



COVID-19: Information for a suspect case

You have symptoms that may be COVID-19. You are waiting for the result of your swab test. You are not known to have had any recent close contact with a confirmed or probable case.

While you are waiting for your test result you are considered to be a suspect case.

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 any possible spread of COVID-19 to others.

Do not go to work, even if you work in an essential industry. Do not go to the supermarket, pharmacy or school. 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.

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 are awaiting results for COVID-19.

If you become more unwell, 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 that you may have COVID-19.

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.

Do others in my household need to self-isolate?

Those living in the same household as you are not required to self-isolate so long as they remain completely well and they themselves are not close contacts of a confirmed or probable case. If any of your household contacts develop symptoms that may be COVID-19 they should stay at home, not go to work or school, and arrange to be tested. They can call their family doctor or Healthline (0800 358 5453) for advice if needed.

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.

How long will I have to wait for my test result?

You will receive a text, phone or email message from a health professional with your result. This is usually within 2 days but may take up to 5 days. If you have not been provided with your results after 5 days, please contact your GP / family doctor for further information.

If my test is negative for COVID-19, when can I come out of self-isolation?

If your test is negative you can come out of self-isolation when you are feeling better and you have been free of any symptoms for 48 hours. Like everyone else in the country, you will still be required to follow the current national guidance relating to the Pandemic Alert Levels. It is important to continue good hygiene and handwashing practices once you come out of isolation.

What if my test is positive for COVID-19?

If your test is positive for COVID-19 you will then be considered to be a confirmed case and you will be contacted by a staff member from Toi Te Ora Public Health and given further information and advice. You will need to stay in self-isolation and your household contacts will be required to also stay at home in self-isolation and get tested themselves.

If you have any questions about this information and advice, or have any difficulties with self-isolation or looking after yourself, please call Toi Te Ora Public Health on free phone 0800 221 555 and ask to speak to the on-call Health Protection Officer, or email enquiries@toiteora.govt.nz.

Thank you for helping prevent any spread of novel coronavirus in your community. Your ongoing support with this follow up is much appreciated.