



Respiratory Illness Information

After visit with testing

With COVID-19 on everyone's mind, we understand that you want to seek answers on what is making you or your family members sick. Below are commonly asked questions related to testing and management of the coronavirus that causes COVID-19.

Will testing for the coronavirus change my treatment?

No. The Food and Drug Administration has not approved any medications for patients with COVID-19. Care for yourself at home as you would for any viral illness, including rest, drinking fluids and managing your symptoms. Talk to your doctor or pharmacist for recommendations on over-the-counter medications that can help with symptoms.

If I was tested, how long will it take to get results?

Test results are taking longer than we anticipated because of increased testing nationwide. On average, results are available after five to 10 days.

Your results will be posted to your MyNortonChart account. Creating a MyNortonChart account is the fastest way to get your results. We also will call you if your test result is positive. If your test result is negative, we will send a letter to your home address.

If I was tested for COVID-19 and am waiting for the results, should I self-quarantine?

You should self-quarantine if you are experiencing COVID-19 symptoms, such as fever, cough and shortness of breath, or if you have been close to someone with a confirmed case of COVID-19.

If the test is negative, does that mean I don't have COVID-19?

Not necessarily. No medical test is 100% accurate. If you have symptoms consistent with COVID-19 or know you have been exposed to someone with confirmed COVID-19, a health care provider may direct you to self-quarantine for a period of time.

If I test positive for COVID-19, should the rest of my household also get tested?

Not necessarily. If they wouldn't have sought care before COVID-19, they do not need to seek care now. It is recommended for your close contacts to self-quarantine for 14 days. If they develop symptoms of COVID-19 — cough, fever and shortness of breath — they should call their health care provider or schedule an online visit through the phone or computer with Norton eCare. They can make an appointment using their MyNortonChart account or sign up for MyNortonChart at [NortonHealthcare.com/MyNortonChart](https://www.nortonhealthcare.com/MyNortonChart). If symptoms become severe or they are having trouble breathing, seek emergency care.

If I have more questions, who should I call?

You can call **(502) 861-4600**, option 2, with questions about your results and next steps.

Because the situation with COVID-19 is changing rapidly, the information above also may change.

