

# COVID-19

## Preventing Infection | Protecting Patients & Staff



### COVID-19 Frequently Asked Questions

Read or click on the link for the answers

1. What are symptoms of COVID-19? What are the risk factors? How do I protect myself? <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
2. What do I do if I'm sick? <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/index.html>
3. Can I be screened for COVID-19? <https://covid19healthbot.cdc.gov>
4. Should I get tested for COVID-19? Should I be tested?  
<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/testing.html>
5. How can I get tested for COVID-19? (If I feel sick. If I have traveled. If I came in contact with someone with COVID-19?)
  - Contact your Primary Care Provider to arrange for a screening and a lab order for testing.
    - Some offices perform COVID-19 testing while some may refer you to a site that can do the testing for you (example: a lab order to Clinical Labs of Hawaii (808-935-4814, fax: 808-935-6928)
      - Access your lab results directly from MyClinicalLabs at <https://www.clinicallabs.com>
  - If you do not have a Primary Care Provider:
    - In Pahoā, go to Puna Community Medical Center in the Malama Market Place. Open daily 9-4 for screening and testing. For more information, go to: <http://hah.org/wp-content/uploads/2020/08/Hawaii-Statewide-COVID19-testing-sites-8.19.20.pdf>
    - In Hilo, go to any Urgent Care or Hilo Medical Center Emergency Department for screening and testing.
    - Online telehealth and telephone appointments can be made through insurance carriers that may also fax a lab requisition to Clinical Labs of Hawaii (808-935-4814, fax: 935-6928)
6. Where are the testing sites for COVID-19? A list of all testing sites in the County of Hawaii can be found here: <https://coronavirus-response-county-of-hawaii-hawaiicountygis.hub.arcgis.com/pages/COVID-19-19-health-resources-and-frequently-ask-questions>
7. To be screened and tested at PCMC do I need to be a current patient? Much like an urgent care you do not need to be an established patient. They request you call them before coming 930-6001.

# COVID-19

## Preventing Infection | Protecting Patients & Staff



- a. What if I do not have insurance or money to pay for testing? No payment is required at time of testing.
8. I'm having surgery, how do I get tested before my surgery? Your surgeon will order and schedule a COVID-19 test to be done through Clinical Labs or in the office prior to the procedure. Contact your surgeon's office for more information.
9. I had a COVID-19 test at HMC hospital or emergency department, how do I get my results?
  - a. If your test is positive, you will be notified by the Department of Public Health right away.
  - b. If your test is negative, your Primary Care Physician will have access to get a copy or will receive a copy of your results. If you do not have a PCP you may obtain results through the HMC Patient Portal, or through the HMC Medical Records Department (932-3444).
10. I had a COVID-19 test at HMC, how do I get a copy of result? My work requires proof of negative COVID-19 results before I return to work? Contact Hilo Medical Center's Medical Records Department at 932-3444 or access the HMC Patient Portal
11. I have a COVID-19 test at another location (example: county testing site) how do I get my results? Contact your PCP, if you do not have a PCP contact the Premier Medical Group.
12. Is it safe to come to the hospital? What are my chances of getting COVID-19 if I have to come to the hospital for a test or appointment? What is HMC doing to prevent the spread of COVID-19?
  - a. The hospital has put in place many measures to ensure the safety of our patients, visitors and staff. Most obvious is that we all wear masks, adhere to good hand washing and screen temperature prior to entering. Visitation is restricted to one person per patient during limited visitation hours from 3:00-7:00 pm.
  - b. Next, every inpatient admission has COVID-19 testing and a COVID-19 score prior to coming to the unit and placed in precautions until tests are resulted negative. Every outpatient elective surgery has COVID-19 testing prior to having surgery.
  - c. Every employee was tested for COVID-19 and now the East Hawaii Region does voluntary and random testing to ensure we are maintaining a safe work and patient care environment. Employees who travel out of state are tested for COVID-19 and must have a negative test before returning to work. Employees that travel interisland are tested when returning to work and must adhere to extra precautions while working. Any

# COVID-19

## Preventing Infection | Protecting Patients & Staff

---



new employees, travel nurses and travel physicians are tested prior to starting work.

- d. Hilo Medical Center's webpage  
<https://www.hilomedicalcenter.org/hospital-preparedness-to-COVID-19/>  
has up to date information about all the precautions we are taking, or plans for COVID-19 and our PEE resources and supplies on hand.
  
13. I have to come to the hospital, but I heard no visitors are allowed? Please check this page for up to date information on visitation as visitation is subject to changed based on the COVID-19 status in our community.  
<https://www.hilomedicalcenter.org/hospital-preparedness-to-COVID-19>
  
14. What is self-isolation (If I feel sick. If I think I might have the virus. If I have traveled. If I have come in contact with someone with COVID-19)?  
<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/quarantine.html>
  
15. What do I do if my results are inconclusive? Contact the ordering provider, remain in self-isolation/quarantine.
  
16. Where do I find data about COVID-19 rates in Hilo?  
<https://coronavirus-response-county-of-hawaii-hawaii-county-gis.hub.arcgis.com/>