

# COVID-19 Frequently Asked Questions for Victorian Patients

This FAQ has been developed to help answer some questions you might have about COVID-19. The information provided is correct as at 13<sup>th</sup> January 2022.

## Do you stock Rapid Antigen Tests?

- No, we do not stock Rapid Antigen Tests at our clinics.
- RATs are to be purchased privately from your local pharmacist or grocery store.

## Do you offer Rapid Antigen Testing at your clinic?

- No, we don't provide Rapid Antigen Testing at our clinics. These can be done at home.
- Everyone's first option should be to use a Rapid Antigen Test. If you have symptoms or you are a contact, and you can't access a Rapid Antigen Test, you should get a PCR test.
- PCR testing locations can be found on the Victorian Government website at <https://www.coronavirus.vic.gov.au/getting-tested>
- If you can't access either a Rapid Antigen Test or PCR test at the moment, isolate at home until you can.
- If your Rapid Antigen Test comes back positive, you are a case and you must follow your [checklist](#) and [report your result](#).

## How do I know if I am a contact?

- There are different types of contacts and different rules apply.
- You are a household or household-like contact (i.e. close contact) if:
  - You have spent more than four hours with someone who has COVID-19 inside a house, accommodation, or care facility.
  - You can also be a social contact if someone who has COVID-19 has informed you, or a workplace or education facility has informed you that you're a contact.
- More information is available on the Victorian Government website at <https://www.coronavirus.vic.gov.au/checklist-contacts#what-type-of-contact-are-you>

## I'm not feeling well. What are the symptoms of COVID-19?

- Symptoms vary from person to person but may include:
  - **Fever, cough, sore throat, shortness of breath, runny nose, headache, fatigue, diarrhoea, vomiting or nausea, loss of smell and or loss of taste.**
- Other symptoms people may experience include muscle or joint pain and loss of appetite.
- If you have any COVID-19 symptoms, no matter how mild, you are encouraged to use a RAT test. Call emergency services on 000 if you are very sick.
- More information is available on the Victorian Government website at <https://www.coronavirus.vic.gov.au/getting-tested>



## How long do I need to isolate if I'm a close contact?

The period of time you need to isolate is below. More information can be found at <https://www.coronavirus.vic.gov.au/checklist-contacts>

Definition	Management Day 1 to Day 7	Management Day 8 to Day 14
Household contact of a case	7 days quarantine	Mask wearing outside of home (indoor and outdoor) and avoid high-risk settings and vulnerable people
Household-like contact of a case (spent 4 hours or more in the same accommodation)	Rapid antigen test (or PCR test if RAT cannot be accessed) on day 1 and day 6 regardless of vaccination status.  If your RAT comes back positive, you are a case and you must follow your <a href="#">checklist</a> and <a href="#">report your result</a>	Monitor closely for symptoms and have a rapid antigen test (RAT) if any symptoms develop
Social, workplace, or education contact	If you have symptoms, use a Rapid Antigen Test (or get a PCR if RAT cannot be accessed).  If you don't have symptoms, its recommended you use a RAT for five days.  If you test positive on a RAT, you must <a href="#">report your result</a>	Monitor closely for symptoms and have a rapid antigen test (RAT) if any symptoms develop

## I've tested positive for COVID-19. Do I need to present to hospital?

- If you have COVID-19, you must isolate at home until you are told you can leave. This will help stop the spread to other people.
- Everyone in your household will need to isolate at home too.
- Most people with COVID-19 who are fully vaccinated (two doses) will only get mild symptoms and can be cared for at home.
- Most people will be treated over the phone.
- Your health and recovery will be monitored while you're at home and you will be asked to keep a symptom diary.
- If you become very unwell at home, you need to call **000** and ask for an ambulance. Explain to the operator that you have COVID-19.
- More information is available on the Victorian Government website at <https://www.coronavirus.vic.gov.au/checklist-cases#step-1-focus-on-your-health-and-get-help-if-you-need-it>  
<https://www.coronavirus.vic.gov.au/managing-covid-19-home#symptoms-to-watch-out-for-and-when-to-get-help>



## I've tested positive for COVID-19. Who do I need to tell?

If you've received a text message from the Victorian Health Service or a pathology provider telling you that you have COVID-19, or have tested positive using a RAT, follow these five steps:

1. Isolate and tell your household to use a RAT on days 1 and 6 (or PCR if they cannot access a RAT).
2. Answer any questions you may be asked by the Victorian Health Service. This is to assess whether you can be cared for at home or whether you require hospitalisation/medi-hotel supported care.
3. Report your positive RAT result at <https://www.coronavirus.vic.gov.au/report> and follow your [checklist](#)
4. Tell people you have been in contact with in the two days before you felt symptomatic – this may include work colleagues or your children's school for example.
5. Make arrangements for contactless delivery of food and required supplies for the 7 day isolation period.
6. Look after yourself at home, monitoring your symptoms.

If you become very unwell at home, you need to call **000** and ask for an ambulance. Explain to the operator that you have COVID-19.

<https://www.coronavirus.vic.gov.au/checklist-cases>

## I've tested positive for COVID-19. Can my usual doctor who knows my medical history monitor my symptoms?

- This may be possible and should be discussed with your usual GP.
- This needs to consider your location, symptoms, needs, and the capacity of the doctor to provide monitoring and the care that best meets your needs.
- Telehealth appointments, if available, can be made online via our clinic website.

## Where can I go to be tested?

- If you have symptoms or you are a contact, and you can't access a Rapid Antigen Test, you should get a PCR test.
- PCR testing locations can be found at <https://www.coronavirus.vic.gov.au/where-get-tested-covid-19>

## I'm not vaccinated yet. Where can I get vaccinated?

- Many of our clinics are vaccinating for COVID-19.
- Please visit [www.hotdoc.com.au](http://www.hotdoc.com.au) to find a clinic near you that is offering COVID-19 vaccinations.
- Alternatively, you can visit the below site for more information:  
<https://www.coronavirus.vic.gov.au/vaccine>

## Where can I get more information about COVID-19?

- You can call Victorian Public Health COVID Information Line on 1800 675 398; or
- Visit the Victorian Health Service website at <https://www.coronavirus.vic.gov.au/>



## Do I need to wear a face mask when I come into your medical centre?

- We always recommend the use of face masks when entering a health facility. This is for the protection of our team, other patients, and yourself.
- The current directive on wearing face masks can be found at <https://www.coronavirus.vic.gov.au/face-masks-when-wear-face-mask>

## I'm overdue for a medical appointment. Is it safe for me to come to your clinic for a face-to-face appointment?

- All staff and doctors within our facilities are double vaccinated, with most having had a booster shot.
- We all wear appropriate personal protective equipment depending on the level risk of community transmission determined by the Victorian Health Service, so you will see us in masks and sometimes we'll wear face shields, gowns, and gloves.
- Our facilities are cleaned multiple times a day.
- Our patients are triaged prior to entering our clinics and in the event a patient enters displaying symptoms they will be isolated from others. Some patients will be seen outside or from their cars.
- We recommend patients also wear masks. This is for your own protection and those around you that may be immunocompromised or unable to be vaccinated.
- As always, the level of care we show our patients is our highest priority and we believe our facility is safe to attend in person.

## I'm fully vaccinated for COVID-19. Do I need a flu shot this year too?

- Yes, protection against the influenza virus remains an important preventative health activity.

## I've had COVID-19 and am concerned that I'm having ongoing symptoms. What do I do?

- You might experience symptoms for many weeks or months after your initial COVID-19 infection. This is called Long COVID.
- Symptoms vary from person to person and might be worse in some.
- The current evidence suggests most people will recover with time and the rate of recovery varies between people.
- You can book an appointment with your regular doctor if you feel that you have symptoms of Long COVID. They can help you manage your symptoms while you recover.