



COVID-19 FAQ – General Public

I want to be tested for COVID-19.

- If you believe that you have COVID-19, you should contact your physician.
- If your symptoms are mild, you should isolate yourself at home.
- If your symptoms are severe and you are in need of emergency care, please go to the nearest hospital.
- If you need to go to a doctor's office or hospital and you believe that you have COVID-19, please call the facility before you arrive to notify them of the circumstances.
- The Collin County Health Department is unable to make referrals and does not have a lab.
- The link below is an interactive map of Test Collection Sites provided by DSHS:
 - <https://txdps.maps.arcgis.com/apps/webappviewer/index.html?id=8bf7c6a436a64bfe9a5ce25be580e4ff>

I have symptoms of COVID-19. What should I do?

- The Centers for Disease Control and Prevention (CDC) has resources and guidance for individuals with COVID-19 symptoms.
 - CDC—Coronavirus Self-Checker: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/index.html>
 - CDC—What to Do if You are Sick: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>
- If your symptoms are mild, you should isolate yourself at home.
- If you have any concerns, you should contact your physician.
- If your symptoms are severe and you are in need of emergency care, please go to the nearest hospital.
- If you need to go to a doctor's office or hospital and you believe that you have COVID-19, please call the facility before you arrive to notify them of the circumstances.

I need to know if a confirmed case of COVID-19 in Collin County attends my school, church, work, etc.

- If you were a close contact to someone who health authorities have confirmed to have COVID-19, you would be contacted directly by the health department with instructions. If you have not been contacted, you can attend work/school as usual while staying within the current local, state, or federal restrictions.

Should I/my child stay home from school/work?

- As with any illness, individuals who are sick, especially with fever, should not attend work or school.
- If you are not ill and have not been instructed by the health department, your physician, an authority at an airport, or your employer/school to stay home, you may attend work/school as normal.

Someone in my office/school has COVID-19. What should I do?

- If you were a contact of someone who health authorities have confirmed to have COVID-19, you would be contacted directly by the health department with instructions. If you have not been contacted, you should follow the State and County orders regarding the continuation of standard activities.

Is it safe to travel to...?

- The most up-to-date information regarding travel recommendations can be found at the CDC website:
 - www.cdc.gov/coronavirus/2019-ncov/travelers
- Please check the CDC website frequently because the travel guidance may change hour to hour.

I recently traveled. Should I be concerned?

- There is community spread of COVID-19 in many parts of the United States and internationally. Upon your return from travel, please monitor yourself for symptoms including fever, cough, and shortness of breath for 14 days. If you develop these symptoms, please consult with your physician regarding your illness and recent travel.

I have an event scheduled. Should I cancel?

- Please stay posted to our county website, collincountytx.gov, as we will update it daily with information about our response and recommendations.
- The Collin County Judge's and Texas Governor's Executive Orders and can be found on the Collin County website:
 - https://www.collincountytx.gov/healthcare_services/Pages/news.aspx
- The most up-to-date federal recommendations can be found at the CDC website:
 - <https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/mass-gatherings-ready-for-covid-19.html>

There is a facility that is not cleaning and disinfecting appropriately.

- Each facility establishes its own cleaning procedures appropriate for their type of business.
- Collin County recommends facilities review the latest CDC's guidance on cleaning and disinfecting that is appropriate for their facility by visiting the CDC website:
 - www.cdc.gov/coronavirus

- Please direct concerns about cleanliness to the staff at that facility or the appropriate city environmental health code enforcement agency for code violations.

What are the plans for opening businesses in Collin County?

- The Collin County Judge's and Texas Governor's Executive Orders and can be found on the Collin County website:
 - https://www.collincountytx.gov/healthcare_services/Pages/news.aspx
- The most up-to-date federal recommendations for schools and daycares can be found at the CDC website:
 - <https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/index.html>
- The most up-to-date federal recommendations for business and employers can be found at the CDC website:
 - <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

How many hospital beds are in Collin County?

- According to Texas Health and Human Services', which licenses hospitals, there are currently 2703 total hospital beds in Collin County.
- For detailed information, please visit the HHS website:
 - <https://hhs.texas.gov/doing-business-hhs/provider-portals/health-care-facilities-regulation/hospitals-general-hospitals>

I have questions about the availability of social services, such as food assistance, unemployment assistance, mental health resources, or other services.

- Please call 2-1-1 to be connected with local resources.

Should I wear a face mask?

- Recent studies show that a significant portion of individuals with coronavirus lack symptoms and even those who eventually develop symptoms can transmit the virus to others before showing symptoms
- CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies) **especially** in areas of significant community-based transmission.
- For more information, please visit the CDC website:
 - <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html>