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Novel Coronavirus FAQs

1) How can I help prevent the spread of Novel Coronavirus?

There is currently no vaccine to prevent Novel Coronavirus. The best way to prevent infection is to avoid being exposed to the virus.

However, there are general principles you can follow to help prevent the spread of respiratory viruses. These include:

- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitiser that contains at least 60% alcohol if soap and water are not available. This is particularly important after taking public transport.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are unwell.
- If you feel unwell, stay at home and do not attend work or school.
- Cover your cough or sneeze with a tissue then throw the tissue in the bin.
- Clean and disinfect frequently touched objects and surfaces in the home and work environment.

2) What symptoms should I be concerned about?

If you get a cough, high temperature or feel short of breath within 14 days of returning from:

- China
- Thailand
- Japan
- Republic of Korea
- Hong Kong
- Taiwan
- Singapore
- Malaysia
- Macau

You should:

- stay indoors and avoid contact with other people
- call NHS Direct Wales on 0845 4647 or 111 Wales in your area to inform them of your recent travel to the area

Please follow this advice even if your symptoms are minor.

If you have travelled from Wuhan or Hubei Province to the UK in the last 14 days you should immediately:

- stay indoors and avoid contact with other people as you would with the flu
- call NHS Direct Wales on 0845 4647 or 111 Wales, if available in your area, to inform them of your recent travel to the area.

Please follow this advice even if you do not have symptoms of the virus.

3) What if I become unwell whilst in a public or shared space?

Do not go to your GP or a hospital if you become unwell in a public or shared space. Instead you should contact NHS Direct Wales on 0845 4647 or 111 Wales, if available in your area, or call 999 if it is an emergency.

Make sure you inform them of your recent travel if you have returned from Wuhan, Hubei Province, other parts of China, or the other specified areas.

You should:

- avoid touching objects, surfaces and other people as much as possible.
- cover your mouth and nose with a disposable tissue when you cough or sneeze and then throw the tissue in the bin. Wash your hands with soap and water.
- if you don't have any tissues available, cough and sneeze in to the crook of your elbow.
- you will need to find somewhere safe to isolate yourself if you become unwell in a public space.

4) How should I clean a public or shared space where a person has been unwell?

If a person becomes unwell in a shared space, this space should be cleaned using disposable cloths and household detergent. Avoid using mechanical carpet washers and buffing machines. Wash your hands after cleaning.

5) If I am at risk, shouldn't I be in hospital?

If you have returned from China or any of the other specified areas but are not unwell, you do not need to stay in hospital. It is better for you to stay in familiar surroundings if you can.

If you do become unwell, contact NHS Direct Wales on 0845 4647 or 111 Wales, if available in your area, immediately in order for you to be assessed by an appropriate specialist as quickly as possible.

6) Are my family at risk?

If you are not unwell, or are not experiencing any of the symptoms associated with the virus, your family does not need to take any precautions or make any changes to their own activities.

If you become unwell, follow the advice of healthcare professionals on any precautions that should be taken.

7) What about the people I'm with if I become ill?

It is important not to get too close to other people if you become ill. Try and maintain two metres distance between yourself and others in order to reduce the risk of spreading the infection.

8) Do I need to wear a face mask?

It is not necessary to wear a face mask if you are well.

9) Can I catch Novel Coronavirus from post/packages received from China?

The virus does not survive well outside the body and so it is highly unlikely that Novel Coronavirus can be spread through post or packages.

10) Can I get Novel Coronavirus from food/takeaways?

It is highly unlikely that Novel Coronavirus can be spread through food.

11) I've travelled to a country outside of China with cases of Novel Coronavirus what should I do?

If you get a cough, high temperature or feel short of breath within 14 days of returning from:

- China
- Thailand
- Japan
- Republic of Korea
- Hong Kong
- Taiwan
- Singapore
- Malaysia
- Macau

You should:

- stay indoors and avoid contact with other people
- call NHS Direct Wales on 0845 4647 or 111 Wales in your area to inform them of your recent travel to the area

Please follow this advice even if your symptoms are minor.

If you are aware that you have had close contact with a confirmed case of Novel Coronavirus you should contact NHS Direct Wales on 0845 4647 or 111 Wales, if available in your area, for further advice.

12) There is someone in my child's school/university who has just returned from China or one of the other specified areas, what should I do?

People who have returned from Wuhan or Hubei province in the last 14 days should avoid attending school, work or university.

People who have returned from China or any of the other specified areas in the last 14 days are advised to stay at home if they develop symptoms.

All other students should continue to attend school/university.

14) My relative has been to China or one of the other specified areas – should other people in the household stay away from work or school?

There are no restrictions for contacts of people who have recently been to China or any of the other specified areas and are well.

If someone is unwell in the household and has recently returned from China or any of the other specified areas, please phone NHS Direct Wales on 0845 4647 or 111 Wales if available in your area for further advice.

More information on Novel Coronavirus:

The Department of Health and Social Care and Public Health England have published [more information on Wuhan Novel Coronavirus including its epidemiology, virology and clinical features](#).

See [the latest information and actions for the public on the outbreak of Wuhan Novel Coronavirus](#), including [advice for travellers](#).

The Department of Health and Social Care will publish [updated UK data on a daily basis at 2pm](#) until further notice.