

Info sheet 5: What to do if you have symptoms that could be due to COVID-19?

Symptoms of Covid19 include:

- **A high temperature** – a temperature above 37.8 or you feel hot to touch on your chest or back
- **A new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

Covid19 can feel be very different in different people. Other symptoms could include having night sweats, muscle pain, a sore throat, losing your sense of smell or something else that doesn't feel right.

If you think you have Covid19:

- Contact your carer (if you have one) and let them know
- Call 111 –the coronavirus service. The line will be busy so do keep trying and you will get through - maybe try at a different time of day.
- If you cannot get through to 111, try calling your GP
- If you are having symptoms that you feel may be life-threatening, such as being very short of breath, call 999
- **Do not** go to your GP/ hospital/ pharmacy
- If you have a special clinic for your rare disorder it may also be useful to contact them

If you call for medical help (for example 111 or your GP), it is helpful for the operator to know the following information:

- Your name and age
- Your symptoms such as a cough, high temperature or feeling short of breath
- Tell them if you have medical problems that you think may put you at higher risk (see **info sheet 2** for further information)
- Tell them what support/care you have in your home and any other medical problems that may affect how well you are able to care for yourself. You may want to think now about how you would describe your medical problems.

Here is an example: *“Hi, My name is Jane Smith, I am 28 years old and I am worried I have the coronavirus because I have a high temperature and a cough.*

I am particularly concerned that I am at risk because I have a genetic condition.

Because of this condition I am obese and have learning difficulties. I have also had a kidney transplant in the past and take medication. My genetic condition is called [insert name of rare disorder].

I live on my own and am registered sight impaired. I have a carer coming in once a day, but they are not well so haven't come to see me the last two days.

What shall I do next?”