

Brown County Health & Human Services

Public Health Division

COVID-19 Intake FAQ's

Q: How do I call to make a complaint about a restaurant/workplace is not following guidelines?

A:

- There is no 'Safer at Home Order' issued at this time. Brown County Public Health (BCPH) can only recommend, not enforce, all establishments follow the Centers for Disease Control and Prevention (CDC & Wisconsin Department of Health Services (DHS) guidelines and recommendations. The decision to follow or not follow those guidelines is left to the establishment.
- It is the responsibility of the citizen to assess their own risk and either A) go to the facility, or B) don't go to the facility.
- We recommend that callers check in with establishments they plan to visit prior to arrival to make sure they are comfortable with the COVID-19 policies.
- However, we are still conducting contact tracing and investigations of facilities that have a known outbreak, so if someone is infected with COVID19, there are still processes in place to minimize spread.

Q: How can I file a general complaint to Public Health?

A: You can make a general complaint to Brown County Public Health by calling our intake line: 920-448-6400. The complaint information will then be sent to the proper recipient for documentation and follow-up.

Q: An employee at my facility has tested positive for COVID19. What are the next steps?

A: I will take your information and give it to our Facilities Branch. You will then be contacted and provided with guidance.

Q: Can I please have guidance on best practices to minimize COVID19 spread within my facility?

A: I will take your information and give it to our Facilities Branch. You will then be contacted and provided with guidance.

Q: I was in contact with someone who has tested positive for COVID19. What are the next steps?

A: I will take your contact information and have a BC Nurse call you back to provide guidance and determine your level of transmission risk.



Public Health
Prevent. Promote. Protect.

Brown County
Health & Human Services

Brown County Health & Human Services

Public Health Division

Q: I would like to know if there is a positive COVID19 case at a specific Brown County facility.

A: We are unable to provide you with that information currently and recommend that you directly call the facility in question for that information. We also recommend that you ask yourself what you would do differently if you were made aware of a positive case in a facility, and to put those additional measures into practice proactively.

Q: I am having symptoms that could be COVID19 symptoms

A: Please contact your primary care provider as soon as possible and notify them. If you do not have a primary care doctor, please call a provider COVID19 hotline.

*If you are in an emergency where you or someone else cannot breathe, please call 911.

Q: Where can I be tested for COVID19?

A: Testing at this time is being conducted by our local health care providers. Please contact your primary care doctor so set up a test. If you do not have insurance or a primary care provider, you can call one of the providers COVID19 hotlines for guidance or to set up a test.

- Bellin COVID-19 Hotline: 920-445-7313 or <https://www.mybellin.org/MyChart/Authentication/Login?>
- Advocate Aurora Health COVID-19 Hotline: 877-819-5034 or <https://www.advocateaurorahealth.org/coronavirus-disease-2019/community-testing>
- Prevea: 920-431-1810 or <https://myprevea.com/>

Q: How long will it take for my test results to come back?

A: You can expect your test results to come back in 2-3 days.

Q: If I test positive, how long do I need to isolate myself?

A: BCPH recommends the following: Be well for one day (free of fever, productive cough, and other symptoms of respiratory infection) AND at least 10 days since symptoms began.

<https://www.dhs.wisconsin.gov/publications/p02632.pdf>

Q: Can I please receive a clearance letter to return to work after a positive test?

A: Please call the facility that conducted your test to receive a clearance letter.



Public Health
Prevent. Promote. Protect.

Brown County
Health & Human Services