

Novel Coronavirus (COVID-19)

Information for people diagnosed with COVID-19

You have been diagnosed with novel coronavirus (COVID-19) by your doctor.

- Please follow your doctor's advice and self-isolate yourself at home from today until 48 hours after you stop having symptoms or as specifically directed.
- Even after your self-isolation period ends, you must adhere to New Zealand's [national alert level](#). This is currently at [Alert Level 4](#). That means *all* New Zealanders not working in essential services must stay at home and stop all interactions with others outside of their households.
- Even though Alert Level 4 means people can still go out to places like pharmacies and supermarkets for essential supplies, **you will not be able to do this until you have completed your self-isolation period.**
- During your self-isolation period, as much as possible, you should stay in a specific room and away from other people in your home.
- Limit your movements, especially in shared spaces. Use a separate bathroom, if available. Limit the number of carers ideally to one person who is in good health.

If you become more unwell or have difficulty breathing, please call an ambulance on 111 and tell them you have been diagnosed with COVID-19.

What does self-isolation mean?

This means staying at home [in isolation](#) so you do not spread COVID-19 to other people. As much as possible, you should stay in a specific room, away from others in your home.

As you have been diagnosed with COVID-19, you CANNOT GO OUT AT ALL until you have completed your self-isolation period and have been symptom-free for 48 hours.

Do not go to hospital for appointments or procedures unless you need urgent hospital care. Call the hospital to reschedule these.

What about my family living with me?

Members of your household will have been exposed to the virus as they have been in close contact with you while you have been infectious. Public Health will be in contact with members of your household and close contacts to provide advice.



If family members, friends or other close contacts develop symptoms, they should contact Healthline free on 0800 358 5453 or their doctor (but phone first and say that they have been in contact with someone who has COVID-19). The symptoms are:

- Fever, chills or sweats
- Cough
- Difficulty breathing.

Should I wear a facemask?

If you have a facemask, you should wear it when you are around other people (such as sharing a room or vehicle) and before you enter a healthcare facility. If you do not have a mask or wearing one makes breathing difficult, then people who live with you should not stay in the same room with you. If your carer has a facemask, they should wear it if they enter your room. If the mask gets damp or dirty with secretions, it must be changed immediately and should not be reused. Dispose of it carefully, avoiding touching the front of the mask.

Living with others

While you self-isolate, try to separate yourself from the people you live with. Minimise close contact with household members, avoiding face-to-face contact closer than 2 metres for longer than 15 minutes.

You should not share food and drinks. Someone in your home can prepare your food, but you should not prepare food for others.

Use your own toothbrush, eating and drinking utensils (including cups and glasses in the bedroom and bathroom), serving utensils, dishes, pillows, bed linen or other items.

Wash all these items thoroughly after use with detergent and water, and wash your clothing and dishes separate to others in your home.

If you have one, use a dishwasher to clean and dry your used crockery and cutlery. If this is not possible, wash them using washing up liquid and warm water and dry them thoroughly, remembering to use a separate tea towel.

Make sure you use separate towels from other people in your house, both for drying yourself after bathing or showering, and for hand-hygiene purposes. Remind the people you live with to use their own towels.

You should also use your own toilet paper, toothpaste and other personal supplies during your 14-day self-isolation period.

Use of shared spaces at home

Do not share a bed with others. You should avoid sleeping in a common area while self-isolating.

Minimise the time you spend in shared spaces such as bathrooms, kitchens and sitting rooms, and keep shared spaces well ventilated. [Clean all surfaces](#), like kitchen benches and sink-tops after you use them, and avoid touching them after you have cleaned them.

If you use a shared toilet and bathroom, make sure you clean the rooms every time after you use them (e.g. [wiping surfaces](#) you have been in contact with). You may wish to be the last to shower/bath in the morning or evening to make this easier on those you live with.

If you share a kitchen, avoid using it while others are present. Take your meals back to your room to eat. It may be easier for someone else in your household to prepare your food, so you can avoid the kitchen area as much as possible.

Ensure you clean computer keyboards, desks and all other [household surfaces](#) regularly, especially before others use them.

We understand that it will be difficult for some people to separate themselves from others at home, particularly those with young children and large families. You should do your very best to follow this guidance and everyone in your household should regularly wash their hands, avoid touching their face and clean frequently touched surfaces.

Practise good hygiene to protect others

Cover your mouth and nose with a tissue when you cough or sneeze, or cough/sneeze into the crook of your elbow. Throw used tissues into a lined rubbish bin, and immediately wash your hands with soap and water for at least 20 seconds, making sure you dry them thoroughly. You can also use a hand sanitiser if soap and water are not available.

Through the day, wash your hands often and thoroughly with soap and water for at least 20 seconds, or use a hand sanitiser. Avoid touching your eyes, nose, and mouth with unwashed hands.

If you have a carer, they should use disposable tissues to wipe away any mucus or phlegm after you have sneezed or coughed. The carer should then wash their hands.

Living with children

If the child has not been identified as a close contact of the person diagnosed with COVID-19, they need only adhere to the requirements of the [current national alert level](#) (Level 4 from 11.59pm on Wednesday 25 March). You should reduce your close contact with all children in your home, but we understand that may not be possible, especially with young children.

So far we have seen that children with COVID-19 appear to be less severely affected, however, it is important to do your best to follow this guidance.

Explain to your children what is happening in a way that is easy to understand. Remind them you are not sick and tell them you are self-isolating to protect other people. Try to avoid worrying children.

If a child develops symptoms, free phone Healthline on [0800 358 5453](tel:08003585453), or call their GP. They will also need to self-isolate until 48 hours after they become symptom-free, and then remain at home under Alert Level 4.

Breastfeeding while self-isolating

There is currently no clinical evidence to suggest that COVID-19 can be transmitted through breast milk. The virus can be spread to the baby in the same way as to anyone in close contact with an infected person. The benefits of breastfeeding outweigh any potential risks of transmission by being in close contact with your baby, but this will be an individual decision and can be discussed with your midwife or GP by telephone.

If you wish to breastfeed, limit the potential spread of COVID-19 to the baby by:

- washing your hands before touching the baby, breast pump or bottles
- avoiding coughing or sneezing on the baby while breastfeeding
- cleaning breast pumps, as recommended by the manufacturer, after each use
- considering asking someone who is well to feed expressed breast milk to the baby

If you are feeding with formula or expressed milk, sterilise the equipment carefully before each use. You should not share bottles or a breast pump with someone else.

Find more information at the [Royal College of Obstetricians and Gynaecologists website](#).

Living with an older or vulnerable person

If you live with an elderly or vulnerable person (person who is immune compromised or with comorbidities, e.g. cardiovascular disease, diabetes or hypertension), you should



reduce your close contact with the person, but we understand that may be difficult. If the person develops symptoms, free phone Healthline on 0800 358 5453, or call their GP.

Getting food and medicine

Where possible, ask a friend or family member – or use supermarket or other delivery services – to drop off groceries, meals or medications. Ask others to carry out errands, like supermarket shopping, on your behalf.

Make sure any deliveries are left outside your home for you to collect. Many New Zealand companies are now offering a ‘contactless’ delivery option, where they notify you when they have delivered your order, but remain nearby to ensure you receive it.

Doing laundry

To limit the possibility of dispersing the virus through the air, do not shake dirty laundry. If living with other people, ask someone else to fold and put away common laundry items (such as towels and tea towels) and provide a supply for you. You should fold and put away your own laundry items. Do not ask others to do your laundry.

If you do not have a washing machine, wait until 72 hours after your 14-day self-isolation period and you are recovered, before taking your laundry to a laundrette.

Transport

As someone diagnosed with COVID-19 you cannot use public transport, taxis or similar transport methods during your 14-day self-isolation period. Self-isolation is about staying home and limiting travel.

If you become more unwell and have difficulty breathing, phone an ambulance on 111.

Even after your self-isolation period ends, due to New Zealand’s current [Alert Level 4](#) there are heavy restrictions on transport and travel.

Using temporary accommodation for self-isolation.

Visit the COVID-19 website – www.covid19.govt.nz for [more information](#) on this.

Taking care of your mental health and wellbeing

Your emotional and mental health is important. It is normal to feel stressed or lonely when self-isolating, but there are some things you can do to feel better. The Ministry of Health website has [advice for managing your mental wellbeing and taking care of children](#).

Reach out to your supports, like family and friends, and talk about how you feel. We also recommend sticking to a routine, such as regular mealtimes, bedtimes and exercising.

If you feel you are not coping, it is important to talk with a health professional. Call or text 1737 to talk with a trained counsellor. The service is free and operates 24/7.

More information

More [self-isolation information and advice](#) is available on-line at [covid19.govt.nz](https://www.covid19.govt.nz), or call the free 24/7 Healthline number: **0800 358 5453**. Interpreters are available.

If you have concerns, please call ARPHS on 09 623 4600, Ngā Tai Ora - Public Health Northland on 09 430 4100, or the free, 24/7 coronavirus line on 0800 358 5453. Interpreters are available.

For more information, visit [covid19.govt.nz](https://www.covid19.govt.nz) or the [Auckland Regional Public Health Service website](#).