



COVID-19 (Novel Coronavirus)

Information for a confirmed or a probable case

You have been diagnosed with COVID-19 because either:

- You have a test result that is positive for COVID-19 which means you are a confirmed case
- OR
- You have symptoms of COVID-19 and you are a close contact of a confirmed case, which means you are a probable case and you need to be tested.

It is very important that you stay in self-isolation and follow the instructions on this information sheet to protect yourself and others.

What does self-isolation mean?

Self-isolation means staying at home. This helps prevent the spread of COVID-19 to others.

Do not go to work or school. Do not go to the supermarket or pharmacy. If you need food or medical supplies while you are in isolation you will need to ask someone else to get them for you. Do not use public transport, ride-share or taxis, or visit others. You must not have any visitors come in to your house.

Toi Te Ora Public Health will call you every day to check how you are doing and if you or your close contacts need any help.

If your illness gets worse you should call the free 24/7 Healthline number for advice: 0800 358 5453. If it is urgent, or if you have difficulty breathing, please call an ambulance on 111 and tell them you have COVID-19.

Do not go to hospital for any reason unless you need urgent hospital care. If you do need urgent medical care, please phone first and advise that you have been diagnosed with COVID-19.

Do others in my household need to self-isolate?

Yes. Anyone living with you is one of your close contacts and they must also immediately self-isolate for at least 14 days, or as advised by Toi Te Ora Public Health. Toi Te Ora Public Health will call your close contacts to provide them with information and advice, including advice on getting tested. If any of your close contacts develop symptoms, they should call Healthline or their family doctor / GP for advice.

How can I protect others at home?

- If possible, have your own bedroom and use a separate bathroom/toilet.
- Cover your coughs and sneezes with disposable tissues, or cough or sneeze into your elbow. Please place used tissues in the rubbish bin.
- Wash your hands often, for at least 20 seconds, with soap and water. Then dry them thoroughly. Use hand sanitiser if no soap or water is available.
- Avoid sharing household items such as dishes, drinking glasses, cups, knives and forks, towels, toothbrushes or bedding with other people in your home. After use, these items should be thoroughly washed with detergent and water. Please clean computer keyboards, desks and other surfaces regularly, especially after you have used them.
- Whenever possible, keep at least two metres or more away from other people in your household.
- Stay in your home or accommodation, unless you are getting medical care. You may go outside in your yard or garden, if you have one, but you must not go beyond the boundary of your property.

When can I come out of self-isolation?

You must stay at home in self-isolation until advised by a staff member from Toi Te Ora Public Health.

Confirmed cases are usually released from isolation when the following criteria are met:

- It is more than 10 days since the start of your symptoms (or if you were hospitalised it is more than 10 days since your discharge from hospital) AND
- You have had no symptoms for at least 48 hours.

Probable cases may need to wait longer before being released. A Toi Te Ora Public Health staff member will provide advice on this.

Please note: If you have had a recent or current illness or treatment that weakens your immune system, such as chemotherapy or bone marrow transplantation, you may need to stay in self-isolation longer as advised by Toi Te Ora Public Health.

Once you are released from isolation it will be important to maintain good hygiene and handwashing practices. Even when you have recovered from COVID-19, you will still need to follow the current national guidance relating to the pandemic alert levels.

Repeat testing for COVID-19 is not recommended for most patients, particularly where the above criteria are met. However, if you are a healthcare worker you will be required to have further testing and two negative test results before you can be assessed and cleared by your employer to return to work.

More information

If you have any questions about this information and advice, or have any difficulties with self-isolation or looking after yourself, you can speak with the public health team during your daily follow up call, or you can call Toi Te Ora Public Health on our free phone 0800 221 555 and ask to speak to the on-call Health Protection Officer. Alternatively you can email enquiries@toiteora.govt.nz. More advice about self-isolation is available on-line at covid19.govt.nz, or call the free 24/7 Healthline number above. Interpreters are available.

Thank you for helping prevent any spread of COVID-19 in our community. Your ongoing support with this follow up is much appreciated.