

FREQUENTLY ASKED QUESTIONS AND ANSWERS

I have done a test at home. What do I need to do?

After RAT testing you will need to record your result in My Covid Record, as well as advise your employer, who will document as per Ministry of Health guidelines. If you cannot access My Covid Record then please call 0800 222 478 and they will be able to support you with recording your results.

If the test is negative, you can continue to work.

If the test is positive, you will need to go home and isolate immediately.

I have tested positive for COVID. How long do I need to isolate for?

You will be required to isolate for 7 days, from the date your symptoms started or the day you were tested, whichever is earliest.

What about my household contacts?

Household contacts are required to isolate with you. They will need a RAT test on day 3 and day 7. They will need a test if they develop symptoms.

What if someone in the household tests positive?

That household member will need to start 7 days of isolation.

Does the initial case and the rest of the household need to extend their isolation period?

No. As long as the rest of the household have tested negative on day 7 will be released from isolation

I am a close contact to a person who has tested positive for COVID. What do I do?

You are not required to isolate. All you need to do is self-monitor. If you develop symptoms, you will need to get a test

Where can I get a RATs test in Rotorua?

Please check website due to possible closures on public holidays and most up to date information on opening hours:

Rotorua COVID 19 Community Testing Centre
Cophorne Hotel, Entrance off Ward Avenue
Mon – Sun 8.30am to 3pm

Where did I get the virus from?

Most of the time we don't know. The virus is everywhere at the moment, and lots of people don't show symptoms. It's not your fault.

Which strain do I have?

All infections are presumed to be Omicron at the moment.

However, if you are showing unusual symptoms (severe gastrointestinal symptoms, contact with a recently returned traveller) genomic sequencing can be done. This takes at least 2 days.

I have been very sick with classic symptoms but tested negative. Why?

It could have been a false negative, the test isn't 100%, or not sampled properly. Also there are other viruses out in our communities which aren't COVID.

What special cares do I need to do?

Ensure adequate hydration as this is one of the biggest drives. There is no good evidence for Vitamin C, but it doesn't hurt.

Antibiotics may be a good idea if you are at risk of a bacterial secondary infection.

I'm still feeling sick at my release from isolation day. Why am I being released?

Isolation is all about infectivity. At 7 days post onset of symptoms, the amount of virus shed is minimal. Patients can still feel very unwell and need to continue staying at home and recovering – but they are not considered infectious.

Isolation is disrupting my life/business/schooling. When will I be able to go back to work?

If you qualify for the Critical Worker Isolation Exemption Scheme, your employer will be contacting you about requirements and getting RAT tests.

If you are a case, you are automatically released at midnight at the end of your seventh day.

If you are a household contact, the most important test is your Day 3 test – when you get the results of that test, if they are negative and you've reached the end of Day 7, you are automatically released. But there is no guarantee that the results will come back negative. If they are positive, you do 7 days from your swab date/symptom onset.

Testing positive for COVID-19 can be worrying, and it's normal to feel unsure about what this means for you, your whānau, and the people you live with.

The following information will help you to look after yourself and your loved ones while you are isolating at home.

RECORD YOUR POSITIVE RESULT

If you have tested positive using a Rapid Antigen Test (RAT), please go to mycovidrecord.health.nz to record your positive result, or call **0800 222 478** and choose option 3.

This helps us to identify any additional support that people may need.



HOW LONG DO I NEED TO ISOLATE FOR?

- You can leave home isolation after **7 days**.
- You and everyone you live with should stay at home unless you are exercising in your neighbourhood or a health professional has said you can leave.



FOOD & ESSENTIAL SUPPLIES

If you can, order your groceries and supplies online, or ask others to do a contactless delivery.

If you need help with food or other supplies, contact the COVID-19 Welfare line: **0800 512 337**.



MEDICATION

Continue to take your normal medications as usual.

If you need any medication, contact your GP or pharmacy and tell them you are in home isolation. Ask them to send your prescription to a pharmacy, who will deliver it to you for free.

CLOSE CONTACTS NOT IN THE HOUSEHOLD

Close contacts who do not live with the person who has COVID-19 do **not** need to isolate.



People you live with need to remain at home while you are isolating too.

For testing requirements and what to do if a household contact develops symptoms, visit www.closecontact.nz

WORK AND FINANCES

Your employer (or you, if self-employed) may be able to apply for additional support.

If you need financial support, contact the COVID-19 Welfare line: **0800 512 337**.

WHO YOU SHOULD TELL

You could have passed on COVID-19 in the 2 days before you got symptoms, or 2 days before your positive test result. You should tell:

- Your employer
- Your child's school, kura or Early Learning Service
- Friends, family and others you've spent time with during this period. If they have symptoms they should get tested.



STAY CONNECTED

Because you can't have visitors while you isolate at home, ask a friend or family member to check on you by phone or text message every day.

This is especially important if you live alone.



WHAT TO EXPECT

Most people will have a mild illness for a few days and will be able to recover at home by themselves with support from whānau.

If your symptoms do not go away or get worse, call your GP or Healthline on **0800 358 5453**.



IF YOU FEEL VERY UNWELL

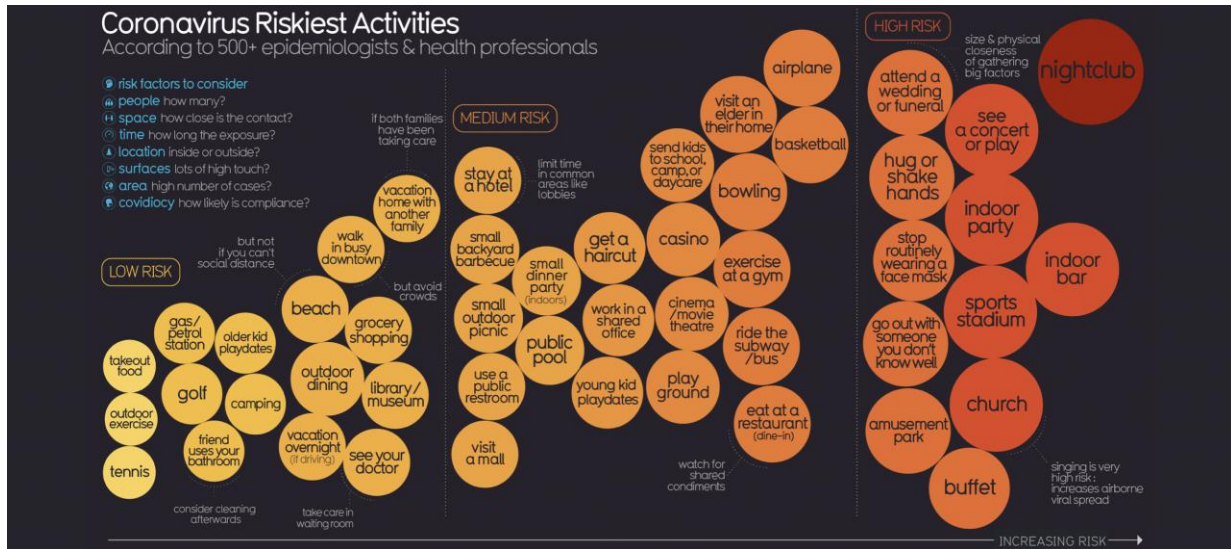
If you or someone you live with becomes very unwell, call 111 immediately. Get help if you have difficulty breathing, chest pressure, are unable to stand, or have severe dizziness, drowsiness or confusion.

There is no cost to use the ambulance.

MENTAL WELLBEING

- **Need to Talk?** – call or text 1737 any time for support from a trained counsellor
- **Lifeline** – call **0800 543 354** (0800 LIFELINE) or free text **4357** (HELP)
- **Youthline** – call **0800 376 633**, free text **234**

Source: <https://immunisation.northernregion.health.nz/whanauhq/>



Source: <https://informationisbeautiful.net/visualizations/covid-19-coronavirus-infographic-datapack/>

USEFUL LINKS & PHONE NUMBERS

Ministry of Health

<https://www.health.govt.nz/covid-19-novel-coronavirus/covid-19-health-advice-public/advice-people-covid-19>

A full go-to-guide including links, you tube clips for advice and what to expect for people with COVID 19

My COVID Record

<https://mycovidrecord.health.nz/>

Self-registration of cases through My COVID Record

<https://www.youtube.com/watch?v=yGifSro0rf4>

How to report a RAT test in MY COVID Record

Lakes DHB

<http://www.lakesdhb.govt.nz/Article.aspx?ID=531>

Information and links to local services and preparing for Omicron wave of COVID-19

Healthline

[0800 611 116](tel:0800611116) anytime for general health advice and information

[0800 358 5453](tel:08003585453) anytime for COVID-19 health advice

Local Support Services

[0800 664 554](tel:0800664554) Te Arawa Whanau – Northern Lakes

[0800 473 672](tel:0800473672) Tu Whare ora (Ngati Tuwharetoa) – Southern Lakes