COVID-19 (Novel Coronavirus) FAQ for Patients/Visitors/Family Members

Q: What’s happening with COVID-19?
A: Public Health – Seattle & King County have announced confirmed cases of COVID-19 in King County.

Q: Should I be concerned about receiving care?
A: Creating a safe environment for patients and team members is the number one priority for Virginia Mason. Virginia Mason’s Infection Prevention team and clinical leaders took immediate steps to properly isolate and care for the COVID-19 positive patient in a safe manner, while continuing to closely monitor the community-wide situation in partnership with Public Health officials, and taking measures to continue to ensure the safety of our patients and team members. Masks are being worn by healthcare workers to help prevent the transmission of disease. For those who are COVID-19 positive, Virginia Mason has established a Special Isolation Unit to facilitate enhanced infection prevention practices.

Q: Am I at risk?
A: The overall risk of transmission of COVID-19 remains low. Virginia Mason has taken all appropriate precautions. To ensure the safety of our patients and our employees, we are asking all people entering our facility to let us know if they have fever, cough, shortness of breath or other respiratory symptoms.

Q: I have other questions about COVID-19 exposure in the state of Washington. How can I get answers?
A: The Washington State Department of Health has established a call center to address inquiries. Call 1-800-525-0127 and press # to learn what is happening in Washington state.

Q: What can I do to protect myself?
A: Public Health — Seattle & King County recommends frequent hand washing, avoiding touch your face and keeping a social distance from others.

Q: I read in the Seattle Times that people are contagious for 27 days, instead of 14 days? Is that true?
A: We are following current CDC guidelines that states 14 days. We will continue to follow the 14 guidelines unless told otherwise.

Q: Why are you limiting visitors?
A: During times when respiratory illness is prevalent, limiting visitors may reduce the exposure of infectious disease and help decrease community spread. We will facilitate other mechanisms for connection such as by telephone, FaceTime, etc. Please let us know if you need assistance.

Q: Should I wear a mask?
A: Unless your health care provider recommends you a wear a mask, it is not necessary for people without respiratory symptoms.

Q: I want to refill my prescriptions early. How do I do that?
A: You need to work with your dispensing pharmacy, so they can approve the early refill.