

# NSW Health fact sheet for confirmed COVID-19 cases (people who have a COVID-19 infection)

- A confirmed case is someone who has been found to have COVID-19. If you have tested positive for COVID-19 you need to self-isolate until you are cleared to leave self-isolation by an authorised medical practitioner. In most circumstances you will be required to self-isolate in a designated isolation facility.
- You can be fined if you do not immediately self-isolate or travel to a designated isolation facility. Isolating from your housemates, friends and family will help stop them from getting COVID-19.
- This fact sheet contains additional information to the [NSW Health Self-Isolation Guideline](#).

To access this document electronically please scan the QR code.



## How will I be told I have COVID-19?

If you have been tested for COVID-19 and your test is positive, you will be contacted by your medical practitioner or your Public Health Unit. The Public Health Unit will need to ask you several questions in order to identify where you have been and who you have been with. This will help NSW Health find the likely source of infection and reduce further transmission.

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## Do I need to self-isolate and for how long?

If you have been diagnosed with COVID-19, you will need to self-isolate at a designated isolation facility or, if allowed, at your own place of residence until you are cleared by a designated authorised medical practitioner. Your Public Health Unit will assess this when they call you and if permitted to stay at your home you will be asked to provide your address and a contact phone number. How do I self-isolate?

- You are not permitted to leave your accommodation except for urgent medical care or in an emergency (including to avoid injury or escape risk of harm from domestic violence). If you leave for these reasons you must:
  - wear a face mask
  - stay 1.5 metres away from other people
  - travel directly to and from the location that is away from your home
- Do not go to work, school, childcare or public areas and do not use public transport or ride share.
- Do not have visitors.
- You can go into your private garden, balcony or courtyard if you have one.
- Practice good hygiene:
  - Cover coughs and sneezes

- Wash your hands often with soap and water for at least 20 seconds. You can also use an alcohol-based hand sanitiser.
- Wash your hands:
  - before entering an area where there are other people may frequent
  - before touching things used by other people
  - after using the bathroom
  - after coughing or sneezing
  - before putting on, and after removing, gloves and masks.
- Clean all surfaces you touch often (counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables) at least once a day wearing disposable gloves, then apply a household disinfectant or diluted bleach solution.
- Place all used disposable gloves, surgical masks, and other contaminated items in a lined waste bin before disposing of them with other household waste. Wash your hands immediately after handling these items.
- Ask your family or friends to pick up groceries and medicines for you or order online or by telephone. If you still need help with obtaining food and essential supplies, call your local Public Health Unit on 1300 066 055.

## What if I live with other people?

Your Public Health Unit will discuss your living arrangements and whether you can effectively self-isolate from other people in your household. They will also identify anyone in your household who is at greater risk of illness such as someone who is elderly or immunosuppressed.

If you can't effectively self-isolate, alternative accommodation for you or your household will be arranged. If you have a child who you can't self-isolate from, they will need to isolate with you. If you live with people who work in a high-risk setting, refer to the [advice for households of people working in a high-risk setting](#).

If you can effectively self-isolate from the people you live with, at all times you will need to:

- remain completely separated
- stay and sleep in a different room
- use a separate bathroom,
- do not share household items, including dishes, cups, towels, bedding, or other items – after using these items, you should wash them thoroughly with soap and water or use a dishwasher/washing machine
- avoid shared areas and wear a face mask when moving through these areas
- never be in the same accommodation as people who are at risk of severe disease, such as elderly people, immunocompromised people, or those who have heart, lung or kidney conditions, or diabetes.

The Public Health Unit will also advise whether the people you live with are close contacts and will need to self-isolate too. All close contacts should refer to the [advice for close contacts](#).

**Close contacts must isolate separately to cases.**

## What if I become symptomatic or my symptoms get worse during self-isolation?

You should monitor yourself for any new symptoms, particularly:

- fever (37.5°C or higher) or history of fever (night sweats, chills)
- runny or blocked nose
- change in taste or smell
- sore throat
- cough

- shortness of breath (difficulty breathing)

Other symptoms of COVID-19 can include an acute blocked nose (congestion), fatigue, muscle pain, joint pain, headache, diarrhoea, nausea/vomiting, loss of appetite, unexplained chest pain and conjunctivitis.

Talk to the clinical team monitoring you if you feel you need to treat those symptoms.

If your symptoms become serious (for example, shortness of breath at rest or difficulty breathing), you should call Triple Zero 000. Tell the ambulance staff you have been diagnosed with COVID-19.

## How do I cope with self-isolation?

- Talk to the other members of your family about COVID-19 to reduce anxiety. You can find accurate, up to date information at [COVID-19 – Frequently asked questions](#).
- Reassure young children using age-appropriate language.
- Keep up a normal daily routine at home as much as possible.
- Keep in touch with family members and friends via phone, email or social media.
- Exercise regularly at home. Options could include exercise DVDs, dancing, floor exercises, yoga, walking around the backyard or using home exercise equipment, such as a stationary bicycle if you have one. Exercise is a proven treatment for stress and depression.
- If you have a job which allows you to work from home, speak to your employer about this option. Think about how you have coped with difficult situations in the past and reassure yourself that you will cope with this situation too. Remember that self-isolation won't last for long.

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## What if I'm notified as a confirmed case and I'm away from home?

If you have been notified as a confirmed case while away from home and you cannot stay in your accommodation for the self-isolation period, your Public Health Unit can assist in finding alternative accommodation.

You are not permitted to travel home until you are cleared by a designated medical practitioner.

## When can I leave self-isolation?

- You can leave self-isolation once you have been medically assessed as non-infectious and an authorised medical practitioner confirms:
- If you never reported any symptoms you may be released from isolation if:
  - at least 14 days have passed since the first COVID-19 test was positive
  - no symptoms have developed during the last 14 days, and
  - you have negative COVID-19 test
- If you did have a fever and respiratory symptoms you may be released from isolation if:
  - at least 14 days have passed since the onset of symptoms, and
  - there has been resolution of fever and significant improvement in respiratory symptoms of the acute illness for the previous 72 hours
- If you do not have complete resolution of fever and respiratory symptoms you can be released from isolation if:
  - at least 20 days have passed since the onset of symptoms, and
  - you health is not significantly compromised,OR
- You can also be released from isolation if you meet all the following criteria:
  - at least 14 days have passed since the onset of symptoms;
  - there has been resolution of fever for the previous 72 hours;

- there has been substantial improvement in respiratory symptoms of the acute illness; and
- you have had two consecutive negative COVID-19 tests taken at least 24 hours apart after day 10 from symptom onset
- People who are significantly immunocompromised may be released from isolation if:
  - at least 14 days have passed since the first COVID-19 test was positive
  - you have had two consecutive negative COVID-19 tests taken at least 24 hours apart after day 7 from symptom onset
- Other criteria will apply if your results from this test are not negative which may require an additional test, including a blood test.

## What happens if I don't follow self-isolation rules?

Not following these guidelines puts family, friends and the community at risk.

Not following these rules is also a criminal offence and attracts heavy penalties. For individuals, the maximum penalty is \$11,000, 6 months in prison, or both with a further \$5,500 fine for each day the offence continues.

## What happens after I leave self-isolation?

You can return to daily activities including taking public transport, going to work and seeing friends and family.

You should continue to practice good hygiene and physical distancing to reduce the spread of all contagious diseases:

- Stay 1.5 metres away from people you don't live with.
- Wash your hands often for 20 seconds with soap and water, or use an alcohol-based hand sanitiser.
- Avoid touching your face, especially your eyes and mouth.
- Cover your mouth and nose with a tissue or your flexed elbow when coughing or sneezing.
- Wear a mask, particularly indoors or where there are other people outdoors

If you develop COVID-19 symptoms at any point after your isolation period, get tested immediately.

## Still have questions or need support while in isolation?

If you are affected by COVID-19 and experiencing financial difficulty, please visit the [NSW Government website](#) for information on what financial support is available.

- [Lifeline Australia](#): 13 11 14  
A 24/7 crisis support service that provides short-term support at any time for people who are having difficulty coping or staying safe.
- [Beyond Blue Coronavirus Mental Wellbeing Support Service](#): 1800 512 348
- [Kids Helpline](#): 1800 551800  
A free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25 years.
- NSW Mental Health Line: 1800 011 511  
Mental health crisis telephone service in NSW.
- National Coronavirus Health Information line: 1800 020 080
- Visit [NSW Health - COVID-19 \(Coronavirus\)](#)