ALLEGHENY COUNTY HEALTH DEPARTMENT
COVID-19 GUIDANCE

ISOLATION AND QUARANTINE BASICS

Due to the volume of new cases, it may take longer than expected for the Health Department to reach new cases of COVID-19 and their close contacts. Some people may not be reached at all. Here is what to do if you have tested positive for COVID-19 or are a close contact.

YOU HAVE TESTED POSITIVE FOR COVID-19 (ISOLATION)

What should I do?
- **Isolate**: Avoid all others. Only leave your home for medical care. Remain isolated for 10 days since you first experienced symptoms of COVID-19 or 24 hours after symptoms improve, whichever is longer.
- If you tested positive and did not have symptoms, remain isolated for 10-days starting from the date you had your positive test taken.
- If you live with others, **stay in a separate room and use a separate bathroom** if possible. Don't share personal items. Clean and disinfect your home and frequently touched surfaces regularly. Wear a mask when around others and have them wear masks too.
- **Do not get another test for COVID-19**. You should NOT get a follow-up test to go back to work or school or to leave isolation after 10 days. It is very common for the test to remain positive for a couple of months, even though you are no longer able to spread the virus.

What will happen?
- **Case investigation**: If you see a number you don't recognize – it won't be blocked or unlisted – it may be a case investigator with the Health Department calling to gather information about you. The *Remember, the Health Department will never ask for financial information including social security, bank account or credit card numbers.*
- To make case investigations faster, the Health Department representative may ask you to **fill out an online form**. This is secure and confidential.
- **Contact tracing**: You will be asked for names and phone numbers of recent close contacts. A close contact is anyone who you were within 6 feet or less of for 15 minutes or more – with or without a mask – since two days before you first noticed symptoms. A Health Department contact tracer will call these people and advise them to quarantine and get tested. Your name will not be disclosed to your close contacts.
- If you tested positive but are not contacted, **continue to isolate and notify close contacts** on your own. You should ask close contacts to get tested and quarantine according to the instructions below.

What if I tested negative for COVID-19 but had symptoms or was a close contact?
- Even with a negative test, you should **quarantine** according to the instructions below. If symptoms persist, consider waiting a couple of days and get tested a second time.
- Despite advances in our knowledge of COVID-19 and testing, **false negative tests** are still possible.

YOU ARE A CLOSE CONTACT OF SOMEONE WITH COVID-19 (QUARANTINE)

What should I do?

- **Quarantine**: Avoid people outside your household while in quarantine. Only leave your house for medical care. Remain in quarantine for 14 days after your last possible exposure to someone with COVID-19.
- **Get tested**: It is important to know if you have COVID-19 and should isolate and notify your close contacts. A map of testing locations in the county is available here: https://bit.ly/ACTestingSiteMap
- **You cannot test out of quarantine**. Even if your test is negative, you should remain quarantined for 14 days in case you received a false negative result.

What will happen?

- **Contact tracing**: If you see a number you don't recognize – it won't be blocked or unlisted – it may be the Health Department calling to do contact tracing. Answer the phone and follow the instructions. *Remember, the Health Department will never ask you for financial information including social security, bank account or credit card numbers.*
- Due to the number of new cases, the Health Department may not complete contact tracing for all cases. If a friend, co-worker, family member, school or university says you are a close contact, please **quarantine and get tested** according to the instructions above.

HELP IS AVAILABLE

Isolating or quarantining because of COVID-19 can be challenging, but they are important tools to contain the virus. Help is available through the United Way of Southwestern Pennsylvania by calling 2-1-1 or by calling the Health Department's COVID-19 hotline at 1-888-856-2774. Resources include:

- Food assistance: The Greater Pittsburgh Food Bank is offering home delivery for people who cannot leave their home. For information on scheduling a delivery, call 412-460-3663, ext. 655, or visit https://www.pittsburghfoodbank.org
- Housing assistance: Allegheny Link has is encouraging those in need of housing services and support to call them at 866-730-2368 or email AlleghenyLink@AlleghenyCounty.us
- Child care assistance: Trying Together has partnered with the Allegheny County Department of Human Services to provide information on finding child care at www.tryingtogether.org/find-child-care. Help is also available by calling Early Learning Resource Center (ELRC) Region 5 at 412-350-3577
- Assistance for seniors: Allegheny County's SeniorLine can be reached at 412-350-5460
- Substance abuse disorder assistance: PA Get Help Now can be reached at 1-800-662-HELP
- To report child abuse or neglect: Call Childline at 1-800-932-0313
- Concerned about abuse or neglect of an older adult or an adult with disabilities: Older Adult Protective Service can be reached at 412-350-6905 or 1-800-490-8505