COVID-19 FAQ – General Public

I want to be tested for COVID-19.

- Currently, there is a limited supply of COVID-19 tests. If you believe that you have COVID-19, you should contact your physician. If your symptoms are mild, you should isolate yourself at home. If your symptoms are severe and you are in need of emergency care, please go to the nearest hospital. If you need to go to a doctor's office or hospital and you believe that you have COVID-19, please call the facility before you arrive to notify them of the circumstances.

- The Collin County Health Department is unable make referrals and does not have a lab. Many clinics do not have tests for COVID-19 available. Healthcare facilities that are offering COVID-19 testing change daily. Please contact them for inquiries about testing availability.

I have symptoms of COVID-19. What should I do?

- Symptoms of COVID-19 primarily consist of fever, cough, and shortness of breath. If your symptoms are mild, you should isolate yourself at home. If you have any concerns, you should contact your physician. If your symptoms are severe and you are in need of emergency care, please go to the nearest hospital. If you need to go to a doctor's office or hospital and you believe that you have COVID-19, please call the facility before you arrive to notify them of the circumstances.

I need to know if a confirmed case of COVID-19 in Collin County attends my school, church, work, etc.

- If you were a close contact to someone who health authorities have confirmed to have COVID-19, you would be contacted directly by the health department with instructions. If you have not been contacted, you can attend work/school as normal.

Should I/my child stay home from school/work?

- As with any illness, individuals who are sick, especially with fever, should not attend work or school. If you are not ill and have not been instructed by the health department, your physician, an authority at an airport, or your employer/school to stay home, you may attend work/school as normal.

I know someone who has traveled and he/she is not staying at home.

- Health authorities have been speaking to travelers at the airport to provide them with instructions. Not everyone who has traveled is required to quarantine at home following his or her trip.

Someone in my office/school has COVID-19. What should I do?

- If you were a contact of someone who health authorities have confirmed to have COVID-19, you would be contacted directly by the health department with instructions. If you have not been contacted, you can attend work/school as normal.

I recently traveled. Should I be concerned?

- Health authorities have been speaking to travelers at the airport to provide them with instructions. If you were not provided with instructions at the airport, you are not considered to be at elevated risk for COVID-19. However, if you develop a fever, cough, or shortness of breath, you should consult with your physician regarding your illness and recent travel.

Is it safe to travel to…?

- The most up-to-date information regarding travel recommendations can be found at the CDC website: www.cdc.gov/coronavirus/2019-ncov/travelers

- Please check the CDC website frequently because the travel guidance may change hour to hour.

I have recently flown on an airplane/visited an airport. Am I at risk for COVID-19?

- Local health departments are directly notifying high-risk individuals who were exposed to confirmed cases of COVID-19 while traveling on airplanes. If you have not been contacted by a health department, you have not had a high-risk exposure to a known case of COVID-19. Due to the increasing number of cases, it is possible to have come into contact with a currently unidentified case of COVID-19. However, the risk to most travelers remains low at this time.

I have an event scheduled. Should I cancel?

- There is currently a federal recommendation that organizers should cancel or postpone in-person events that consist of more than 10 people. Currently, Collin County has not implemented any mandatory closures or cancelations. *Please stay posted to our county website, collincountytx.gov, as we will update it daily with information about our response and recommendations.* In the meantime, we are deferring all cancelation/closure decisions to cities and individual businesses or event organizers.

- The most up-to-date federal recommendations can be found at the CDC website: https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/mass-gatherings-ready-for-covid-19.html

Will my business or daycare be forced to close?

- There is currently a federal recommendation that no more than 10 people should gather together. Currently, Collin County has not implemented any mandatory closures. *Please stay posted to our county website, collincountytx.gov, as we will update it daily with information about our response and recommendations.* In the meantime, we are deferring all closure decisions to cities and individual businesses.

- The most up-to-date federal recommendations for schools and daycares can be found at the CDC website: https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/index.html

- The most up-to-date federal recommendations for business and employers can be found at the CDC website: https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html

I know of a group larger than 10 people that is continuing to meet.

- At this time, Collin County recommends following the federal guidance that individuals should not meet in groups larger than 10. Currently, this only a recommendation. Please check with your city government or specific organization to determine their policy.

- The most up-to-date federal recommendations for large community events and mass gatherings can be found at the CDC website: https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/index.html

There is a facility that is not cleaning and disinfecting appropriately.

- Each facility establishes its own cleaning procedures appropriate for their type of business. Collin County recommends facilities review the latest CDC's guidance on cleaning and disinfecting that is appropriate for their facility by visiting www.cdc.gov/coronavirus . Please direct concerns about cleanliness to the staff at that facility or the appropriate city environmental health code enforcement agency for code violations.

Why is Collin County not taking more aggressive actions to prevent the spread of COVID-19?

- Collin County elected officials and health officials assess the situation daily and make recommendations based on guidance from the federal and state government and current conditions within our county.