For a variety of reasons, it may take longer than expected for the Health Department to reach new cases of COVID-19 and their close contacts. Some people may not be reached at all. Here is what to do if you have tested positive for COVID-19 or are a close contact.

YOU HAVE TESTED POSITIVE FOR COVID-19 (ISOLATION)

What should I do?

• **Isolate**: Avoid all others. Only leave your home for medical care. Remain isolated for 10 days since you first experienced symptoms of COVID-19 or 24 hours after symptoms improve, whichever is longer.

• If you tested positive and did not have symptoms, remain isolated for 10 days starting from the date you had your positive test taken.

• If you live with others, **stay in a separate room and use a separate bathroom** if possible.

• Don’t share personal items. Clean and disinfect your home and frequently touched surfaces regularly. Wear a mask around others and have them wear masks too.

• **Do not get another test for COVID-19**. You should NOT get a follow-up test to go back to work or school or to end isolation after 10 days. It is very common for the test to remain positive for a couple of months, even though you are no longer able to spread the virus.

What will happen?

• **Case investigation**: If you see a number you don’t recognize – it won’t be blocked or unlisted – it may be a case investigator with the Health Department calling to gather information about you. *Remember, the Health Department will never ask for financial information, including social security, bank account or credit card numbers.*

• To expedite the process, the Health Department representative may ask you to **fill out an online form**. This is secure and confidential.

• **Contact tracing**: You will be asked for names and phone numbers of recent close contacts. A close contact is anyone who was within 6 feet or less from you for 15 minutes or more – with or without a mask – since two days before you first noticed symptoms. A Health Department contact tracer will call these people and advise them to quarantine and get tested. Your name will not be disclosed to your close contacts.

• If you tested positive but are not contacted, **continue to isolate and notify close contacts** on your own. You should ask close contacts to get tested and quarantine according to the instructions below.

What if I tested negative for COVID-19 but had symptoms?

• Even with a negative test, you should **isolate** until your symptoms are gone for 24 hours. If symptoms persist, consider waiting a couple of days and get tested again.

• Despite advances in our knowledge of COVID-19 and testing, **false negative tests** are still possible.
YOU ARE A CLOSE CONTACT OF SOMEONE WITH COVID-19 (QUARANTINE)

What should I do?

- If you are fully vaccinated (it has been two weeks or more since your final dose of COVID-19 vaccine):
  
  o If you have no symptoms, get tested 5-7 days after you were exposed and wear a mask indoors for 14 days or until you receive a negative test. If you live with someone with COVID-19, get tested 5-7 days after your first exposure, and again 5-7 days after that person has completed their 10-day isolation. You do not have to quarantine or isolate unless you develop symptoms or test positive.

- If you are unvaccinated or not fully vaccinated:

  o **Quarantine**: Avoid people outside your household. Only leave your house for medical care. Monitor for symptoms of COVID-19. Quarantining for 14 days after your last possible exposure is the best way to limit the spread of COVID-19. Quarantine may be ended early if the following conditions are met:
    
    i After 10 days if a person does not develop any symptoms with careful monitoring.
    
    ii Quarantine can end after 7 days if the person does not develop symptoms with careful daily monitoring and tests negative for the virus. The test should be performed on the fifth day after the exposure or later. Quarantine cannot end before day 7. The Health Department prefers that a PCR test be used to determine if a person can leave quarantine after 7 days.
    
    iii Get tested: It is important to know if you have COVID-19 and should isolate and notify your close contacts. It is recommended that you get tested 5-7 days after exposure, or immediately if symptoms develop. A map of testing locations in the county is available here: [https://bit.ly/ACTestingSiteMap](https://bit.ly/ACTestingSiteMap)

- If you have tested positive for COVID-19 with a viral test within the past 90 days AND have recovered AND remain without COVID-19 symptoms, you do not need to quarantine. However, you should still wear a mask indoors for 14 days, monitor for COVID-19 symptoms and isolate/test immediately if symptoms occur.

What will happen?

- **Contact tracing**: If you see a number you don’t recognize – it won’t be blocked or unlisted – it may be the Health Department calling to do contact tracing. Remember, the Health Department will never ask you for financial information, including social security, bank account or credit card numbers.

- Due to the number of new cases, the Health Department may not complete contact tracing for all cases. If a friend, co-worker, family member, school or university says you are a close contact, please **quarantine and get tested** according to the instructions above.
HELP IS AVAILABLE

Isolating or quarantining because of COVID-19 can be challenging, but they are important tools to contain the virus. Help is available through the United Way of Southwestern Pennsylvania by calling 2-1-1 or by calling the Health Department’s COVID-19 hotline at 1-888-856-2774. Resources include:

- Greater Pittsburgh Community Food Bank’s home delivery service (Doorstep Delivery) is available to individuals 60+ who cannot leave their home. For more information about food assistance call 412-460-3663, ext. 655 or visit www.pittsburghfoodbank.org/.
- Housing assistance: Allegheny Link has is encouraging those in need of housing services and support to call them at 866-730-2368 or email AlleghenyLink@AlleghenyCounty.us
- Child care assistance: Trying Together has partnered with the Allegheny County Department of Human Services to provide information on finding child care at www.tryingtogether.org/find-child-care. Help is also available by calling Early Learning Resource Center (ELRC) Region 5 at 412-350-3577
- Assistance for seniors: Allegheny County’s SeniorLine can be reached at 412-350-5460
- Substance abuse disorder assistance: PA Get Help Now can be reached at 1-800-662-HELP
- To report child abuse or neglect: Call Childline at 1-800-932-0313
- To report concerns about abuse or neglect of an older adult or an adult with disabilities: Call Older Adult Protective Service at 412-350-6905 or 1-800-490-8505

FOR ADDITIONAL INFORMATION

Frequently Asked Questions

Links to Testing Resources

Links to Vaccine Resources
https://www.alleghenycounty.us/Health-Department/Resources/COVID-19/COVID-19-Vaccine-Information.aspx

Links to Current Case Statistics