Joint Information Center - JIC Release No. 124
May 14, 2020, 4:15 p.m. (ChST)

Updated COVID-19 Case Number; Types of COVID-19 Tests;
Beware of Scams Related to COVID-19 Economic Payments

COVID-19 test results are reported from multiple labs at varying times of the day. Cumulative test results will be provided this evening once all tests from today are finalized.

To date, there have been **151 cases** confirmed through COVID-19 testing provided with **5** deaths and **124** released from isolation. As this is an evolving situation, information is subject to change with little to no notice.

On May 12, 2020, the Joint Information Center reported one positive case of COVID-19 from the Guam Regional Medical City (GRMC). A confirmatory test was run on this sample by the Guam Public Health Laboratory (GPHL), which returned as negative. Upon further assessment, the patient was not considered a probable case. All positive tests conducted at GRMC will undergo confirmatory testing at GPHL.

For updated information on COVID-19 cases on Guam, visit the COVID-19 Dashboard at http://dphss.guam.gov/covid-19/.

Testing for COVID-19
Two kinds of tests are available for COVID-19: viral tests and antibody tests.
- A viral test tells you if you have a current infection.
- An antibody test tells you if you had a previous infection.

An antibody test may not be able to show if you have a current infection, because it can take 1-3 weeks after infection to make antibodies. We do not know yet if having antibodies to the virus can protect someone from getting infected with the virus again, or how long that protection might last.

Who should be tested
To learn if you have a current infection, viral tests are used. But not everyone needs this test.
- Most people will have mild illness and can recover at home without medical care and may not need to be tested.
- If you have symptoms of COVID-19 and want to get tested, call your health care provider first or call the DPHSS Medical Triage Hotline.
- DPHSS is currently focusing areas where infection may occur due to lack of access to health care and in facilities where the vulnerable population resides.

Results
- If you test positive for COVID-19 by a viral test, know what protective steps to take if you are sick or caring for someone.

- If you test negative for COVID-19 by a viral test, you probably were not infected at the time your sample was collected. However, that does not mean you will not get sick. The test result only means that you did not have COVID-19 at the time of testing.

If you test positive or negative for COVID-19, no matter the type of test, you still should take preventive measures to protect yourself and others.

Contact DPHSS Online
The Department of Public Health and Social Services wishes to inform the public that they may contact DPHSS through its website at dphss.guam.gov. Through the web portal, the public may submit complaints and concerns of any nature. DPHSS also welcomes feedback and comments about the services it provides. The public can expect a response within 24 to 48 hours.

Desktop Computer Instructions
1. Click on "Contact Us" on the top right-hand corner of the page.
2. Type in your name, phone, email, and message. Enter in the correct numerical value. Press submit.

Mobile Phone Instructions
1. Click on the "Contact DPHSS" Button.
2. Type in your name, phone, email, and message. Enter in the correct numerical value. Press submit.

You may also contact the following divisions directly:
Division of Public Health (DPH): PublicHealth@dphss.guam.gov
Division of Senior Citizens (DSC): Biba.SeniorCitizens@dphss.guam.gov
Division of Public Welfare (DPW): PublicAssistance@dphss.guam.gov
Division of Environmental Health (DEH): dphss-DEH@dphss.guam.gov
Division of General Administration (DGA): Gen.Admin@dphss.guam.gov

Avoid Fake Social Media Accounts and Scams Related to COVID-19 Economic Payments
The Joint Information Center is aware of a fake Instagram account posing as Lieutenant Governor Josh Tenorio. The false Instagram account is using the name "lt_governor_of_guam."

The reported fake account is not connected to any official account from the Office of the Governor or the Office of the Lt. Governor or any official announcement regarding COVID-19 economic payments. Lt. Governor Tenorio's official Instagram account can be found at @jtenogu.

The community is reminded to be on the lookout for scam artists trying to use the economic impact payments as cover schemes to steal personal information and/or money. Remember, the Internal Revenue Services (IRS) will not call, text you, email you or contact you on social media asking for personal or bank account information – even related to the economic impact payments. Also, watch out for emails with attachments or links claiming to have special information about economic impact payments or refunds.

For inquiries on COVID-19, contact 311 through a local number, or call the Joint Information Center at (671) 478-0208/09/10.

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