

A Notice from Kumamoto Prefecture

Your Questions about COVID-19 Answered

Recently, multiple cases of the COVID-19 coronavirus have been confirmed in Kumamoto Prefecture. The prefecture is currently employing various countermeasures to prevent the further spread of this virus. Here, we have compiled a list of questions that we have received from residents of the prefecture and their answers. Ensure you are up to date with the newest and most accurate information about COVID-19.

As more information becomes available, it will be published on the Prefectural Government's website or on the website for the Ministry of Health, Labor and Welfare.

*Information correct as of April 10 2020

Kumamoto Prefecture
Homepage



Ministry of Health,
Labour and Welfare



What do I do if...?

Q1. I have cold-like symptoms. What should I do?

If you develop a fever or other symptoms associated with a cold, please do not go to school or to your place of work. Please also refrain from leaving your home. Check your temperature each day and keep a record of it.

Q2. I think I may have COVID-19. What should I do?

If you have the following symptoms, please phone your nearest Health Center (Returnees/Virus Contact Consultation Center).

- Persistent cold-like symptoms and a temperature of 37.5°C or above for 4 days or more
- Fatigue and a feeling of breathlessness

People in higher risk categories such as the elderly, pregnant women and those with underlying health conditions should contact their health center if the symptoms listed above persist for 2 or more days. If you experience symptoms other than those listed above, please contact your GP or local healthcare provider.

Q3. What happens when I contact the Health Center (Returnees/Virus Contact Consultation Center)?

If the Health Center deems that there is a possibility of you being infected, based on your phone consultation, arrangements will be made for you to attend a clinic (Returnees/Virus Contact Outpatient Clinic) where you can be tested for COVID-19. If a COVID-19 infection is not suspected, you will be allowed to visit your GP or local healthcare provider as normal.

Q4. What treatment have the people who have already been discharged from the hospital received?

At the moment, no antiviral medications have proven effective against COVID-19. Those who have recovered and been discharged from hospital received treatment aimed at relieving symptoms, such as fever-reducing medication and cough suppressants.



What is COVID-19?

Q5. How does the virus spread?

At the moment, it is thought that the virus spreads via droplets released when an infected person sneezes or coughs or by touching your nose, mouth or eyes with a hand that has come into contact with the virus. Based on observations on infections within the country, it is currently believed that COVID-19 cannot spread through airborne transmission. However, in certain circumstances, such as when many people are confined in a closed space, there is a risk that the virus can spread even without an infected individual coughing or sneezing.

Q6. Can I catch COVID-19 from a pet? And can it be transmitted through the food I eat?
There have been no cases in which pets have been found to infect humans. There is also no evidence that food can carry the virus.



What should I be doing?

Q7. What can I do to lower my risk of becoming infected?

Please keep the following things in mind:

- Wash your hands well using soap or alcohol disinfectant
- Practice proper coughing etiquette and wear a mask
- Elderly people and those who suffer from underlying health conditions should avoid public transport and crowded areas

Q8. If I do not have a mask what should I do when I cough/sneeze?

Do not cover your mouth with your hands. Instead, please use a towel, handkerchief or tissue to cover your mouth and prevent the spread of droplets when you cough or sneeze.

Q9. What should we do to avoid a cluster infection developing here?

Until now outbreaks have been most frequently been linked to (1) closed areas with poor ventilation, (2) crowded areas and (3) people standing close together as they talk. In many instances, more than one of these factors were involved. You should avoid gathering together in groups and spending time in poorly ventilated spaces (such as gyms or buffet restaurants*)

*It has been documented that one person may be able to spread the infection to multiple other people.



How do I know if the information I am seeing is accurate?

Q10. Sometimes I am unsure if information is real or not. How can I know?

Information that is based on rumors can cause undue anxiety and can become dangerous if it is spread widely. In particular, the internet and the use of social media allows information to reach many people in a short period of time. Please do not share information which you are uncertain about and strive to get accurate information issued by the national, prefecture or municipality. Please also try to only make judgements based on information you know to be accurate.

For inquiries, please contact:

Kumamoto Support Center for Foreign Residents
080-4275-4489



(Telephone interpretation available)



手を洗うモン
#WashHands



換気をするモン
#OpenWindow



くっつかないモン
#KeepDistance