Message to the People of Tokyo
"What to do when you are worried that you might be infected with the novel coronavirus (COVID-19)"

(Those who suspect they might be infected) Did any of the following occur in the two weeks leading up to the development of symptoms?

a) You were in close contact(*1) with a person infected with novel coronavirus and 1) you have a fever or 2) respiratory symptoms
b) You visited an endemic area(*2) or were in close contact with someone who traveled to or recently came to Japan from such an area and 1) you have a fever or 2) respiratory symptoms.

**Yes**

- Those with cold-like symptoms, a fever of 37.5 degrees Celsius or higher, serious fatigue or difficulty breathing
  - (General population) When symptoms persist for four days or more
  - (The elderly, those with underlying conditions, and pregnant women) When symptoms persist for about two days

- Call the Novel Coronavirus Patient Consultation Call Center (Open 24 hours)
  - Call to Local public health centers
    - Weekdays/Daytime: 03-5320-4592
    - Weekends/Holidays and Nighttime: 03-5285-8181

- Call the Tokyo Health Care Information Center (Himawari)
  - Hours: 9:00 a.m. to 8:00 p.m. (includes weekends and holidays)
  - 03-5285-8181

- Call center determines caller needs to consult with a doctor

- Outpatient consultation (for returnees with suspected symptoms and those in close contact with them)
  - *Be sure to wear a mask and avoid using public transportation if at all possible.

- Doctor determines patient needs to be tested

- PCR (polymerase chain reaction) test carried out by the Tokyo Metropolitan Institute of Public Health or other facility

- Test comes back positive
  - Patient hospitalized
    - (Medical institution designated for infectious diseases, etc.)

- Test comes back negative
  - Consultation with a medical institution

**No**

- Those who are worried
  - Those who have a fever or slight cough
  - Those who are worried that they might have been infected

- Call the Tokyo Novel Coronavirus General Consultation Call Center
  - Hours: 9:00 a.m. to 9:00 p.m. (includes weekends and holidays)
  - 0570-550571 (from February 28th)

- If expert advice is required

- Caller does not need to consult with a doctor

- Doctor determines patient does not need to be tested

- Patient recovers at home

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*1 Close contact is defined as contact over a long period or living with a person suspected of having the virus, contact through examining or providing care to a patient without taking protective measures against becoming infected, contact with the bodily fluids of someone suspected of being infected, etc.

*2 Endemic area: Hubei and Zhejiang provinces in the People's Republic of China