



STAY-AT-HOME

## **Isolation Guidance**

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## **Frequently Asked Questions**

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## **Essential Businesses List**

Should I be tested for COVID-19?

Where are the testing sites & locations?

What should I know before I go?

I've been tested. Where can I get my results?

Is there testing for the Homeless Population?

*Best Practices for Retail Food Stores, Restaurants,  
and Food Pick-Up/Delivery Services During the  
COVID-19 Pandemic*

*Health Care Providers – Public Health Order Compliance – Submit Your Policy and PPE Inventory Here*

*Health Care Providers – Request access to the Provider Portal*

*Coronavirus Hotline: 1-855-600-3453*

*For non-health related COVID-19 questions: 1-833-551-0518*

*Senior Food Hotline: 1-800-432-2080*

*Frequently Asked Questions*

# 1,245

**Positive Cases of COVID-19 in New Mexico**


*[Click Here to View Positive Cases By County](#)*

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**How to Make Your own Face Covering**

CLICK  
HERE

**Here's Why Ventilators Are So Important**

CLICK  
HERE

## **PPE: What New Mexicans Should Know**

[CLICK  
HERE](#)

## **COVID-19 Testing Information**

### **What are the symptoms of COVID-19 and should I be tested?**

People with COVID-19 have reported symptoms of fever, cough, or trouble breathing.

[COMPLETE A SELF-SCREENING FOR  
TESTING](#)

### **Where are the testing sites & locations?**

For a full listing of testing sites in your area along with hours of operation, and contact information, please visit the directory by clicking the link below.

[VIEW ALL TESTING SITES &  
LOCATIONS](#)

### **What should I know before I go?**

Sites are designed to keep you and health care workers safe. Sometimes you stay in your car. Other sites will screen you before you come indoors.

[VIEW ALL TEST & SCREENING  
DETAILS](#)

### **I've been tested. Where can I get my results?**

NMDOH has deployed an online tool for you to look up your results quickly.

## Helpful Resources

**1-855-600-3453**

*Coronavirus Hotline*

**1-833-551-0518**

*For non-health related COVID-19 questions*

**Home care if you are sick or caring for someone who is sick**

[Click Here for more information](#)

### **Stop the Spread of Germs**

*Bilingual Poster*

Help prevent the spread of respiratory diseases like COVID-19.

[Click Here to Download](#)

### **Wash Your Hands - Fight Corona Virus (Covid-19)**

*Poster*

Handwashing is your best protection against the flu, COVID-19, and other diseases.

[Click Here to Download](#)

## What we are doing at NMDOH

The New Mexico Department of Health (NMDOH) is actively responding to the novel coronavirus that is causing community spread in the United States including New Mexico. Since late January, NMDOH began publishing weekly press releases and information on our website to help New Mexicans keep updated on the current situation and on professional guidance to stay healthy. Additionally, two 24/7 Coronavirus hotlines have been created to answer any health-related and non-health-related COVID-19 questions or concerns.

We hold multiple web conferences with hospitals, emergency medical services, childcare organizations, universities, and schools to provide updates, guidance for preparing and responding to the possibility of cases in New Mexico, and to answer questions that our response stakeholders have. We use the Health Alert Network for the healthcare community to update them on current response activities and guidelines for diagnosis, infection control, and notification procedures should they identify a high-risk case.

### **Monitoring and Screening**

New Mexico has identified cases of COVID-19. We are currently working to identify cases as early as possible and implement isolation procedures to prevent further spread of the virus. Due to increased statewide test capacity, all New Mexico residents can receive testing through their provider or the 50 screening and testing sites that are available throughout the state. Testing is prioritized for 1) symptomatic people displaying cough, fever or shortness of breath, 2) asymptomatic people who are close contacts or household members of New Mexico residents who have already tested positive for COVID-19, 3) asymptomatic residents in nursing homes, and 4) asymptomatic people in congregant settings such as homeless shelters, group homes, and detention centers.

We are also actively monitoring the hospital bed capacity in New Mexico and the availability of facemasks, respirators, and other personal protective equipment needed for infection control. We are working with healthcare facilities to be prepared if there are shortages and to implement alternative sites for healthcare if needed, and to increase the supply of personal protective equipment.

Since March 12, 2020, New Mexico Governor Michelle Lujan Grisham has issued a series of [public health orders and executive orders](#) in an effort to mitigate the widespread community transmission of COVID-19. These orders include instructing all New Mexicans to stay at home except for emergency or essential outings, and closing non-essential businesses and healthcare facilities with in-person operations.

### **Emergency Response Planning**

Based on years of planning for the next influenza pandemic, a virus that is similar to the novel coronavirus, we have adapted our plans based on current knowledge of the novel coronavirus that causes COVID-19. We have focused on measures to track the cases identified in New Mexico, to prevent spread of infections through social distancing, to ensure continuity of the healthcare system where patient volumes may require supplemental care sites, and to anticipate special approaches to effectively manage the needs that New Mexicans have for information and healthcare services. We are also stepping up our efforts to communicate what we know about COVID-19.

