



Vlaanderen  
is zorg



# CONTACT TRACING

AGENTSCHAP  
ZORG &  
GEZONDHEID

[www.zorg-en-gezondheid.be](http://www.zorg-en-gezondheid.be)

In order to avoid COVID-19 once again spreading throughout the population, we are performing contact tracing.

If somebody falls ill due to the virus that causes COVID-19, we ask that sick person for the names of people he has been in contact with. It is, after all, possible that those people are infected with the virus. We then phone or visit those contacts. We provide advice on what they should do to prevent them infecting other people in their immediate vicinity. The more infections we can avoid in this way, the better.

So, using contact tracing, we can together try to prevent the corona virus from flaring up again. It is, of course, still very important to respect the rules, such as regularly washing your hands and keeping a certain distance from each other.

The method for contact tracing is not new. The Care and Health Agency of the Government of Flanders has been performing contact tracing for decades for other diseases, such as measles and tuberculosis. Contact tracing is now being performed for the new disease COVID-19.

## 1 STAYING AT HOME WITH THE ILLNESS AND PHONING THE DOCTOR

**Do you have complaints such as coughing, pain in the chest, loss of smell or taste, or a high temperature? Then you may be infected with the virus.**

- Immediately stay at home so that you do not have any more contact with other people: isolate yourself.
- Phone your GP. Your GP will give you advice and tell you whether, and if so where, you can be tested.
- Your GP informs the competent authorities so that contact tracing can start quickly.
- Make a list of the people with whom you have been in contact from two days before you started showing symptoms until the moment you isolated yourself. Next to their name, note down their telephone number, address, date of birth and email address.



## OTHERS IN YOUR HOUSEHOLD MUST STAY AT HOME TOO

If your GP suspects that you have COVID-19, the other people in your household must also stay at home. They have undoubtedly had close and extended contact with you. There is a high risk that they too are infected.

## THE RESULT OF YOUR COVID-19 TEST

Your GP will tell you the result of the test.

- If you are not infected with the virus and you test 'negative', you don't need to stay at home any longer, unless your GP still thinks you are ill and that the test was incorrect.
- If you are infected with the virus and you test 'positive', stay at home for as long as you're ill and for at least seven days after the start of your complaints.

## **2 CONTACT TRACING: YOU WILL BE PHONED OR VISITED AT HOME**

**Does the test or your GP say that you have COVID-19? Contact tracing begins.**

- A government employee will telephone you. If it's inconvenient, we'll arrange another time.
- The employee will ask a number of questions, so that you are sure you do not forget to list somebody with whom you have been in contact. You can also ask questions.
- You will also be asked how long you spent with each contact and how close you got, so that we can assess the risk for that contact.
- It is important that you give as complete an answer as possible to each of the questions asked by the employee. In this way, we can limit further infections.

## WHO WILL PHONE YOU?

- Somebody working on behalf of the government will phone you. In Flanders, that person will be working on behalf of the Government of Flanders' Care and Health Agency. In Brussels, they will be working on behalf of the Joint Community Commission and in Wallonia on behalf of the Agence wallonne pour une vie de qualité (AViQ).
- The employee will always phone from number **02 214 19 19** or send a text message from **8811**. You can't return the call.



## IF YOU CANNOT BE CONTACTED BY PHONE

If we are unable to ask the questions for the contact tracing by telephone, someone will pay you a visit.

### **3 YOUR CONTACTS WILL BE GIVEN ADVICE**

We phone (or visit) the people who have come into contact with an infected person. They will be given advice on what they must do to avoid making other people ill. We do not tell them who the infected person is.

## CONTACTS WITH A HIGHER RISK

Did you have close and lengthy contact with the sick person? Is the person someone in your household, a colleague who sits next to you in the office or a best friend at school? Then you will receive the following advice:

- Remain at home for a fortnight.
- Only go outside if there is no other option, for example to visit the doctor or pharmacy or to buy food. You should then always wear a face mask. You are allowed to use your own garden or terrace.
- Do not entertain any visitors.
- Take your temperature twice a day.
- Immediately call your GP if you develop symptoms such as a fever or cough.
- Do you frequently come into contact with vulnerable people for your work? With older people, for example? In that case, you will be tested after 12 days of isolation at home, even if you have not developed any symptoms.

## CONTACTS WITH A LOWER RISK

Have you not had close or lengthy contact with a sick person? Then you do not have to stay at home. But do adhere to the following guidelines:

- Limit as much as possible your physical contacts.
- Be particularly careful to maintain a metre and a half distance from other people for a fortnight.



- Wash your hands thoroughly and frequently.
- Always cover your nose and mouth when you leave your house, for example with a face mask. You can therefore go to work or to school.
- Phone your GP and stay at home if you develop symptoms.

## CONFIDENTIAL AND NO CHECKING

- We will only use the information you provide to give the necessary advice to those persons you have had contact with in the past two weeks.
- The person who phones or visits you will treat your details confidentially and respect your privacy.
- The information you provide will not be used to check whether you have complied with the measures imposed by the government. The information will not be passed on to the police, to the judiciary or any other control services.
- Access to the list of contacts you provide will only be given to the competent contact tracing department, and never to your employer, colleagues, family, police or other governmental departments.
- The contacts will also never be told your name. You will remain anonymous.
- The only exception is if you have been in an institution where many people are present, such as a school or residential care centre. We will then consult with the person responsible (doctor) in confidence about what should take place there in order to prevent an outbreak. Your name will never be mentioned.

## QUESTIONS ABOUT CONTACT TRACING?

- [www.info-coronavirus.be](http://www.info-coronavirus.be)
- 0800 14 689
- [www.zorg-en-gezondheid.be/contactonderzoek](http://www.zorg-en-gezondheid.be/contactonderzoek)

When we phone you for contact tracing, we always use the number **02 214 19 19**.

