

COVID-19 FREQUENTLY ASKED QUESTIONS

THIS IS A RAPIDLY CHANGING SITUATION

PLEASE CHECK THE FOLLOWING WEBPAGES FOR UPDATES REGULARLY: [NYSDOH COVID-19](#); [CDC COVID-19](#); [CDC COVID-19 FREQUENTLY ASKED QUESTIONS AND ANSWERS](#); AND [JOHNS HOPKINS CORONAVIRUS RESOURCE CENTER](#).

GENERAL INFORMATION ABOUT COVID-19

What is COVID-19?

SARS-CoV-2, a novel coronavirus, was first identified as the cause of an outbreak of respiratory illness in Wuhan, Hubei Province, China in 2019. There are many coronaviruses, all of which typically cause respiratory disease in humans. The World Health Organization (WHO) named the disease caused by SARS-CoV-2 “COVID-19.” (To eliminate potential for confusion with a different coronavirus, SARS-CoV, these FAQs refer to SARS-CoV-2 as “the virus that causes COVID-19” or “COVID-19”). On March 11, 2020, WHO declared COVID-19 a pandemic due to the number of countries affected by its rapid spread.

What is the source of COVID-19?

Scientists are currently working on this question. Public health officials and partners are working hard to identify the source of the virus that causes COVID-19. Coronaviruses are a large family of viruses, some causing illness in people such as Middle East Respiratory Syndrome (MERS) or Severe Acute Respiratory Syndrome (SARS). Other coronaviruses are known to infect animals, including camels, cats, and bats. Early on, many COVID-19 cases reported a link to a large seafood and animal market in Wuhan, China, suggesting the virus likely emerged from an animal source. Scientists are currently studying the genes of the viruses to identify its specific source. For more information, see [CDC COVID-19 Transmission](#).

How many cases of COVID-19 are there?

On March 11, 2020, WHO declared COVID-19 a pandemic. The number of cases changes on daily basis. The most up-to-date information about the number of COVID-19 cases reported, and where these cases are, can be found at: [John Hopkins Coronavirus Resource Center](#), [The Centers for Disease Control \(CDC\)](#), and [The World Health Organization](#). For a current COVID-19 case count in New York State (NYS), visit [the NYS Department of Health COVID-19 Tracker](#).

What are the symptoms of COVID-19?

COVID-19 can cause mild to severe respiratory illness with symptoms of fever, cough, and difficulty breathing. Other symptoms may include muscle aches/pains, fatigue, and decrease in appetite. According to CDC, headache, confusion, rhinorrhea, sore throat, hemoptysis, vomiting, and diarrhea have also been reported, but are less common (<10%). Preliminary information suggests older adults and people with underlying health conditions or compromised immune systems are at higher risk of

severe illness from this virus. CDC believes that symptoms of COVID-19 begins between 2 and 14 days after exposure.

How does COVID-19 spread?

While the initial transmission is believed to have been animal-to-person spread, COVID-19 is now spreading from person-to-person. This is thought to occur via respiratory droplets produced when a person infected with the virus coughs or sneezes, the same way flu and other respiratory illnesses spread. The virus that causes COVID-19 can also be transmitted if people touch surfaces and objects with the virus on it.

When are people with COVID-19 most infectious?

It is still unknown exactly when a person infected with SARS-CoV-2 can spread the virus and infect other people. People with COVID-19 spread the most when they are showing symptoms of COVID-19, but people who are infectious but asymptomatic for COVID-19 are able to spread and may account for up to 25% of total COVID-19 infections. People who eventually develop symptoms of COVID-19 are believed to be able to spread the virus up to 48 hours prior to developing any symptoms.

Am I at risk for getting COVID-19 in the United States?

In the United States, cases have been reported in all states, including a significant number of cases in New York State. If you have a question about the situation in another state, please contact their State Health Department directly.

Certain people are more at risk of getting COVID-19. These include:

- People in communities where ongoing community spread of the virus that causes COVID-19 has been reported;
- Travelers returning from any communities where ongoing community spread is occurring;
- Healthcare workers, including first responders, and those working within nursing homes and caring for patients with COVID-19; and
- Close contacts of persons with COVID-19.

How severe is COVID-19?

Symptoms range from none, to mild (like a common cold), to even severe symptoms that require hospitalization and can result in death. So far, deaths have been reported mainly in older adults and those with other serious medical conditions (most commonly diabetes, high blood pressure, obesity, and chronic lung conditions), but deaths have also been reported among younger adults with no known serious medical conditions. Currently, it is believed that the case fatality rate for COVID-19 is between 2% to 3.4% in the U.S.

Who is at highest risk for getting very sick from COVID-19?

According to limited research, older adults, people who have chronic medical conditions (e.g. high blood pressure, heart disease, diabetes and lung disease), and people who are immunosuppressed, are at higher risk for serious illness from COVID-19. Research also shows that there are racial and ethnic disparities in both COVID-19 diagnoses and deaths.

Can children get COVID-19?

According to CDC, children can develop COVID-19. It is not yet known whether or not children with underlying health conditions who develop COVID-19 are at risk for having more severe illness ([CDC COVID-19 and Children](#)).

Are pregnant women more at risk for COVID-19?

Currently, there is little research on the susceptibility of pregnant women to COVID-19. Pregnant women are more susceptible to viral infections, because of immunologic and physiologic changes, and may be more susceptible to COVID-19. Access these links for more information: [CDC COVID-19 Pregnant Women Guidance](#) and [NYS Department of Health Pregnancy Guidelines](#).

Breastfeeding mothers and COVID-19

It is not currently known if COVID-19 is transmitted from breastfeeding mothers to their children. Whether and how to start or continue breastfeeding should be determined by the mother, in coordination with her family and healthcare providers. Breast milk provides protection against many illnesses and is the best source of nutrition for most infants. See [CDC COVID-19 Interim Guidance for Breastfeeding Women](#) for more information.

Can COVID-19 be prevented?

There is currently no vaccine to prevent COVID-19. The best way to prevent infection is to prevent exposure to the virus that causes COVID-19. CDC recommends everyday preventive actions to help prevent the spread of any respiratory viruses:

- Wash your hands often with soap and water, for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash can.
- Clean and disinfect frequently touched objects and surfaces.

Get a flu shot for yourself and your family members. This will not prevent COVID-19, but it will prevent you from getting flu, keeping you as healthy as possible.

What is community mitigation?

Community mitigation (or non-pharmaceutical interventions) are actions that individuals and communities can take to slow the spread of COVID-19, when there are no pharmaceutical preventive or treatment options. Community mitigation is critically important for protecting individuals most vulnerable to COVID-19 and reducing strain on the health care system. These actions include social distancing. Social distancing includes:

- Not shaking hands, hugging, or kissing when greeting people;
- Limiting visitors;

- Maintaining at a least six feet distance from others;
- Avoiding gatherings;
- Working at home; and
- Closing schools and providing remote learning instruction to students.

For additional information, see [CDC Community Mitigation Strategies](#).

Can COVID-19 be treated?

There is no specific antiviral treatment recommended for COVID-19 and there is currently no vaccine. People infected with the virus that causes COVID-19 should receive supportive care to help relieve symptoms. For severe cases, treatment in a hospital might be required. Call your healthcare provider to find out more about what care and treatment is available to you. There are several clinical trials occurring in the United States, as well as in New York State, using hydroxychloroquine, chloroquine, azithromycin, and other therapies. As we learn more, we hope that these efforts will establish better treatment options. For more information about clinical trials occurring in NYS, please visit the Department of Health's website for up-to-date information at <https://coronavirus.health.ny.gov/home>.

Should I wear a face mask to prevent getting COVID-19?

On April 15, 2020, Governor Andrew M. Cuomo issued [Executive Order 202.17](#). As a result, effective at 8 p.m. on Friday, April 17, 2020, any individual who is over age two and able to medically tolerate a face-covering shall be required to cover their nose and mouth with a mask or cloth face-covering when in a public place and unable to maintain, or when not maintaining, social distance.

When using a face covering, it is recommended that you:

- Make sure that they fit properly and cover your nose and mouth.
- Be sure to change them frequently and launder them when they are soiled or wet.
- Masks are not a replacement for keeping social distance. Masks are appropriate in any situation where social distancing is difficult to maintain, such as when you need to get groceries or medications.
- Continue to be vigilant with thorough and frequent hand washing, practice respiratory etiquette and cover your coughs or sneezes, and practice social distancing – even when wearing masks.
- Finally, stay home and help flatten the curve!
- For additional information, please consult [NYSDOH Health Advisory: COVID-19 and the Use of Cloth Face Coverings](#).

My job requires that I interact with the public. Is my employer responsible for providing me with a mask?

- Businesses deemed essential by the Empire State Development Corporation (see [Guidance for Determining Whether a Business Enterprise is Subject to a Workforce Reduction Under Recent Executive Orders](#) for more information on essential businesses), must provide face coverings at no cost to employers (including contractors) who directly interact with the public during the course of their work.
- Direct interaction with the public is determined by the employer, but generally refers to anyone who is routinely within close contact (i.e. six feet or less) with members of the public, including

customers or clients.

- Face coverings include, but are not limited to, cloth, surgical masks, and face shields. Please visit [CDC Use of Face Coverings to Help Slow the Spread of COVID-19](#) for additional details on appropriate face coverings and methods for cleaning these coverings.
- Employees are required to wear face coverings when in direct contact with members of the public, except where doing so would inhibit or otherwise impair the employee's health. Employers can't require medical documentation from an employee who declines to wear a face covering due to a medical or other health condition that prevents such usage. See [Interim Guidance on Executive Order 202.16 Requiring Face Coverings for Public and Private Employees Interacting with the Public During the COVID-19 Outbreak](#) for additional information.

Should I be concerned about pets or other animals and COVID-19?

While this virus seems to have emerged from an animal source, it is now spreading from person-to-person. While CDC recommends that people traveling to affected countries avoid animals both live and dead, there is little evidence that any animals or pets in the United States might be a source of infection for COVID-19 in humans. More information is available here at [CDC COVID-19 and Animals Guidance](#).

I am very stressed about my job, my health, and my family. Who can I talk to?

On March 26, 2020, Governor Cuomo announced that more than 8,000 mental health professionals signed up to provide free online mental health services. The helpline is staffed by trained volunteers, including mental health professionals, who have received training in crisis counseling related to mental health consequences of infectious disease outbreaks, typical stress reactions, anxiety management, coping skills, and telephonic counseling. The helpline will be accessible to New Yorkers who are deaf or hard of hearing, and to non-English speaking callers, through the Language Line. New Yorkers can call the state's hotline at [1-844-863-9314](tel:1-844-863-9314).

Am I at risk for COVID-19 from a package or products shipping from a country with widespread transmission of COVID-19?

Currently, there is no evidence of COVID-19 transmission associated with imported goods and there have not been any cases of COVID-19 in the United States associated with imported goods.

Do I need to stockpile groceries or medications?

It is important to have a limited supply of medications and non-perishable groceries on hand to reduce the need to leave the house during a period of local community transmission of COVID-19. If you are concerned about a specific medication, please call your doctor and ask about supply, and ask about how frequently medications can be renewed based on your insurance policy. You can visit [CDC What You Can Do](#) or the [NYSDOH Preparing for COVID-19](#) webpages for more information.

COVID-19 IN NEW YORK STATE

On March 1, 2020, Governor Cuomo announced NYS' first COVID-19 case in a NYC woman who recently traveled to Iran. Since then, many individuals have tested positive for COVID-19, putting NYC and the surrounding counties at the nation's epicenter of this virus. On March 7, 2020, Governor Cuomo

declared a state of emergency in NYS in order to be able to quickly increase resources to help slow the spread of COVID-19. Please refer to the Department of Health's [website](#) for the latest case count and COVID-19 response efforts.

New York has established a vast response to address the rapid rise in cases. For the most up-to-date information on New York's response, please visit the New York State Department of Health Novel Coronavirus webpage at <https://coronavirus.health.ny.gov/home>.

I have been placed on quarantine. Who can help me with paid sick leave?

For information on paid sick leave for persons quarantined as a result of novel coronavirus, or COVID-19, please visit: <https://paidfamilyleave.ny.gov/covid19>. This website has information regarding:

- Guaranteed workers' job protection and financial compensation in the event the individual, or their minor dependent child, are subject to an order of mandatory or precautionary quarantine or isolation, issued by the state of New York, NYSDOH, local board of health, or any government entity duly authorized to issue such order due to COVID-19.
- Financial compensation using a combination of benefits. These benefits are not available to employees who are able to work through remote access or other means.
- Paid Family Leave can also be used to care for a family member with a serious health condition.

COVID-19 TRAVEL RECOMMENDATIONS

Should I travel internationally?

Because community transmission of the virus that causes COVID-19 is occurring globally, WHO has declared COVID-19 a pandemic. CDC recommends that travelers avoid ALL nonessential international travel.

Visit CDC's website for the most up to date information at [CDC Travelers' Health](#).

Should I travel to areas of the U.S. with sustained transmission of COVID-19?

While CDC does not generally issue advisories about travel within the U.S., they are urging reconsideration of domestic travel plans if:

- Travelling will be to an area with active COVID-19 spread;
- Travel will increase contact with others in crowded or densely inhabited areas;
- The travelers are at high risk for severe illness if they get COVID-19; or
- The travelers live with people at high risk for COVID-19.

Travelers may be asymptomatic or have mild symptoms of COVID-19 and unknowingly infect others while travelling.

Visit CDC's website for the most up to date information at [CDC Travelers' Health](#).

What can I expect when arriving through an airport to the United States?

At this time, travel restrictions and entry screening apply only to travelers arriving from some countries or regions with widespread ongoing transmission to COVID-19. (Note: US policies are subject to change as the COVID-19 public health emergency evolves.)

You may be screened when you arrive in the United States. After you arrive home, take the following steps to protect yourself and others:

1. Stay at home and avoid contact with others. Do not go to work or school.
2. Monitor your health. Take your temperature with a thermometer two-times a day and monitor for fever. Also watch for a cough or trouble breathing.
3. Keep your distance from others (at least 6 feet or 2 meters).

Check CDC's Coronavirus Disease 2019 (COVID-19) Travel webpage to find the current travel health notice level for your international travel at <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>.

If you have any questions, please call your local health department. Contact information for each local health department can be found here at https://health.ny.gov/contact/contact_information/.

COVID-19 MOVEMENT AND MONITORING GUIDANCE

When can I return to work after international travel?

All international travelers arriving into the US should quarantine at home for 14 days after their arrival. At home, they are expected to monitor their health and practice social distancing. To protect the health of others, these travelers should not go to work or school for 14 days, unless otherwise determined to be critical to an essential business, operation, or emergency response in which case their employer should consult the latest guidance from NYSDOH [Protocols for Essential Personnel to Return to Work Following COVID-19 Exposure or Infection](#)

What does quarantine mean?

In NYS, there are three types of quarantine or isolation related to COVID-19:

Mandatory Quarantine

The following people require mandatory quarantine:

1. Persons who, while not displaying signs or symptoms of COVID-19, have been in contact with someone who was infected with SARS-CoV-2, in the past 14 days.
2. Persons who, in the past 14 days, have traveled to a country for which [CDC has issued a Level 2 or 3 Health Notice](#), or who were on a cruise ship (including river cruises), and are displaying signs or symptoms of COVID-19.
3. Healthcare workers identified by their local health department, whether direct care providers or other staff, who meet criteria in described in either (1) or (2) above, may be allowed under the conditions set forth in NYSDOH's [Health Advisory: Updated Protocol Personnel in Healthcare and Other Direct Care Settings to Return to Work Following COVID-19 Exposure or Infection](#). While the advisory was initially targeted to

Hospitals, Nursing Homes and Adult Care Facilities, this advisory expands eligibility for health workers to return to work in other healthcare settings, provided the condition linked advisory are met. These individuals must, when not working, remain quarantined.

4. Individuals identified by their local health department as essential personnel, as described in Department's [Health Advisory: Protocols for Essential Personnel to Return to Following COVID-19 Exposure or Infection](#), and who meet criteria described in (1) or (2) above, may be allowed to work under the conditions described in the advisory. These individuals must, when not working, remain quarantined.

Mandatory Isolation

The following people require mandatory isolation:

1. Persons who have tested positive for SARS-CoV-2, regardless of whether they are displaying signs or symptoms of COVID-19.
2. Persons who, in the past 14 days, have traveled to a country for which the [Center for Disease Control and Prevention \(CDC\) has issued a Level 2 or Level 3 Health Notice](#), or who were on a cruise ship (including river cruises), and are not displaying signs symptoms of COVID-19.
3. Healthcare workers identified by their local health department, who meet either of the above criteria, allowed to work under the conditions set forth in the Department's [Health Advisory: Updated Protocols for Personnel in Healthcare and Other Direct Care Settings to Return to Work Following COVID-19 Exposure or Infection](#). This advisory expands eligibility for healthcare workers to return to work in other healthcare settings, provided the conditions in the linked advisory are met. These individuals must, when not working, remain isolated.

Precautionary Quarantine

The following people require precautionary quarantine:

1. Persons whose contact to someone infected with SARS-CoV-2 is known to be proximate, not close, and are not displaying signs or symptoms of COVID-19.
2. Healthcare workers, identified by their local health department, whether direct care providers or other facility staff, who meet criteria in described above, may be allowed to work under the conditions set forth in NYSDOH's [Health Advisory: Updated Protocols for Personnel in Healthcare and Other Direct Care Settings to Return to Work Following COVID-19 Exposure or Infection](#). These individuals must, when not working, remain quarantined.
3. Individuals identified by their local health department, employed as essential personnel, as described in NYSDOH's [Health Advisory: Protocols for Essential Personnel to Return to Work Following COVID-19 Exposure or Infection](#), and who meet criteria described in (1) above, may be allowed to work under the conditions described in the advisory. These individuals must, when not working, remain quarantined.
4. Any person the local health department believes should be quarantined for precautionary reasons.

What if my child is quarantined and I am not?

If a child is placed on precautionary or mandatory quarantine for COVID-19, but their parent(s) or guardian(s) are not, one of the child's parents or guardians should consider self-quarantining themselves with the child. Doing so will ensure that quarantined children are not unnecessarily separated from their caregivers for any length of period.

What should I do if I was recently in a country or area of the U.S. with widespread transmission COVID-19 and I now feel sick?

If you traveled to a country or an area of the U.S. highly affected by COVID-19 in the last 14 days and feel sick with fever, cough, or difficulty breathing, you should:

- Call your local health department: https://health.ny.gov/contact/contact_information/. Call your doctor to talk about your symptoms and recent travel history. It is very important that you **call ahead** before you go to a doctor's office. If you do not currently have a doctor, you can find one at a Federally Qualified Health Center: <https://findahealthcenter.hrsa.gov/>.
- If you have symptoms that require emergency medical treatment, such as difficulty breathing, call 911 and notify them of your recent travel and symptoms before you go to the emergency room, and tell them about your recent travel and your symptoms
- Avoid contact with others.
- Do not travel while sick.
- Cover your mouth and nose with a tissue, or the corner of your elbow, when coughing or sneezing.
- Wash hands often with soap and water, for at least 20 seconds. Use an alcohol-based hand sanitizer containing at least 60% alcohol if soap and water are not available.

Do children or adults returning from countries with widespread transmission of COVID-19 need to stay at home?

NYS residents of any age who have recently returned from any international travel, are required to: (1) stay home; (2) not go to work or school; (3) to either monitor their health status or have their health status monitored for them; and (4) to practice social distancing from others for 14 days.

COVID-19 TESTING

Where can NYS residents get tested for the virus that causes COVID-19?

In NYS, there are numerous sample collection sites for the COVID-19 test. These include state operated sites in the following counties: Nassau, Suffolk, Rockland, Westchester, Bronx, Richmond, Queens and Albany. There are now more than 28 public and private labs across the state, in addition to the Wadsworth Center and the NYC Public Health Laboratory, where these samples are being sent for testing. In addition, the state is partnering with BioReference Laboratories to increase the number of tests that can be run daily. Testing for the virus that causes COVID-19 will be completed for individuals meeting NYS COVID-19 risk criteria. More information is available at <https://coronavirus.health.ny.gov/covid-19-testing>.

Residents should contact and consult their health care practitioner if they believe they meet the testing criteria.

Can I get tested for COVID-19?

Yes, the NYS Novel Coronavirus Hotline is taking requests for testing in areas with state operated sites for individuals that meet the criteria below. Due to limited supplies, testing may be prioritized for first responders and health care workers. Please call 1-888-364-3065 for more information.

On March 6, 2020, Governor Cuomo announced 5-criteria for testing in NYS:

- 1) Persons that had close contact (within 6 feet) of a known case of COVID-19;
- 2) Persons who have travelled to a country with a CDC-designated level 3 travel health warning for COVID-19 **or** who meet CDC Level 2 high-risk traveler criteria (older adults and people of any age with serious chronic medical conditions) **and** have symptoms of fever, cough, and trouble breathing;
- 3) Persons who are under quarantine as directed by the local health department, and have symptoms of fever, cough, and trouble breathing;
- 4) Persons who are ill with fever **and** respiratory illness (e.g., pneumonia, ARDS) and without alternative explanatory diagnosis (e.g., influenza, legionella, streptococcal pneumonia, fungal infections) and patient also has negative results on a molecular respiratory viral panel; and
- 5) Persons whose healthcare provider, local health department and NYSDOH agree that testing is required (with or without a recent travel history).

The most current information about COVID-19 testing can be found at [NYSDOH COVID-19 Interim Testing Guidance](#). Also, remember, this is cold and flu season. Talk to your healthcare provider about testing for other respiratory viruses. If you do not have a doctor, you can find one at a Federally Qualified Health Center at <https://findahealthcenter.hrsa.gov/>.

I registered for state testing through the call center, but I have not heard from anyone. When will someone call?

Those who feel they have been exposed to COVID-19 can sign up for testing through the New York State COVID-19 Call Center at 1-888-364-3065. If you have already signed up for testing, you are in line to receive a call at the nearest site location. Please know that due to limited testing supplies and the large numbers of requests, NYS is prioritizing testing for those at highest risk of COVID-19 disease, including:

- Healthcare workers – those individuals that work in a hospital, nursing home, long term care, doctor's office, adult home, or are Emergency Responders (EMT, fire fighter, police), etc.
- Contacts of confirmed cases – individuals exposed to a positive COVID-19 case.
- Direct associates with a nursing home – individuals recently inside a nursing home (resident, visitor, staff, etc.).

If you are not part of this priority group, wait times may be longer for a scheduled test through NYS. As more tests become available, we will schedule you at a testing site. In the meantime, please contact your healthcare provider if you any questions about your signs and symptoms, are not feeling well, or have other questions.

How do I get my result? I went to a drive-thru collection site, but no one has called. Who can help?

If you were tested at one of the NYS drive-thru collection sites, your specimens were tested by BioReference Laboratories. You can obtain your results by clicking on their 'Patient Portal' when your test is completed. You can register on our secure website now to receive an email alert when the test results are available.

- To get started, go to bioreference.com/view-results.
- If you are having trouble with your patient portal, email patientportal@bioreference.com or call 833-4MY-LABS (833-469-5227) Monday through Friday 8AM to 7PM.

What should I do if I have recently traveled to a country highly affected by COVID-19 and have been self-isolating at home and am starting to feel sick?

Please call your local health department and your health care provider. Contact information for each local health department is available at https://health.ny.gov/contact/contact_information/. Your local health department can discuss options and help arrange for testing. If you do not have a doctor – you can find one at a Federally Qualified Health Center at <https://findahealthcenter.hrsa.gov/>.

What should I do if I had close contact with someone with a confirmed case of COVID-19?

Please call your local health department immediately. They will direct you to stay at home under precautionary quarantine for 14 days after your last exposure. They will also ask you if you are feeling sick and will coordinate any testing that may be needed.

Is there a commercial test kit for COVID-19 that I can buy at the store to test myself?

There are no commercially available COVID-19 test kits available for the public to purchase. Clinical testing must be authorized by your doctor or the local health department in the county where you live.

I heard there is a new antibody test. How can I get tested?

On April 10, 2020, Governor Cuomo announced that NYS is ramping up antibody testing, a key component of any plan to reopen the economy. The State is currently conducting 300 of these antibody tests each day, and is on track to conduct 2,000 per day in the coming weeks. As part of the State's continued efforts to bring mass testing to scale, the Governor offered a full partnership with the federal government to conduct this important work. For more information, visit <https://www.governor.ny.gov/news/amid-ongoing-covid-19-pandemic-governor-cuomo-announces-new-york-state-ramping-antibody-testing>.

ADDITIONAL RESOURCES

- **NYSDOH COVID-19 Hotline:** For any other questions not covered in these FAQs, call the NYSDOH COVID-19 hotline at (888) 364-3065.
- **NYSDOH Novel Coronavirus Website:** coronavirus.health.ny.gov

- **Local Health Department Contact Information:**
https://www.health.ny.gov/contact/contact_information/
- **NYSDOH COVID-19 Sign:** [Simple Steps to Stop the Spread of COVID-19](#)
- **[NYSDOH COVID-19 Interim Guidance: Cleaning and Disinfecting](#)**