



Arlington County
Fire Department

"Make The Right Call"

911 is for Emergencies!

ACFD Information for Patients concerned about COVID-19 infection

Emergency Providers from the Arlington County Fire Department have examined you and determined that at this time you do not meet the criteria for emergent transportation to the hospital for emergency testing or treatment of COVID-19. Our program called "Make The Right Call" ensures that our emergency resources are utilized appropriately and remain available to attend to emergencies while also ensuring that our citizens are informed and vigilant in response to this public health emergency.

This does not mean you are not sick or that you do not need to be seen by a healthcare provider. We encourage you to be seen if you feel it is needed or if your physician has instructed you, and we are happy to assist you in finding alternatives if you do not have a friend or family member that can drive you.

If your symptoms worsen, especially if you develop increasingly severe shortness of breath, call 9-1-1 for re-evaluation.

If you have further questions, visit Arlington Public Health at health.arlingtonva.us/covid-19 or call 703-228-7999. More information on "Make the Right Call" is located at fire.arlingtonva.us/make-the-right-call

If you are having a medical emergency or are unsure if it is a medical emergency:
CALL 911

Public Health COVID Testing Guidelines

As of this publication, testing guidelines from Arlington Public Health are as follows:

1. Patients who are symptomatic to include:

- Fever
- Cough
- Shortness of breath

AND within 14 days of symptoms have either:

1. Traveled to a country with CDC restrictions, travel restrictions or areas of the US with known community spread

OR

2. Had direct contact with a laboratory confirmed or preliminary positive COVID-19 patient

Your primary care provider can offer you guidance. If you don't have a primary care provider, you can try one of the following:

1. Call your insurance company for options
2. Use the website zocdoc.com to input your insurance and get options for local primary care providers who accept your insurance

3. Utilize [Arlington County Services](#) such as the [Arlington Free Clinic](#) or [Neighborhood Health](#) for same day walk in appointments.

For more information, go to health.arlingtonva.us/public-health/health-clinics-services/

Please follow these principles to avoid the potential spread of COVID-19 novel coronavirus:

- **Stay home**

This is the best and most vital step you can take for your community and other more vulnerable people around you. If you do not need to go out, don't. Work from home if that's an option. Order grocery or meal delivery if that is financially viable. Work out in your home instead of the gym. Suggest virtual meetings for committees or places of worship. If travel isn't essential, postpone.

- **Call ahead before visiting your doctor or a medical facility**

If you are going to a medical facility, call the healthcare provider and tell them that you are concerned about COVID-19. Certain facilities may not be the best equipped to test for COVID-19 and speaking with a healthcare provider will help eliminate unnecessary exposures as well as guide you through the process.

- **Wear a facemask**

If you absolutely need to be out in public and you are symptomatic (fever, cough, shortness of breath), you should wear a facemask. Facemasks work by preventing your droplets from spreading to others. If you are not able to wear a facemask (for example, because it causes trouble

breathing), then people who live with you should not stay in the same room with you, or they should wear a facemask if they enter your room. They should be worn over the nose and mouth. Before and after placing a mask on, you should wash your hands with soap and warm water for at least 20 seconds.

- **Cover your coughs and sneezes**

Cover your mouth and nose with a tissue when you cough or sneeze. If no tissue is available, utilize the bend of your elbow. Throw used tissues in a lined trash can; immediately wash your hands with soap and warm water.



- **Clean your hands often**

Wash your hands often with soap and water for at least 20 seconds, being conscious of the spaces between fingers and around nails. These places are often missed in hand washing or accumulate dirt. If soap and water isn't available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly

dirty. Avoid touching your eyes, nose, and mouth with unwashed hands.

- **Be kind and patient**

This is an evolving situation and as more information comes to light, recommendations may change. We are working closely with our local health department as well as following CDC guidance. Check in with elderly or less fortunate neighbors. Together, as a unified community, we will get through this.

- **Do not call 9-1-1 to be transported for testing or treatment**

Arlington County Fire Department does not provide transport for the sole purpose of testing for COVID. Patients are transported only if they require emergency treatment at a hospital.