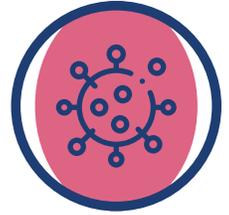


FAQ



Eisner Health follows the Los Angeles County Department of Public Health recommendations on testing. You should always check the [CDC](#) and the [Los Angeles County Department of Public Health](#) for more information.

Scroll down to learn more about [COVID-19 FAQ](#) and resources. You should also check the [CDC](#) and [Los Angeles County Department of Public Health](#) for more information.

What is Coronavirus/COVID-19?

The novel coronavirus is a newly discovered virus. It causes an illness called COVID-19. Many of the symptoms are similar to the flu: dry cough, fever, difficulty breathing.

How do people catch COVID-19?

COVID-19 spreads easily from person to person, mainly by the following routes:

- Between people who are in close contact with one another (within six feet).
- Through respiratory droplets produced when an infected person coughs, sneezes, breathes, sings or talks.
 - Respiratory droplets cause infection when they are inhaled or deposited on mucous membranes, such as those that line the inside of the nose and mouth.
- People who are infected but do not have symptoms can also spread the virus to others.
- Under certain circumstances (for example, when people are in enclosed spaces with poor ventilation), COVID-19 can sometimes be spread by [airborne transmission](#).
- COVID-19 spreads less commonly through contact with contaminated surfaces.

How dangerous is COVID-19?

Most people who get sick with COVID-19 have a mild illness. Many of those infected don't even know they have it. As with influenza, in some cases it can lead to serious illness such as pneumonia and even death. It appears that people over 60 and those with chronic medical conditions are most likely to develop severe illness and complications. The illness has not infected very many children and most of those cases have been very mild.



How is Eisner Health caring for patients during the COVID-19 pandemic?

Our medical staff is following recommendations from local public health officials and the CDC (Centers for Disease Control and Prevention) in order to be able to provide appropriate care for our patients.

How can I get my medications if I have been asked to quarantine or if I want to avoid visiting the pharmacy?

The pharmacy is open. If you are experiencing COVID-19 symptoms or were asked to quarantine, we strongly prefer that you stay at home. In situations where you are in need of essential prescriptions and cannot wait, your options are:

- Ask a friend or relative to pick up your prescriptions. Remember to practice safety guidelines and ask them to leave your prescriptions outside your door.
- Call the pharmacy and tell them that you would like to do curbside pick-up.
- Find out if you qualify for your prescription delivery through your health insurance plan or another program. Please call our pharmacy for specific questions or concerns.

Is Eisner Health Pharmacy mailing prescriptions?

No. We ask that you contact your health insurance plan to ask if they offer a delivery program. If you need help, our case managers can offer assistance.

Should I keep my medical appointment?

In order to decrease the risk that patients and staff face by sharing the same space, we have changed most of our appointments to virtual visits, either over the telephone or through a video link. You will be informed of your appointment type when our staff call to confirm your appointment. Please keep your appointment unless directed otherwise. If you believe you have been exposed to COVID-19, please call to speak to one of our medical staff before coming in. All of our locations remain open to serve the community.

Should I wear a face-mask?

Yes, everyone over the age of 2 should wear a mask in public settings and when around people who don't live in your household, especially when other social distancing measures are difficult to maintain.

Masks should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.

Surgical masks are required to entry into all Eisner Health centers. Cloth masks are not acceptable. If you do not have a surgical mask, adult and pediatric masks are available at the front desk.

Continue to keep about six feet between yourself and others. The mask is not a substitute for social distancing.

Should I be tested for COVID-19?

You should get tested if you:

- Have [symptoms](#) of COVID-19.
- Were asked by LA County Department of Public Health to get a test because of a contact tracing or outbreak investigation.
- Were in "[close contact](#)" with someone who has COVID-19 in the past 2 weeks.
- Work or live in places such as skilled nursing facilities, group homes, residential care facilities, correctional facilities or homeless shelters.
- Are a person experiencing homelessness.
- Are an [essential worker](#) with frequent contacts with the public in the following areas: health care, emergency, food and grocery services, factory workers in food and retail, public transportation, and education.
- Don't have symptoms but believe you may be infected now because you were exposed to people who were sick, were around many people who were not wearing face coverings, and/or were not keeping safe distance in the past 2 weeks.

Is Eisner Health testing for COVID-19?

If you are experiencing symptoms and/or have been in contact with someone who tested positive, you can be tested at Eisner Health. However, you must first call us schedule a telehealth appointment first. Your health care provider will ask you questions about your symptoms and schedule a COVID-19 test. Once you have tested positive for COVID-19 for a particular episode of illness, the CDC does not recommend retesting to confirm the first test or as proof that the infection has cleared.

What are the symptoms of COVID-19?

There are many different symptoms of COVID-19. Some of the most common ones are fever, cough, shortness of breath, muscle aches, and fatigue. Some people may have a runny or stuffy nose, headache, or loss of sense of taste or smell. Other people may experience nausea, diarrhea, or loss of appetite. If you experience any of these symptoms, please call your doctor in order to be evaluated.

What is Eisner Health doing to protect patients?

We are taking extra sanitation precautions at all our health centers sites and have spaced out chairs in our waiting rooms to encourage social distancing. In addition, patients coming in for care who are sick are seen in a different space from patients coming in for routine care. For patients being tested for the coronavirus, we follow processes designed to prevent transmission of the infection. All staff and patients are required to wear masks.

What can I do to protect myself and others?

Public health officials recommend the following steps to prevent the spread of all respiratory viruses, including influenza and COVID-19.

- Practice social distancing. Keep your social circle small by spending time only with the people you live with, care for, or must see at work.

- Wash your hands frequently and for at least 20 seconds with soap and water or alcohol-based hand sanitizer. 20 seconds is one round of "The Alphabet Song" or two rounds of "Happy Birthday to You".
- Cough into your elbow or a tissue and not your hands. Dispose of the tissue.
- Clean and disinfect frequently touched surfaces at home, work and school.
- Avoid touching your eyes, nose and mouth.
- Avoid close contact with people who are sick.
- If you are sick, stay home.
- Practice healthy habits: Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food.

What over-the-counter (OTC) medications can I take if I don't feel well?

If you feel unwell, particularly if you have a fever, intense achiness, coughing, or trouble breathing, it is very important to contact your doctor immediately for assistance direction. Typical OTC medications and their use is below.

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| <ul style="list-style-type: none">• Acetaminophen (TYLENOL) may be used to help with fever• Dextromethorphan (DELSYM) may be used to help with cough• Guaifenesin (ROBITUSSIN) may be used to help with secretions | <ul style="list-style-type: none">• Loratadine (CLARITIN) may be used to help with allergic symptoms• Famotidine (PEPCID) may be used to help with stomach acid or heartburn• Simethicone (MYLICON) may be used to help with gas |
|--|--|

Always follow the dosing instructions and do not take more than the recommended doses listed on the product packages.