

FREQUENTLY ASKED QUESTIONS

COVID-19

The Aga Khan University Hospital, Karachi

20 April 2020

Table of Contents

1	About COVID-19.....	4
1.1	What is COVID-19?	4
1.2	How does SARS CoV-2 (COVID-19) spread?.....	4
1.3	What are the symptoms of COVID-19?	4
1.4	How long is the incubation period for COVID-19?.....	4
1.5	How do I know if I have COVID-19 and not regular cold or flu?.....	4
1.6	Can COVID-19 be treated with antibiotics?.....	4
1.7	Is there any particular treatment for COVID-19?	4
1.8	How dangerous is COVID-19?	4
2	Confirmation of COVID-19 Cases	5
2.1	How is COVID-19 confirmed in a patient?.....	5
2.2	What is the difference between screening and testing for COVID-19?.....	5
2.3	I have a fever/cold. Should I get screened for COVID-19?	5
2.4	Where can I go to get screened and tested for COVID-19?.....	5
2.5	How much does the COVID-19 test cost?.....	5
2.6	How long does it take to get the COVID-19 test result?	5
2.7	Where are COVID-19 patients admitted?.....	5
3	Protection from COVID-19.....	6
3.1	What precautionary measures should I take regularly?	6
3.2	Does Vitamin-C help improve immunity against COVID-19?.....	6
3.3	How can I increase my immunity against COVID-19?	6
3.4	Can I get COVID-19 from eating fish, chicken or meat?	6
3.5	Can I get COVID-19 from my pets?.....	6
3.6	Can I give COVID-19 to my pets?	7

This document is subject to change as the situation evolves and more information becomes available.

Document # 2

3.7	Can I get vaccinated for COVID-19?	7
3.8	Should I wear a mask to protect myself from COVID-19?.....	7
3.9	I need to travel soon. What precautions should I take?	7
3.10	What precautionary measures should I take when I return home from outside?	7
3.11	Are there any safety guidelines for bathing and burial of the bodies of COVID-19 patients?	7
4	Instructions for COVID-19 Suspected or Confirmed Patients	8
4.1	Do all COVID-19 patients need hospitalization?	8
4.2	What precautions should I take at home if I have COVID-19, or think I might have it?	8
4.3	How long should I remain under home isolation?	8
5	Routine AKUH Operations.....	8
5.1	Is the Aga Khan University Hospital open for other patients?	8
5.2	Is it safe to visit the Aga Khan University Hospital?	8
6	For More Information	9
6.1	Where can I get more information?	9

Questions and Answers

1 About COVID-19

1.1 What is COVID-19?

COVID-19 is the official name of the disease caused by the virus SARS CoV-2, formerly known as Novel Coronavirus. This is a new strain from the coronavirus family.

1.2 How does SARS CoV-2 (COVID-19) spread?

SARS CoV-2 spreads through droplets which are released when people sneeze or cough. These droplets can only travel up to 1 meter.

1.3 What are the symptoms of COVID-19?

The main symptoms of COVID-19 are fever, cough and problems in breathing.

1.4 How long is the incubation period for COVID-19?

Incubation period is the time between catching the virus and when the symptoms of the disease start appearing. Most estimates of the incubation period for COVID-19 range between 1 and 14 days.

1.5 How do I know if I have COVID-19 and not regular cold or flu?

The only way to know if you suffer from COVID-19 is through a special lab test.

1.6 Can COVID-19 be treated with antibiotics?

No. COVID-19 is caused by a virus and antibiotics only work on bacterial infections.

1.7 Is there any particular treatment for COVID-19?

There is no treatment for COVID-19 yet. The disease is treated symptomatically, which means the symptoms (such as fever and cough) are treated rather than the disease itself.

1.8 How dangerous is COVID-19?

COVID-19 usually causes a mild to moderate respiratory (lung) infection; however, it may lead to severe pneumonia (lung infection), organ failure and can be fatal, especially in the elderly or those who are immunocompromised or have other chronic diseases.

2 Confirmation of COVID-19 Cases

2.1 How is COVID-19 confirmed in a patient?

Suspected or probable cases of COVID-19 are confirmed via a swab test called the “Novel Coronavirus-2019 (n.Cov-2019).”

2.2 What is the difference between screening and testing for COVID-19?

Screening involves a list of questions asked from a person to try and assess if they may have COVID-19. If someone has a suspicion of COVID-19 based on screening, they are tested. COVID-19 testing involves nasopharyngeal or oropharyngeal specimen collection, which is then sent to the lab for diagnosis.

2.3 I have a fever/cold. Should I get screened for COVID-19?

If you have a fever, cough or respiratory problems, it is best to get screened for COVID-19 especially if you have travelled recently, have come in contact with someone with confirmed or suspected COVID-19, work at a hospital or a place where you come in contact with a lot of people like a grocery store or a bank.

2.4 Where can I go to get screened and tested for COVID-19?

The Aga Khan University Hospital is offering screening via tele-clinics. Based on your screening results, your physician may recommend you get tested for COVID-19. Testing is being offered at our Main Campus on Stadium Road, Karachi.

You can call us on 021-111-911-911 for more information or your tele-screening appointments. Alternatively, you may also call the government helpline, 1166, or your provincial helpline for guidance on other validated screening and testing facilities.

2.5 How much does the COVID-19 test cost?

At the Aga Khan University Hospital, before the test, you will first need a tele-screening appointment. This screening is being offered for FREE. The price of the COVID-19 test is Rs. 7,900; welfare and zakat support is available for eligible patients.

2.6 How long does it take to get the COVID-19 test result?

Test results are usually reported within a day.

2.7 Where are COVID-19 patients admitted?

COVID-19 patients are admitted in isolation rooms at dedicated hospitals.

The Aga Khan University Hospital has separate areas within our Main Campus at Stadium Road, Karachi, to admit COVID-19 patients; our COVID-19 patients are not admitted with our other patients.

3 Protection from COVID-19

3.1 What precautionary measures should I take regularly?

To keep yourself safe, follow these precautions:

- Regularly wash your hands, especially after sneezing or coughing.
- Avoid touching your eyes, nose or mouth without first washing your hands.
- Follow cough/sneeze hygiene practices (cough or sneeze in a tissue or your elbow/ sleeves) and discard used tissues appropriately in the dustbin; do not reuse.
- Stay home. Maintain physical distancing: avoid large gatherings and keep a distance of at least 6 feet when in the company of other people.
- Wear a surgical mask if you are sick yourself with cold/ flu-like symptoms or are outside the home in an area where there are others around you.

3.2 Does Vitamin-C help improve immunity against COVID-19?

There is no conclusive evidence to prove that Vitamin-C can improve one's immunity against COVID-19.

3.3 How can I increase my immunity against COVID-19?

- Have a balanced diet which includes vegetables, fruits, eggs, meat and lentils.
- Drink plenty of water.
- Avoid processed or fried food.
- Sleep 7 to 8 hours every night.
- Exercise regularly.
- Do not smoke.

3.4 Can I get COVID-19 from eating fish, chicken or meat?

No, you cannot get COVID-19 by eating fish, chicken or meat. However, cook these thoroughly so that you are not at risk of other infections.

3.5 Can I get COVID-19 from my pets?

While some animals can get SARS-CoV-2, the virus that causes COVID-19, currently, there is no evidence to suggest pets can pass it to humans. However, it is always a good idea to wash your hands with soap and water after petting animals.

This document is subject to change as the situation evolves and more information becomes available.

Document # 2

3.6 Can I give COVID-19 to my pets?

There have been isolated cases of domestic pets catching COVID-19 from humans. If you have COVID-19, or think you may have it, it is best to limit your contact with your pets and have someone else care for them. The animal and its surrounding environment should be cleaned while wearing a face mask and gloves; a bleach solution should be used to clean the surfaces the pet uses.

3.7 Can I get vaccinated for COVID-19?

There is currently no vaccine for COVID-19.

3.8 Should I wear a mask to protect myself from COVID-19?

You should wear a surgical mask if you are sick yourself with cold/ flu-like symptoms or are outside the home in an area where there are others around you. The N-95 mask is only needed if you are a healthcare staff working specifically in Intensive or Special Care Units or carrying out aerosol generating procedures.

3.9 I need to travel soon. What precautions should I take?

If you have to travel, take the following precautions: avoid people who may be sick; wash your hands frequently and try not to touch your face, especially your eyes, nose or mouth without first washing your hands. Wear a surgical mask if you can. Note that you may be placed in quarantine upon your return.

3.10 What precautionary measures should I take when I return home from outside?

Always wash your hands immediately after you return home. If you have to visit a hospital or a crowded place, like the supermarket, take a shower and change your clothes.

3.11 Are there any safety guidelines for bathing and burial of the bodies of COVID-19 patients?

It is essential for those involved in bathing and funeral of the COVID-19 affected dead body to wear Personal Protective Equipment (PPE) at all times. Recommended PPE include:

- Gloves
- Two layers of full sleeve impervious gown
- N95 mask
- Closed shoes with shoe covers
- Goggles
- Head gear to cover your entire head

It is strongly recommended by expert pathologists to seal the COVID-19 affected dead bodies in a plastic bag after the bathing ritual.

4 Instructions for COVID-19 Suspected or Confirmed Patients

4.1 Do all COVID-19 patients need hospitalization?

No. Many COVID-19 patients are asymptomatic (i.e. do not have any symptoms), or have mild symptoms. Such patients can stay at home and recover, while following necessary precautions. Patients who have moderate symptoms can call the below helplines, and be guided further, while patients who have severe symptoms such as very high fever or difficulty in breathing, may need to consult their doctor or rush to the Emergency Department.

The Aga Khan University Hospital 24/7 COVID-19 Helpline: 021-111-911-911

Government COVID-19 Helpline: 1166 or check online for your provincial contact.

4.2 What precautions should I take at home if I have COVID-19, or think I might have it?

If you have COVID-19, or think you might have, take the following precautions at home:

- Isolate yourself from other household members, so you don't infect them: stay in a separate room, away from other family members. If that is not possible, stay at least 1 meter away from others at all times and do not share towels, utensils and other items.
- Download and read our [Home Care Instructions for Suspected or Confirmed COVID-19 patients](#).

4.3 How long should I remain under home isolation?

You should remain under home isolation precautions until the risk of transmission to others is thought to be low. The decision to discontinue isolation is made in consultation with your doctors and varies patient to patient. Follow your doctors' instructions carefully.

5 Routine AKUH Operations

5.1 Is the Aga Khan University Hospital open for other patients?

Yes. The Aga Khan University Hospital remains open and is offering Clinics, Tele-clinics, Diagnostics, Labs, Pharmacy, Emergency, Home Health and other services. Before coming to the hospital, check to confirm: [021-111-911-911](tel:021-111-911-911).

5.2 Is it safe to visit the Aga Khan University Hospital?

Yes, it is safe to visit the The Aga Khan University Hospital. Probable and confirmed COVID-19 cases are in isolation and do not pose risk to other people.

Before coming to the hospital, check to confirm: [021-111-911-911](tel:021-111-911-911).

This document is subject to change as the situation evolves and more information becomes available.

Document # 2

6 For More Information

6.1 Where can I get more information?

For more information and to download COVID-19 materials, visit the AKUH [COVID-19 Website](#).

To get regular updates, LIKE our AKUH [Facebook Page](#) and SUBSCRIBE to our AKUH [YouTube Channel](#).

For queries, call our 24/7 COVID-19 Helpline: 021-111-911-911, or the government helpline, 1166, or your provincial helpline.