

Provider & Stakeholder Questions and Answers (Q&A)

Updated: 2020-08-31 | SUBJECT TO CHANGE

Epidemiology	Why are we not using any of the medications that are being used in the us, and other countries. Hcq, zpack & zinc, other medications such as budesidine, and ivermectin.	The Hawaii Department of Health (DOH) follows guidance from the U.S. Centers for Disease Control and Prevention (CDC). According to the CDC, there are no drugs or other therapeutics presently approved by the U.S. Food and Drug Administration (FDA) to prevent or treat COVID-19. The National Institutes of Health have published interim guidelines for the medical management of COVID-19. To find out more, please view information provided by the CDC at: https://www.cdc.gov/coronavirus/2019-ncov/hcp/therapeutic-options.html .
Homelessness	There is a reduction of shelter beds available at IHS Sumner Street, what does that mean for the system?	It is a concern that there are reduced beds available for people experiencing homelessness in the community. For state agencies that do enforcement, we have instituted a temporary suspension of enforcement activities on state land with the exception of immediate health and safety concerns. However, there are still vacancies available in the shelter system. The Governor’s Office on Homelessness keeps a daily vacancy list of emergency shelter beds statewide that is distributed on a daily basis, for Oahu, that list is on the Partners In Care website and also listed on the State’s homelessness initiative website at http://homelessness.hawaii.gov/daily-emergency-shelter-vacancy/ .
Isolation/Quarantine	Once a staff member or patient is tested, did they automatically go into quarantine or isolation, or did you sometimes let them work or remain until results were returned?	Staff members of shelter residents who were confirmed to have tested positive for COVID-19 or had close contact with those who were confirmed positive were requested to go into quarantine or isolation. Individuals who have had close contact with someone who has been confirmed positive are recommended to stay in quarantine for the full 14-day period even if they test negative for COVID-19.
Isolation/Quarantine	Can people take a walk alone during isolation, for exercise?	If an individual is isolating, the individual must remain isolated in the home/unit for the entire isolation period.

Isolation/Quarantine	If someone is in isolation, does the rest of the household have to isolate as well?	An individual can isolate separately in own home if the individual has access to own room, own bathroom or a shared bathroom that can be cleaned after each use (not preferable), can avoid close contact with family members, and able to isolate for the entire time. The rest of the household would quarantine separately for the full 14 days since each person's last exposure to the isolating individual during the infectious period.
Isolation/Quarantine	Do you need to quarantine if you been exposed to a positive client but have PPE (mask) and less than 15 minutes contact?	Exposure is close contact which is considered closer than 6 feet of the individual for more than 15 minutes, or if someone coughs or sneezes directly on you who is COVID-positive.
Isolation/Quarantine	If you have a close contact and you have to quarantine and you get tested and get a negative test result, does that mean you can end your quarantine when you get the negative test result back even if that's been less than 14 days or should you quarantine for the entire 14 days?	You should quarantine for the full 14 days as it could take up to 14 days for the virus to incubate. It is a good sign that you are negative, but it doesn't mean that you won't get infected. Quarantine alone and not with others who have been exposed as some may be incubating and some not possibly exposing each other.
Isolation/Quarantine	Wondering about any updates on TQIC -- Specifically, can patients in TQIC's communicate with their treatment teams, who is monitoring patients, how are we clear that patients maintain isolation while in TQIC's. Also, is rapid testing being worked on, especially for residential sites	The TQIC welcomes people to contact treatment teams via telehealth or telephone. Case managers are assigned to individuals who are isolating or quarantining at the TQIC or at another DOH isolation and quarantine facility. The case managers maintain communication with the patient. For more information, please contact the 24-hour Hawaii CARES line at (808) 832-3100 on Oahu or (800) 753-6879 on the neighbor islands.
Isolation/Quarantine	In a family of 5, everyone took the test and 1 turned out positive, Does the whole household still quarantine for 14 days?	Yes, the household would have to quarantine for 14 days from the last exposure. If more individuals in the household test positive, the 14 days resets. That is why it's important to remove or separate the positive individual from the household so the 14-day quarantine period can start.
Isolation/Quarantine	Does DOH have a number for providers to call for any questions concerning quarantine/isolation?	Hawai'i CARES Line: O'ahu (808) 832-3100, Neighbor Islands 1 (800) 753-6879.
Isolation/Quarantine	So, the question really is when, after exposure, is the best time to test someone in quarantine?	5-7 days post exposure

Isolation/Quarantine	So, overall "secondary exposure" isn't something to worry too much about? (Secondary could mean someone who comes into contact with someone who is positive or has symptoms, within the last 10 days).	Secondary exposure is not considered close contact at that point. Exposure is defined as having close contact (less than 6 feet for over 15 minutes) to a positive case during the infectious period. For those individuals that have been exposed, it is best to quarantine for the 14 days to ensure that you do not potentially expose anyone else. But for secondary contact, you do not need to go into quarantine. Nevertheless, we should all maintain physical distance, wear face masks, practice good hand hygiene, and monitor ourselves for symptoms.
Isolation/Quarantine	Where can the positive person in the family go to quarantine to remove themselves from others in the household that has tested negative? Hotel?	<p>The DOH, in partnership with the City & County of Honolulu, administers a number of isolation and quarantine facilities on Oahu. Please contact the 24-hour Hawaii CARES line for more information.</p> <p>On the neighbor islands, please contact the District Health Office for your county:</p> <ul style="list-style-type: none"> • Hawai'i District: Hilo (808) 974-6006, Kona (808) 322-4880, Waimea (808) 887-8114 • Maui District: (808) 984-8200 • Kaua'i District: (808) 241-3495
Isolation/Quarantine	but it was said that the patient may remain infectious for up to 10 days, so is 10 days better	Depends if the person can safely quarantine after exposure. If the person lives in a congregate living situation or with high risk individuals and cannot safely quarantine, it is important to identify positives early so that they can be put into isolation.
Isolation/Quarantine	If someone is in TQIC, will CM team and other supports automatically be communicated to and kept updated?	Yes. Case managers are assigned to individuals who are isolating or quarantining at the TQIC or at another DOH isolation and quarantine facility. For more information, please contact the 24-hour Hawaii CARES line at (808) 832-3100 on Oahu or (800) 753-6879 on the neighbor islands.

Substance Abuse	Do you have substance abuse groups for the positive substance dependent clients, to help with withdrawals?	IHS has used medication assisted withdrawal and providing therapeutic supports through individual conversations with the client. At the end of the withdrawal period, next steps are discussed. If the client is a good candidate for substance abuse treatment programs, because they would have done their time period in isolation or quarantine, they can go right into the treatment program.
Testing	But it does not look like they are going very far up the nostrils and people can do themselves?	The surge testing conducted on Oahu utilized tests that were self-administered and were different from the Polymerase Chain Reaction (PCR) tests utilized by Project Vision and other testing providers that partner with DOH. This is why the tests used at surge testing sites do not go as far up the nostrils and do not need to be administered by a healthcare professional.
Testing	What exactly went wrong on the H3 testing? How do label wrong?	According to the City & County of Honolulu, the Honolulu Fire Department staff assisting with the surge testing did not receive proper guidance from eTrueNorth, a Texas-based company, which led to test tubes at the Kaneohe surge testing site not being labeled. The City arranged for new tests to be conducted for individuals whose tests had been mislabeled.
Testing	Is H3 testing PCR test?	The testing that will take place on the H-3 freeway will be a rapid test, not a PCR test. Please be aware that with any test, it is meant for people that might need that test. There are risks for false positives or false negatives.
Testing	How often are people retesting; guards at OCC, Halawa, etc. every week once a month?	The Hawaii Department of Public Safety (PSD), in partnership with DOH, is conducting testing of all staff and inmates at jail and prison facilities statewide. For more information, please visit http://dps.hawaii.gov/blog/2020/03/17/coronavirus-covid-19-information-and-resources/ .
Testing	If you have the regular flu, would you still test positive for COVID?	No.