

### **What is novel coronavirus COVID-19?**

A novel coronavirus, known as COVID-19, has been declared a global pandemic by the World Health Organization. The situation is constantly changing. For the latest information, please visit the BC Centre for Disease Control (BCCDC) website: [www.bccdc.ca/covid19](http://www.bccdc.ca/covid19) and [www.bcchildrens.ca/covid19](http://www.bcchildrens.ca/covid19)

### **Should I cancel an appointment if I or my child is feeling unwell?**

Please go to [www.bcchildrens.ca/covid19](http://www.bcchildrens.ca/covid19) for the latest advice.

### **Are you screening for COVID-19 when patients arrive at the hospital?**

BC Children's Hospital is currently limiting access to the hospital for patients, families and visitors to facilitate active screening. For entrances that are currently open to patients, families and visitors, visit [www.bcchildrens.ca/covid19](http://www.bcchildrens.ca/covid19). A hand cleaning station is available at each of these hospital entrances and all patients, families and visitors must clean their hands when entering the hospital.

### **How can I protect my family while at the hospital?**

The most important thing you can do to prevent COVID-19 is to clean your hands regularly and avoid touching your face. Clean your hands often with alcohol-based hand sanitizer or soap and water, especially after touching shared surfaces or objects and before eating.

### **What visitor restrictions are currently in place at the hospital?**

For specific visitor restrictions, go to: [www.bcchildrens.ca/covid19](http://www.bcchildrens.ca/covid19)

### **I suspect I may have, or I may have been exposed to, COVID-19. What should I do?**

For the BC COVID-19 Symptom Self-Assessment Tool, visit: <https://covid19.thrive.health/>  
British Columbians can reach service representatives in 110 languages seven days a week, from 7:30 a.m. to 8 p.m., by calling 1-888-COVID19 (1-888-268-4319). Anyone who is concerned they may have been exposed to, or are experiencing symptoms of COVID-19 should contact their primary care provider, local public health office, or call 8-1-1 for HealthLink BC (available in more than 130 languages).

### **My child has a chronic disease. What additional precautions do I need to take due to COVID-19?**

Most reported cases of COVID-19 in children are mild and the symptoms are similar to a regular cold or flu. If your child is at higher risk for COVID-19 complications, you are advised to follow general preventative strategies against infection. Should your child become ill, seek medical help early. If possible, it is prudent to have at least a two-week supply of medications on hand.

### **What do I need to know for my child with medical complexity?**

Children with medical complexity are those who require technology in daily life, such as feeding tubes, suctioning, tracheostomy or ventilation. These children use health-care services more often than most children. In general, there isn't evidence showing medically-complex children are more impacted by this virus. The same precautions as for any other seasonal virus are to be practiced. More information is available in the Information for families of children with medical complexity document on the BCCDC website: [http://www.bccdc.ca/Health-Professionals-Site/Documents/Children\\_medical%20complexity.pdf](http://www.bccdc.ca/Health-Professionals-Site/Documents/Children_medical%20complexity.pdf)

### **What additional precautions do I need to take due to COVID-19 for children with immune suppression?**

Children with immune suppression are more likely than other children to get very sick from viral infections. We predict that children with immune suppression will be more likely to get very sick with COVID-19 infections. Your child's risk will depend on how well their immune system works. Ask your child's specialist care team about your child's risk. For more information: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/vulnerable-populations/children-with-immune-suppression>



# COVID-19 INFORMATION FOR PATIENTS AND FAMILIES: FREQUENTLY ASKED QUESTIONS

**DOCUMENT TYPE: REFERENCE TOOL**

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