

COVID-19 Frequently Asked Questions for Queensland Patients

This FAQ has been developed to help answer some questions you might have about COVID-19. The information provided is correct as at 13th January 2022.

Do you stock Rapid Antigen Tests?

- No, we do not stock Rapid Antigen Tests at our clinics.
- RATs are to be purchased privately from your local pharmacist or grocery store.

Do you offer Rapid Antigen Testing at your clinic?

- No, we don't provide Rapid Antigen Testing at our clinics. These can be done at home or at the local testing facility if you qualify.
- You **must** get a [RAT or PCR test](#) if you have COVID-19 symptoms, find out you're a close contact, or need a negative test to leave home quarantine (e.g. as a close contact or overseas traveller).
- You **should** get a RAT if you're NOT a close contact but have been around someone with COVID-19, recommended by your GP or healthcare worker, required by your employer, or if you want to check quickly if you have COVID.
- If your Rapid Antigen Test comes back positive, you must report your positive result at <https://www.qld.gov.au/rat-positive>

How do I know if I am a close contact?

- You are a close contact if:
 - You usually live with or have been in a household-like setting (for more than 4 hours) during a confirmed case's infectious period.
- More information is available on the Queensland Government website at <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/public-health-directions/confirmed-cases-and-close-contact-isolation/close-contacts#definition-close-contact>

I'm not feeling well. What are the symptoms of COVID-19?

- Symptoms vary from person to person but may include:
 - **Fever, cough, sore throat, shortness of breath, runny nose, headache, fatigue, diarrhoea, vomiting or nausea, loss of smell and or loss of taste.**
- Other symptoms people may experience include muscle or joint pain and loss of appetite.
- If you have any COVID-19 symptoms, no matter how mild, you are encouraged to get a PCR test. Call emergency services on 000 if you are very sick.
- More information is available on the Queensland Government website at <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/stay-informed/symptoms-of-novel-coronavirus-covid-19-comparison>



How long do I need to isolate if I'm a close contact?

[Close contact quarantine and testing requirements | Health and wellbeing | Queensland Government \(www.qld.gov.au\)](https://www.qld.gov.au/health-and-wellbeing/close-contact-quarantine-and-testing-requirements)

The period of time you need to isolate is:

Definition	Management Day 1 to Day 7	Management Day 8 to Day 14
Household contact of a case	7 days quarantine	Mask wearing outside of home (indoor and outdoor) and avoid high-risk settings and vulnerable people
Household-like contact of a case (spent 4 hours or more in the same accommodation)	Get a Rapid Antigen Test or PCR test at day 6 or if you have symptoms of COVID-19	Monitor closely, and if symptoms develop, use a RAT and quarantine until you receive the results
4 hours or more at same site or venue as a case where there is increased risk of transmission		

I've tested positive for COVID-19. Do I need to present to hospital?

- If you have COVID-19, you must isolate at home until you are told you can leave. This will help stop the spread to other people.
- Everyone in your household will need to isolate at home too.
- Most people with COVID-19 who are fully vaccinated (two doses or more doses) will only get mild symptoms and can be cared for at home.
- Most people will be treated over the phone.
- Your health and recovery might be monitored while you're at home and you might be asked to keep a symptom diary.
- If you become very unwell at home, you need to call **000** and ask for an ambulance. Explain to the operator that you have COVID-19.
- More information is available on the Queensland Government website at https://www.qld.gov.au/data/assets/pdf_file/0017/231218/care-at-home.pdf and https://www.qld.gov.au/data/assets/pdf_file/0019/230608/A4L_Symptoms-diary_23-12-21-INTERACTIVE.pdf

I've tested positive for COVID-19. Who do I need to tell?

If you've received a text message from Queensland Health or a pathology provider telling you that you have COVID-19, or have tested positive using a RAT, follow these five steps:

1. Isolate and tell your household to use a RAT if feeling symptomatic.
2. Answer any questions you may be asked by Queensland Health. This is to assess whether you can self care at home or whether you require hospitalisation (or care under the hospital care at home team).
3. Report your positive RAT result at <https://www.qld.gov.au/rat-positive>
4. Tell people you have been in contact with in the two days before you felt symptomatic – this may include work colleagues or your children's school for example.
5. Make arrangements for contactless delivery of food and required supplies for the 7 day isolation period.
6. Look after yourself at home, monitoring your symptoms.



If you become very unwell at home, you need to call **000** and ask for an ambulance. Explain to the operator that you have COVID-19.

<https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/stay-informed/i-have-covid/what-to-do-if-i-have-covid>

https://www.qld.gov.au/_data/assets/pdf_file/0017/231218/care-at-home.pdf

<https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/stay-informed/i-have-covid/what-to-do-if-i-have-covid>

I've tested positive for COVID-19. Can my usual doctor who knows my medical history monitor my symptoms?

- This may be possible and should be discussed with your usual GP.
- This needs to consider your location, symptoms, needs, and the capacity of the doctor to provide monitoring and the care that best meets your needs.
- Telehealth appointments, if available, can be made online via our clinic website.

Where can I go to be tested?

- If you need to get tested and can't get access to a RAT, you should get a PCR test.
- PCR testing locations can be found at <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/stay-informed/testing-and-fever-clinics>

I'm not vaccinated yet. Where can I get vaccinated?

- Many of our clinics are vaccinating for COVID-19.
- Please visit www.hotdoc.com.au to find a clinic near you that is offering COVID-19 vaccinations.
- Alternatively, you can visit the below site for more information:
<https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/protect-yourself-others/covid-19-vaccine/book/vaccination-locations>

Where can I get more information about COVID-19?

- You can call Queensland Health COVID Information Line on 137 COVID (13 42 68); or
- Visit the Queensland Health website at <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19>

Do I need to wear a face mask when I come into your medical centre?

- We always recommend the use of face masks when entering a health facility. This is for the protection of our team, other patients, and yourself.
- The current directive on wearing face masks can be found at <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/public-health-directions/mandatory-masks>



I'm overdue for a medical appointment. Is it safe for me to come to your clinic for a face-to-face appointment?

- All staff and doctors within our facilities are double vaccinated, with most having had a booster shot.
- We all wear appropriate personal protective equipment depending on the level risk of community transmission determined by Queensland Health, so you will see us in masks and sometimes we'll wear face shields, gowns, and gloves.
- Our facilities are cleaned multiple times a day.
- Our patients are triaged prior to entering our clinics and in the event a patient enters displaying symptoms they will be isolated from others. Some patients will be seen outside or from their cars.
- We recommend patients also wear masks. This is for your own protection and those around you that may be immunocompromised or unable to be vaccinated.
- As always, the level of care we show our patients is our highest priority and we believe our facility is safe to attend in person.

I'm fully vaccinated for COVID-19. Do I need a flu shot this year too?

- Yes, protection against the influenza virus remains an important preventative health activity.

When is my Booster dose due?

You are able to have your COVID-19 vaccination booster if it has been four (4) months' or longer since your second dose. If you need to book an appointment for your booster, please use our online booking platform via the HotDoc app.

Are you providing 5-11 year old COVID-19 vaccinations?

Not all of our clinics are providing vaccinations for children aged 5-11 years. Please go to <https://www.vaccinebookings.health.qld.gov.au/registerforvaccination/> for COVID-19 vaccination bookings.

Do I have to provide a copy of a negative RAT result or PCR test before attending an in-clinic consult if I have recently had COVID-19?

No, you do not need to provide our clinics with a copy of a negative COVID-19 test result. If you have recently had COVID-19 and followed Queensland Government regulations regarding isolation and exit from isolation, it should be 7-10 days since your positive test result and at least 48 hours since you experienced fever or acute respiratory symptoms.

Our clinics will ask you whether you currently suffer any symptoms and may ask you to confirm whether you have taken any recent tests and the results.

It is at our doctors' discretion as to whether they will consult in an in-clinic setting or whether it is appropriate for consultation to take place via video or telehealth consult.