



Frequently Asked Questions

General Information about Covid-19

I'm a close contact, what do I have to do?

There are 4 things you need to do if you are a close contact.

1. Stay at home, away from others in your household, and follow Public Health advice. You need to stay at home until you have had at least two negative test results, and Public Health says you are cleared.
2. Get tested – straight away, and on Day 5 and Day 12. Your local testing centres are listed [here](#) or on the [Prepare Pacific](#) site or Facebook
3. Make sure your family stays away from others until you get a negative test result
4. Tell Public Health about anything you need so you and your family can remain at home and protect others.

Go to this link for more information <https://www.arphs.health.nz/public-health-topics/covid-19/for-cases-and-contacts/>

What does self-isolation mean?

You must stay away from the other people you live with at home. This will help protect them from getting sick. Do not leave your house for any reason, except to get tested. If you are unwell call Healthline free on 0800 358 5453 for advice. Do not get vaccinated, or go to work or to the shops. Try and keep out of rooms where other people are. For more information about self-isolation visit this link <https://covid19.govt.nz/health-and-wellbeing/protect-yourself-and-others-from-covid-19/stay-home-if-youre-sick/#when-to-stay-home>

What do my family members have to do?

Your family members have to stay at home but can be together. They cannot leave the house until you receive your Day 5 Test result back and it is negative. Public Health will ring you and see if there is anything you need and can answer any questions you may have.

What do I have to do if I've been to a location of interest?

Locations of interest are places where someone with COVID-19 has been.

If you hear there is COVID-19 somewhere you have been (eg at church) check the Ministry of Health website to see if it has been listed as a location of interest. The website tells you what you need to do and how long you need to stay at home. You can call Healthline on 0800 358 5453 for advice if you're not sure what to do.



If my COVID test is positive, what will happen?

You will be asked to go into a managed isolation facility like Jet Park or Novotel, so that we can support you and any medical needs. The facility will ring you within 24 hours to discuss transport arrangements including how you will get to the facility and when you will need to go.

Public Health will also ensure you can access any medications or other important items. They will talk to you about any family members who may need to stay in managed isolation with you. This might include dependent children. Public Health will check on your health and arrange all your COVID tests during this time.

Public Health will talk to your family members at home and make sure they have food, medications and other important items.

If my test is negative, what will happen?

If you have had a negative test from day 5 you will need to remain in self-isolation until you get another negative test result back – usually from day 12. If this test is also negative you will be able to leave self-isolation on day 14 provided you are well, and Public Health says you are clear to leave.

What if I get sick?

If you or your family feels sick, please have a test. Call Healthline on 0800 358 5453 or your doctor to discuss.

Signs of COVID -19 can include one or more of the following – and may feel like other illnesses

* sneezing and runny nose, a new or worsening cough, sore throat, a fever of at least 38°C, shortness of breath, temporary loss of smell or altered sense of taste, diarrhoea, headache, muscle pain or body aches, nausea and vomiting.



What if I have COVID-19?

Public Health staff will have called you to let you know you have COVID-19. You are now required to isolate away from others so you don't spread the virus to anyone. Staying in isolation can help keep your family and community safe.

At the MIQ, you will get a bedroom, bathroom and TV. You will be provided with meals and snacks, have access to free Wi-Fi and a limited laundry service.

Public Health will arrange for you to move to the MIQ. The information [here](#) is to help you understand what to take with you and what to expect when you get there.