

Coronavirus (or Covid-19) Information for MHLA Participants

Frequently Asked Questions

NOTE: MHLA clinics are still taking enrollment applications and seeing patients (Urgent and Non-Urgent).

General Information

Q: What is the coronavirus?

A: The new coronavirus is a type of virus that causes coronavirus disease 2019 (COVID-19). COVID-19 is an infection of the airways and lungs.

Q: What are the symptoms of COVID-19?

A: It may feel like a common cold or the flu. You may have a fever, cough, muscle aches and trouble breathing. Some people don't have any symptoms. For those who do, most will get better with rest and time.

Q: How does it spread?

A: The virus is spread from person to person through tiny droplets made when an infected person nearby coughs or sneezes. You can also get it by touching an object or surface with the virus on it, then touching your mouth, nose, or eyes before washing your hands.

Q: Is there treatment?

A: Not yet. There is no vaccine or specific medicine to treat COVID-19. Resting, drinking fluids and taking acetaminophen (Tylenol) may make you feel better. Most patients simply get better on their own.

Q: How do I avoid getting COVID-19?

- A:
- Wash your hands often with soap and water or alcohol-based hand sanitizer for 20 seconds.
 - Don't touch your eyes, nose, and mouth with unwashed hands.
 - Cover your nose and mouth with a tissue or your elbow when you cough or sneeze.
 - Stay at least six feet away from other people.
 - Stay home if you are sick.

Q: What should I do if I have symptoms?

- A: There is no need to see a doctor if you have mild symptoms.
- Call your doctor if you have a fever or cough AND are elderly, pregnant, have a weakened immune system or other major medical problems.
 - If you have trouble breathing or having a medical emergency, please dial 9-1-1 or go to the nearest Emergency Department.

Q. Can I be seen if I go to an emergency room?

A. Yes. If you are having a medical emergency, emergency rooms will care for you. To help you and our workers, emergency room staff will screen you for COVID-19 like symptoms and decide what treatment you need.

Q. How long does COVID-19 infection last?

A. Most people with symptoms get them between 2 and 14 days after contact with a sick person. Most will simply get better on their own. But some people may have to be hospitalized. The elderly and those with underlying medical conditions are at highest risk.

Q. Who can be tested for COVID-19?

A. Currently, testing is available, and priority is given to patients who have symptoms, are over 65, have a chronic medical condition, or are essential workers. The test for COVID-19 is free. To schedule an appointment at a county test site, go to covid19.lacounty.gov/testing. Some MHLA clinics also offer testing. It is best to call the clinic first.

My Health LA

Q: My medical home says they cannot see me today because it is not urgent.

A: If it is not urgent, you should make a future appointment to go to your medical home clinic. You may be provided a telephone visit instead of an in-person visit. If you have an urgent need, the Department of Health Services Urgent Cares are available to you. For more information on our urgent care services visit: <http://dhs.lacounty.gov/wps/portal/dhs/services/urgentcare/>

Q: Is my clinic still open /open the same hours?

A: MHLA clinics are still open. You can call your medical home clinic for their hours of operation. If you don't know your medical home clinic or the phone number, call MHLA Member Services at (844) 744-6452. All the MHLA clinics are here: <http://dhs.lacounty.gov/mhla>.

Q: Should I still go to my medical appointment at my medical home clinic?

A: Call your clinic to make sure you should still come in. You may be provided a telephone visit instead of an in-person visit. If you don't know your medical home clinic or the phone number, call MHLA Member Services at (844) 744-6452.

Q: Has My Health LA enrollment or renewal process changed?

A: Enrollment and renewals can be done by phone with your My Health LA medical home clinic. You can also apply at in-person your clinic. If you have trouble, please call MHLA Member Services at (844) 744-6452.

Q: Can I still go to any medical home clinic to apply for or renew My Health LA application?

A: Yes. Call your clinic to make or confirm your appointment.

Q: What if my medical home clinic is closed?

A: If a clinic site closes, the clinic will transfer you to another clinic within the same agency.

Q: Can I request a phone visit with a My Health LA provider?

A: Call your clinic to schedule an appointment. It is possible you may be provided a phone visit instead of an in-person visit.

LA County Health Services Specialty Clinics and Emergency Care

Q: Should I still go to my already-scheduled specialty care appointment at my County facility?

A: LA County Health Services is only making time-sensitive appointments for specialty care. If the specialist has determined the appointment is time-sensitive, you will receive a call from this number 855-521-1718. If you have an upcoming visit, the clinic staff will call you if it needs to be rescheduled.

Q: Can I go to LA County Health Services emergency room?

A: Yes. If you are having a medical emergency, emergency rooms will care for you. To further protect you and our staff members, emergency rooms will screen for COVID 19 and determine the severity of your symptoms. Only patients with urgent needs will be seen. There is no need to see a doctor if you have mild symptoms.