

**COVID-19 CARE PATHWAYS 2022**

What do I need to do if I'm COVID-19 positive?

This Information Sheet has been developed by Queenslanders with Disability Network (QDN) for Queensland Health. It provides information to people with disability and their supporters about what to do if you get COVID-19 and steps out the process, including:

- how to get tested and where to get tests
- the pathway to follow
- checking your symptoms

Checklist

1

Report your Positive RAT test



If you learn you have COVID-19 using a Rapid Antigen Test (RAT) at home, report your **positive RAT result** to Queensland Health [here](#). You can do this online on the form or you can call 134 COVID (134 268) if you need help. When you report your positive RAT test online you will be prompted to either:

- complete the COVID self checker online, or
- call the National Coronavirus Helpline on 1800 020 080.



If you've received a **positive PCR test**, you will get a text from either Queensland Health or the pathology provider. Depending on your symptoms and other health conditions, you will be advised about the care pathway that offers the right health care for your needs. If you don't have a phone or computer, call the National Coronavirus Helpline on 1800 020 080 for advice.

2

Immediately isolate for 7 days



If you get COVID-19, you need to immediately isolate yourself at your home, or other accommodation, for **7 full days from the date you had your test**.

Find out [how to isolate](#), including what support is available to you. If you don't have somewhere suitable to isolate, call 134 COVID (134 268) for help.

3

Tell the people that live with you that you have COVID-19



They are close contacts and need to quarantine at home with you for the same period of time. Tell your partner, family, friends, disability support workers, service providers, colleagues, and or classmates at university or TAFE to get tested if they have symptoms.

4

Continue to get your essential disability supports



If you have mild symptoms, your disability support workers can continue providing care and you can continue to access external providers providing essential services.

Think about what supports are essential and what supports you can do without while you recover from COVID-19. Examples of essential supports are getting out of bed, showering, mealtime and other personal support.

Both you and your workers should use PPE if you can – if you cannot use a face mask it's important your workers use N95 masks, face shields, and goggles or eye cover so they are protected and can continue to support you. You can get this PPE at your local chemist or buy them online.

If you have a worker not turn up, contact your provider so they can make alternative arrangements. If you employ workers directly you could try online services such as Mabel [here](#) or Hireup [here](#).

- If you are completely without support, contact the Community Recovery Hotline on 1800 173 349

If you're not happy with the disability support your provider has delivered, you can contact the NDIS Quality and Safeguards Commission to make a complaint at 1800 035 544

5

Manage your symptoms and health



There is information about [Looking after your symptoms at home](#) on the Queensland Health site. It is important to:

- Get lots of rest
- Keep your fluids up – drink lots of water, enough to make sure you're weeing regularly

- Take some over the counter pain medicine like paracetamol (such as Panadol) or ibuprofen (like Nurofen) to help with head or body aches, or if you're generally feeling miserable
- Keep in touch over the phone with family and friends so they know how you're doing, and to help if you're feeling lonely while you're isolating
- You or your support worker can also use the [COVID-19 symptom diary](#) to track if your symptoms become worse and you need to get medical assistance. Sometimes you can feel well when you first test positive but get worse throughout the illness, so it's important to keep a close eye on how you're feeling.

If you are unable to isolate and this places you and the people you live with at increased risk, contact Queensland Health on 134 268 or National Coronavirus Helpline on 1800 020 080

If you are worried about your symptoms and think they are severe, you can call Triple Zero (000) or go to a hospital Emergency Department. If you have COVID you need to go to hospital directly in a private car, or if that is not possible call an ambulance. Let them know you have COVID.

Other information:



Rapid Antigen Tests:

- Australian Government concession card holders can access some free RATs from pharmacies – you can find more information here about eligibility and how to get them
- Eligible NDIS participants can now use core funding from their NDIS plans to buy RATs
- Participants do not need to request a plan review to buy RATs where they are needed to be able to access their reasonable and necessary supports. Participants can also purchase RAT tests for support workers so they can continue to safely deliver support.



Get the things you need delivered like food and medication

It's important you have everything you need for staying home. Remember:

- any deliveries must without contact

- ask friends or family members you don't live with to get food and medication for you and leave it at your door.
- if that isn't possible, arrange a food delivery service and have all food left outside your house in an accessible place. Do not let a delivery person into your home or accommodation
- If you need a prescription filled, arrange this with your usual pharmacist or GP. They can deliver it to your home or accommodation, or you can let your friend or family member know where to collect the medication
- home care workers and other providers of essential services like nurses are allowed to enter your home. However, if you receive these services, it is important that you let workers know that you have COVID-19 and are in isolation
- if you live alone, make sure a friend, family member or service provider knows you are isolating, and checks in on you (by phone or video call) every few days
- if you can't get family or friends to help you, contact the Community Recovery Hotline on 1800 173 349



Think about your care needs and make a plan

- Use the Person Centred Emergency COVID-19 Planning Tool [here](#) and come up with a plan if you get sick or need to go to hospital. Your plan should cover your specific health and disability support needs.



Look after your mental health

The COVID pandemic continues to be a stressful time, and becoming ill and having to isolate adds to this stress. While you're staying at home, Queensland Health have tips for looking after your mental health [here](#) and keeping healthy and active at home [here](#).



Where to get help

All the COVID contact numbers and help lines are available in one place [here](#).