## Message to the People of Tokyo "What to do when you are worried that you might be infected with the novel coronavirus (COVID-19)"

(Those who suspect they might be infected) Did any of the following occur in the two weeks leading up to the development of symptoms? a) You were in close contact(\*1) with a person infected with novel coronavirus and 1) you have a fever or 2) respiratory symptoms b) You visited an endemic area(\*2) or were in close contact with someone who traveled to or recently came to Japan from such an area and 1) have a fever of 37.5 degrees Celsius or higher and 2) respiratory symptoms. No Those with cold-like symptoms, a fever of 37.5 degrees Celsius Those who are worried Yes or higher, serious fatigue or difficulty breathing Those who have a fever or slight cough (General population) When symptoms persist for four days or more Those who are worried that they might have been infected (The elderly, those with underlying conditions, and pregnant women) When symptoms persist for about two days [Language] Japanse, English, Chinese and Korean [Language] English, Chinese, Korean, Spanish and Thai [Language] Japanese Call the Novel Coronavirus Patient Call the Tokyo Health Care **Consultation Call Center (Open 24 hours) Information Center (Himawari)** Call the Tokyo Novel Coronavirus General (Weekdays/Daytime) Hours: 9:00 a.m. to 8:00 p.m. (includes **Consultation Call Center** Call to Local public health centers If expert advice is weekends and holidays) Hours: 9:00 a.m. to 9:00 p.m. (includes weekends and holidays) (Weekends/Holidays and Nighttime) 03 - 5285 - 8181required 0 5 7 0 - 5 5 0 5 7 1 (from February 28th) 03 - 5320 - 4592Call center determines caller needs to consult with a doctor Caller does not need to consult with a doctor Outpatient consultation (for returnees with suspected symptoms and those in close contact with them) Doctor determines the patient does not \*Be sure to wear a mask and avoid using public transportation if at all possible. need to be tested Doctor determines the patient needs to be tested Patient recovers at home PCR (polymerase chain reaction) test carried out by the Tokyo **Test comes Metropolitan Institute of Public Health or other facility** back negative Consultation with a medical institution Test comes back positive \* If symptoms do not improve, consult with the patient consultation call center again. **Patient hospitalized** 

(Medical institution designated for infectious diseases, etc.)

<sup>(\*2)</sup> Endemic area: Hubei and Zhejiang provinces in the People's Republic of China

<sup>(\*1)</sup> Close contact is defined as contact over a long period or living with a person suspected of having the virus, contact through examining or providing care to a patient without taking protective measures against becoming infected, contact with the bodily fluids of someone suspected of being infected, etc.