# Keesler AFB COVID-19 FREQUENTLY ASKED QUESTIONS

Q1.      What are symptoms of COVID-19?

A1.      There are many symptoms that may suggest someone has COVID-19.  Those symptoms include (not all inclusive):

> Fever or chills
> New or unexplained cough
> Shortness of breath or difficulty breathing
> Fatigue
> Muscle/body aches
> Headache
> New loss of taste or smell
> Sore throat
> Congestion or runny nose
> Nausea or vomiting
> Diarrhea

Q2.      What should I do if I feel like I am having symptoms of COVID-19?

A2.      Call the Nurse Advice Line at 1-800-TRICARE (874-2273)

Stay home if you feel sick

Inform your leadership/duty location/employer

Q3.      Where can I get a COVID-19 test?

A3.      If you have **mild to moderate symptoms**, testing can be done at the Drive Up COVID Clinic (DUCC) that is located in front the hospital

If you have **severe symptoms**, testing can be done in the Emergency Department

Civilian employer/school/travel directed testing can be done at the Drive Up COVID Clinic, but must show documentation that the test is needed

Non-active duty personnel can also look into getting tested at a civilian testing location; call TRICARE to check your benefits first

Q4.      What do I do if I was **directly exposed** to someone who has COVID-19?

A4.      If your exposure was a *"close contact"* (within 6 feet for at least 15 minutes) of a positive case and at least one of you was not wearing a mask/face covering, then the recommendation is to quarantine for 14 days.

Contact Public Health at 228-376-3163 for further guidance based on your particular situation/exposure

Inform your leadership/duty location/employer

Q5.     How long does it take to get test results?

A5.     Test results can take 24-72 hours to come back.  Until you know your test results, you need to be in isolation (separate yourself from others) to prevent the spread of the virus.


Q6.     How do I get my test results?

A6.     You will receive a phone call notifying you of your test results.  Test results can also be found on the TRICARE Online Patient Portal at www.tricareonline.com or if your primary care provider is located at Keesler then you can call the appointment line at 1-800-700-8603 and ask to leave a telephone message for your medical provider to provide you with your test results.


Q7.     How do I get a copy of my test results?

A7.     A copy of your test results can be requested from Medical Records at 228-424-6294.



Important numbers:

Nurse Advice Line (NAL) - 1-800-TRICARE (874-2273)

Keesler Medical Group appointment line - 1-800-700-8603

Emergency Department - 228-376-0500

Public Health - 228-376-3163

Drive Up COVID Clinic - 228-382-8847


Important websites:

www.keesler.af.mil

www.facebook.com/keeslerafb

www.facebook.com/81MDG

www.cdc.gov

www.msdh.ms.gov