Common COVID Questions & Concerns

I may have some symptoms but I’m not sure if it’s COVID-19.

Our new, online diagnostic screening tool may help. Just answer a few questions and it will offer some guidance about your symptoms and information on what you can do. No information about you is collected. You can share the screening results with your healthcare provider, who can help you determine the best course of action. You’ll find our online screening tool at HartfordHealthCare.org/coronavirus.

I have or need an appointment with a healthcare provider, but I don’t want to actually visit an office.

You may be able to get the care you need without leaving home. Hartford HealthCare’s doctors, medical professionals and behavioral health experts now offer virtual visits online or by phone. Contact your Hartford HealthCare Medical Group or Behavioral Health Network provider by phone or through MyChartPLUS message. They will determine whether you will be best cared for through an in-person, phone or virtual visit. Or call 1.855.300.6933.

I’ve been nervous and anxious about this whole pandemic.

It’s a stressful time, and it’s normal to need emotional or behavioral health support. That’s why the Hartford HealthCare Behavioral Health Network has a number for people to call, 24/7. To request a call back, call 888.984.2408.

What if someone I know has a real medical emergency, like a heart attack or stroke?

Call 911. First responders and emergency personnel are ready to assist as usual.

And if it’s not an emergency?

Connect with a Hartford HealthCare-GoHealth Urgent Care provider, via video, from wherever you are in Connecticut with the convenience of a mobile device, tablet or computer. Visit HartfordHealthCare.org/GoHealth

Where do I get more information so I can stay up to date on Coronavirus?

- Sign up for text alerts by texting COVID19 to 31996.
- Call our 24-hour coronavirus hotline at 833.621.0600.
- Visit our website at HartfordHealthCare.org/coronavirus. You will find a lot of information on this site, including videos, news items and links to the CDC and other resources.