your symptoms (cough, shortness of breath) are improving for 3 days
- Whichever is longer

“Even after you feel completely better, all of us need to stay home and away from other people aside from the people we live with, as much as possible. We should all also minimize trips to the grocery store or pharmacy and avoid public transportation and other public places as much as possible. This can be really hard for some people, but we all just have to do our best.”

### **Anticipatory guidance:**

“If you develop new symptoms, please call your health care provider.”

## **Positive Result Counseling**

*For patients calling to obtain results. Please make sure to communicate the result and provide counseling and anticipatory guidance.*

### **Communicating the result:**

“Your result is positive. This means that you have coronavirus, or Covid-19.”

### **Counseling:**

“Most patients with coronavirus have a milder disease with symptoms including fever and cough. These symptoms can be treated with over-the-counter medicines, including Tylenol for fever. It is important to rest and drink plenty of fluids.”

“The best thing you can do for your own health is to monitor your symptoms closely. Some patients develop shortness of breath, wheezing, or chest tightness. If you develop these symptoms, it is very important that you call your doctor. You should also contact your primary care provider if you develop new symptoms that are concerning to you. “

“To avoid spreading coronavirus to other people, you must stay home. Do not leave your house. Do not go to work, school, public places, or stores. Do not use public transportation, like the bus or subway. Do not invite friends or family over unless absolutely necessary. Continue to stay home for:

1. At least ten days from your first day of symptoms AND
2. You have had no fever for at least three days AND
3. Your other symptoms are improving for at least three days”

“If you live with other people and they do not have any symptoms of coronavirus, it is important that you stay in a separate room as much as possible. You should wear a mask if you are around other people in your household. It is important to wash your hands frequently, and to keep things clean, especially things you touch a lot, like doorknobs, cell phones, lightswitches, and faucets. Don't share personal items or kitchen utensils with other people in your household.”

“Please identify your close contacts. This includes anyone you live with and anyone you have been in close contact with since your first day of symptoms (for example, people with whom you share an office). All of these people should stay home for 14 days from your first day of symptoms and watch for signs of infection, to avoid potentially spreading coronavirus to other people.”

### **Anticipatory guidance:**

“Even after you feel completely better, we all need to stay home and away from other people aside from the people we live with, as much as possible. We should all also minimize trips to the grocery store or pharmacy and avoid public transportation and other public places as much as possible. This can be really hard for some people, but we all just have to do our best.”

“If you develop new symptoms including any shortness of breath, please call your health care provider.”