



## Frequently Asked Questions – COVID-19 Helpline Gurugram

### 1. I have cough, sore throat and runny nose, do I have COVID19?

Cases of cough, sore throat and runny nose are more likely to be suffering from common cold. But it is advised to be cautious and follow strict home isolation practices when facing the symptoms.

COVID19 manifests with mild symptoms in a majority of cases and can be easily managed with over the counter cold medicines. There is no difference in the management of common cold or mild cases of COVID19.

Call your physician if you have difficulty breathing also notify if you are elderly, have a history of heart or lung disease.

The novel coronavirus (covid-19) exhibits the following symptoms – fever, dry cough, sore throat, runny nose, nasal congestion fatigue, and shortness of breath. Some patients may develop aches and pains, and diarrhoea as well. These symptoms develop 4-14 days after exposure to the virus. Individuals who have had recent travel history to foreign countries/have had interactions with people with recent travel history to foreign countries are more susceptible to this disease.

These symptoms are similar to the flu as well, and hence it becomes important to test for the same.

### 2. Where do I report a suspected case of COVID-19?

This can be reported on the helpline number (1950), 24\*7 helpline (9953618102), 9 A.M to 5 P.M Helpline (0124-2322412) or an email can be sent to [covid19gurugram@gmail.com](mailto:covid19gurugram@gmail.com)

### 3. What to do if I know someone who has recently returned from abroad and is not under self-quarantine?

This can be reported on the helpline number (1950), 24\*7 helpline (9953618102), 9 A.M to 5 P.M Helpline (0124-2322412) or an email can be sent to [covid19gurugram@gmail.com](mailto:covid19gurugram@gmail.com)

### 4. What to do if I know someone who has recently returned from abroad and has COVID-19 symptoms but is not getting tested at the Hospital?

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Sampling for the suspected patients may be done at the following places:

#### Government Hospitals

1. Civil Hospital, Sector 10A, Gurugram
2. Poly Clinic Sector-31
3. SGT Medical College & Research Institute, Budhera

#### Private Hospitals

1. Medanta the Medicity



2. Fortis Hospital
3. Artemis Hospital
4. Paras Hospital
5. Max Hospital
6. Columbia Asia Hospital
7. Park Hospital
8. Metro Hospital, Palam Vihar
9. Medeo Hospital, Manesar
10. Aryan Hospital
11. Kalyani Hospital
12. Mayom Hospital
13. Neelkanth Hospital
14. W. Pratisha Hospital
15. Narayana Hospital
16. Signature Hospital

Results shall be notified post completion of testing at a separate facility.

#### **5. Which hospital should I go to for testing for COVID-19?**

Sampling for the suspected patients may be done at the following places:

##### Government Hospitals

1. Civil Hospital, Sector 10A, Gurugram
2. Poly Clinic Sector-31
3. SGT Medical College & Research Institute, Budhera

##### Private Hospitals

1. Medanta the Medicity
2. Fortis Hospital
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11. Kalyani Hospital
12. Mayom Hospital
13. Neelkanth Hospital
14. W. Pratisha Hospital
15. Narayana Hospital
16. Signature Hospital



Results shall be notified post completion of testing at a separate facility.

**6. Where do I report runaway cases for COVID-19?**

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**7. Will I be tested at only Government hospitals for these symptoms – cough, cold, fever?**

Sampling for the suspected patients may be done at the following places:

Government Hospitals

1. Civil Hospital, Sector 10A, Gurugram
2. Poly Clinic Sector-31
3. SGT Medical College & Research Institute, Budhera

Private Hospitals

1. Medanta the Medicity
2. Fortis Hospital
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Results shall be notified post completion of testing at a separate facility.

**8. Can I select the hospital I go to if isolation is required?**

Yes, however in certain circumstances, the patient is requested to cooperate with the District Administration i.e. in case beds are unavailable, etc.

**9. How to manage myself at home if I have COVID19?**



In home isolation, mild cases of COVID19 can be easily managed the same way we deal with common cold. Taking over the counter medications for fever and cough syrups for sore throat and coughing will help alleviate the symptoms.

There is no known cure of this disease and most cases recover by themselves in a week or so. Some medicines are under trials and are only used to manage severe cases in hospitals.

#### **10. How effective are thermal scanners in detecting people infected with the new coronavirus?**

Thermal scanners are effective in detecting people who have developed a fever (i.e. have a higher than normal body temperature) because of infection with the new coronavirus.

However, they cannot detect people who are infected but are not yet sick with fever. This is because it takes between 2 and 10 days before people who are infected become sick and develop a fever.

#### **11. What does a person have to do in isolation?**

Isolation is done for a person exhibiting symptoms of COVID-19.

For isolation, a person should ideally be in a well-ventilated room with an attached bathroom.

Medicines may be taken to manage fever, cough, and cold as is generally advised.

The isolated must avoid all forms of human contact.

Work from home can be done through electronic media if possible.

A mask must be worn at all times.

For food and other services, family members can place the food outside the room which may be taken by the isolated. The used utensils may be washed thoroughly with soap and water.

#### **12. What are the conditions for home quarantine?**

The conditions are the same as isolation, without the need for medicines.

#### **13. After recovery how long one has to wait to allow meeting people?**

If a person has no fever for three consecutive days, he can be fit to meet family members.

It should strictly be discussed with your physician, before you go out of isolation .

#### **14. I have elderly parents, how do I keep them safe?**

Elderly people should ensure 100% home isolation during this time, and should be advised to wash hands after coming in contact with other members or after touching common surfaces.

For people taking care of the elderly following proper social distancing protocol is advised. Keep physical interactions with the elderly to a bare minimum. Talking from a distance is encouraged to alleviate their anxiety.

#### **15. My office is not allowing work from home, where do I raise the complaint?**

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**16. Is there a vaccine for COVID-19?**

No, there is no vaccine for COVID19. However research is underway.

**17. What does social distancing mean? Can I not interact with my family?**

Social distancing entails avoiding direct human contact to the best possible extent.

It is recommended that one stays at least 6 feet away from other people because it is important for one's own health, as well as for the health of the other individual.

Once exposed to virus through an infected individual, it takes upto 14 days for the symptoms to develop. Time duration from exposure to onset of symptoms is called incubation period.

During this incubation period, it is possible for an individual to be infectious.

Hence, it is important to adopt a socially distant lifestyle for the coming days.

One can engage with families at a distance, practice decent hand hygiene and general hygiene. If anyone has the flu, cough, cold, it is recommended to use surgical masks to avoid spreading droplets from ones nose and mouth into the air.

**18. Can one relapse and get COVID-19 again?**

Yes, it is possible if one does not develop the immunity for the same, one can get COVID-19 again. Therefore, it is important to practice social distancing to a decent extent.

**19. Is it safe to eat non-vegetarian food?**

Yes, COVID-19 does not spread from non-vegetarian food. However, it is highly advised that all foods are prepared hygienically, and that individuals avoid ordering from restaurants. Food needs to be prepared under one's own supervision with ingredients that are procured at home and have a mark of authenticity (FSSAI).

**20. Where do I complain if the shopkeepers charge exorbitant prices for daily essentials?**

This can be reported on the helpline number (1950), 24\*7 helpline (9953618102), 9 A.M to 5 P.M Helpline (0124-2322412) or an email can be sent to [covid19gurugram@gmail.com](mailto:covid19gurugram@gmail.com)

**21. What do I do if the stores nearby run out of essentials?**

This can be reported on the helpline number (1950), 24\*7 helpline (9953618102), 9 A.M to 5 P.M Helpline (0124-2322412) or an email can be sent to [covid19gurugram@gmail.com](mailto:covid19gurugram@gmail.com)

However, District Administration Gurugram is ensuring regular supply of essential commodities. All stores have been directed to maintain certain amount of stock.

**22. Where do I complain if shopkeepers are charging exorbitant prices for essential medicines (paracetamol, etc.)?**

This can be reported on the helpline number (1950), 24\*7 helpline (9953618102), 9 A.M to 5 P.M Helpline (0124-2322412) or an email can be sent to [covid19gurugram@gmail.com](mailto:covid19gurugram@gmail.com)



**23. What do I do if the medical stores run out of essential medicines?**

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**24. What do I do if there is violence in public amidst COVID-19? (Due to shortage of essentials, etc.)**

This can be reported on the helpline number (1950), 24\*7 helpline (9953618102), 9 A.M to 5 P.M Helpline (0124-2322412) or an email can be sent to [covid19gurugram@gmail.com](mailto:covid19gurugram@gmail.com)

**25. Where do I report non-compliance of the Haryana lock-down notification?**

This can be reported on the helpline number (1950), 24\*7 helpline (9953618102), 9 A.M to 5 P.M Helpline (0124-2322412) or an email can be sent to [covid19gurugram@gmail.com](mailto:covid19gurugram@gmail.com)

**26. What is the difference between isolation and quarantine?**

Isolation is for those individuals who are confirmed or symptomatically suspicious for COVID19.

Quarantine is for healthy individuals who are suspected to have COVID19, they will stay quarantined for minimum of 14 days.

For citizens who have had a recent travel history to a foreign country, it is recommended that they are self-quarantined for a minimum of 2 weeks to test if symptoms show.

For citizens who have had travel history to a foreign country, and are exhibiting symptoms of COVID-19, it is recommended that they get themselves tested for COVID-19.

**27. Where are the current quarantine facilities?**

Quarantine is for those who have returned from foreign countries/have recently come in contact with a patient who has been tested for COVID-19 but are not facing any symptoms of COVID-19.

It is therefore advised that these individuals are quarantined in their own homes.

**28. Where are the current isolation wards?**

The current list of isolation facilities is given below:

- I. Civil Hospital, Sector 10A, Gurugram
- II. Poly Clinic Sector 31
- III. SGT Medical College & Research Institute, Budhera
- IV. Medanta the Medicity
- V. Fortis Hospital
- VI. Artemis Hospital
- VII. Paras Hospital
- VIII. Max Hospital
- IX. Columbia Asia Hospital



- X. Park Hospital
- XI. Metro Hospital, Palam Vihar
- XII. Medeo Hospital, Manesar
- XIII. Aryan Hospital
- XIV. Kalyani Hospital
- XV. Mayom Hospital
- XVI. Neelkanth Hospital
- XVII. W. Pratisha Hospital
- XVIII. Narayana Hospital
- XIX. Signature Hospital

**29. What are the current rules for travel? Can I travel back to my home in a neighbouring State?**

The State of Haryana is currently under lockdown. Hence, travelling beyond borders of States would not be permissible. In lieu of the gravity of the situation, these measures have to be taken to limit travel to mitigate the spread and transmission of COVID-19.

**30. Is there any use of wearing a mask to protect against COVID-19?**

Masks are to be worn by those exhibiting symptoms of COVID-19 (such as cough, cold, fever), and especially for those who have been tested positive for COVID-19. For the others, it is kindly requested that masks are not hoarded and are left available for those in actual need for protective equipment.



**How to wear a mask:**

1. It should cover your mouth, nose and chin with the coloured side facing outwards.
2. Pinch the metal edge of the mask so that it presses gently on your nose bridge.
3. Remove a used mask holding only the ear loops.
4. To be effective, change your masks regularly or if soiled or wet.
5. Wash your hands with soap and water after disposing the soiled masks properly into a bin

**31. How much is charged for COVID-19 testing and treatment?**

Testing and treatment for COVID-19 is done free of cost at Government Hospitals in Gurugram.

**32. How can I help the District Administration in this cause?**

One can volunteer with the District Administration. For the purpose, one may send an email to [covid19gurugram@gmail.com](mailto:covid19gurugram@gmail.com) with the name and contact number.



**33. Where should I submit details of foreign-return residents in the RWA?**

One can report the same to the RWA President of one's locality. The RWA president may forward it on the WhatsApp group created/may send an email to [covid19gurugram@gmail.com](mailto:covid19gurugram@gmail.com)

**34. Where can I declare self-quarantine?**

One can report the same to the RWA President of one's locality. If that is not applicable, one may send an email to [covid19gurugram@gmail.com](mailto:covid19gurugram@gmail.com)

**35. How does COVID-19 spread? Does it spread by mere proximity without contact?**

Yes, COVID-19 spreads in proximity through respiratory droplets in the air. It affects the individual who ingests the respiratory droplets through fluids such as saliva, mucus.

**36. How long does it take to recover from COVID-19?**

Those with mild cases of COVID-19 generally recover within 10-15 days. Severe cases are managed in hospitals and it takes much longer to recover.

**37. Can COVID-19 be transmitted through dogs?**

Until now, no cases have been detected to verify that COVID-19 can be transmitted through dogs.

***For more information on COVID-19, you may refer to:***

***Government of India COVID-19 Website: <https://www.mygov.in/covid-19/>***

***Health Ministry, GoI Press Briefing: <https://www.youtube.com/watch?v=m5WJ63qemml&feature=youtu.be>***