

Frequently asked question regarding to the Novel Coronavirus

(As of Feb 21 2020)

For the General Public

Q 1 What kind of virus is the Novel Coronavirus

- It is a virus that causes fevers and upper respiratory symptoms, there are 6 types of the virus that are known to infect humans. In those six, the Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS) are viruses that are more severe. The other four viruses, 10-15% (35% during epidemics) of them are caused by common colds. For more information please refer to the National Institute of Infectious Diseases "What is a coronavirus?"
<https://www.niid.go.jp/niid/ja/kansennohanashi/9303-coronavirus.html>

Q 2 Can the novel coronavirus be transferred from an animal?

The novel coronavirus is cannot be transmitted from animals. In addition, there are other infectious diseases that can be transmitted from animals, so after you have come into contact with animals, please wash your hands etc.

Q 3 Can the Novel Coronavirus be transmitted from one person to another

- There have been confirmed that the virus being transmitted by human to human. There has been research released on how like influenza it can be easy to be infected, however there is still no confirmation about this information yet.

Q 4 How long is the Incubation period?

- According to the World Health Organization's Q and A, currently the incubation period of the Novel coronavirus 1- 12.5 days (most cases have been 5-6 days) . From the other coronaviruse information, iInfected individuals are recommended to monitor their health for 14 days.

<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

- For more information please refer to the National Institute of Infectious Diseases "What is the coronavirus?"

<https://www.niid.go.jp/niid/ja/kansennohanashi/9303-coronavirus.htm>

Q 5 Can I be infected from Asymptomatic carriers?

Some reports imply that it is possible to be infected by asymptomatic carriers, but there is still not certain yet. (<https://www.nejm.org/doi/full/10.1056/NEJMc2001468>)

Like other viruses that causes pneumonia symptoms, people are thought to be most contagious when they are most symptomatic (the sickest).

Q 6 How does the novel corona virus spread?

It is believed that the virus spreads from droplet infection and contact infection.

(1) Droplet infection

The virus can be transmitted by inhaling the infected person's droplets (sneezing, coughing, saliva, etc.) through your mouth or nose.

* When you should be careful about infection: indoors, etc. or been in close proximity with someone for a long period of time

(2) Contact infection

After an infected person sneezes and coughs with his hand, the surrounding objects they touch with their hands and will have the virus attached to them. When another person touches the object, the virus attaches to the hand and infects them by touching their own mouth and nose with the hand.

* Prime infection locations: Train and bus straps, doorknobs, switches, etc.

Q 7 Shanghai Civil Affairs Bureau announced that aerosol infection is possible, do you think that will happen?

Shanghai's Civil Affairs Bureau's explanation is "droplets will mix with the air and become an aerosol and can be infected by inhaling" so would be a droplet infection and not a airborne infection. Viewing Japan's infection situation, no phenomena characteristic of airborne infection have been confirmed.

Q 8 Are there any precautions to take to prevent any infections? What should I do if I am concerned?

Wash your hands using soap and disinfectant alcohol.

For people having coughing symptoms and such, if you sneeze or cough into your hands your hand will be infected and will spread the virus on things (e.g door knob etc.) you have touched. Then someone else will potentially be infected from that object. So be sure to perform proper coughing etiquette. Especially indoors, when you have been in proximity with someone for a long period of time.

For those who you have any chronic illness, in addition to above, please take more precaution such as avoiding public transportation and being in crowded places.

Currently, there are overwhelmingly many other diseases too along with the new coronavirus infection, and if you are concerned about influenza and such, please consult with your general practitioner as usual.

(If you suspect of being infected by the new corona virus, see Question 14)

Q 9 What do you do for coughing etiquette?

Coughing etiquette is using masks, tissue, handkerchiefs, sleeves, inside of elbow and such to cover your mouth and nose to prevent spreading of infection to others.

For more information please see the Ministry of Health, Labor, and Welfare website

<https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/0000187997.html>

Q 10 When is it good to use a mask?

Masks are said to be highly effective in containing the droplets from coughs and sneezing and prevents scattering the pathogens of viruses. People who have coughing and sneezing symptoms are encouraged to wear masks.

Wearing a mask is considered an effective infection prevention measure in crowded places and in poorly ventilated areas such as indoors and vehicles. For outdoors and noncrowded areas the effect of wearing a mask is not as effective.

Q 11 It has become difficult to obtain masks, when will it be easier to get masks?

The public and private sectors are working together to strengthen domestic production and secure imports of masks, and obtaining more than the usual number of masks (100 million each week) than previous years.

We ask for your understanding and cooperation so that the mask will go to people who might have a cold or infectious disease.

Q 12 What does heavy contact mean exactly?

It means to be in close contact and can be touched by hand without necessary precautionary protection, or a face-to-face conversation (approximately 2 meters).

Please refer to the National Institute of Infectious Disease for more Novel Corona Viruse information.

<https://www.niid.go.jp/niid/ja/diseases/ka/corona-virus/2019-ncov.html>

Q 13 If I think I have been infected, what medical institution should I go to get tested?

If you have symptoms of a cold or fever of over 37.5 degrees continues for 4 days or more, or if you have strong drooling (malaise) or breathlessness (dyspnea), please contact your closest health center can call the “Returnee and Contact consultation Center”

If these symptom above persist for about two days to elderly, who have diabetes, heart failure, respiratory disease (such as chronic obstructive pulmonary disease), those who are receiving dialysis, those who use immunosuppressants or anticancer drugs, consult with the Returnees and Contact consultation Center.

After consultation with the "Returnees and Contacts Consultation Center" and there is a suspicion of the new coronavirus infection, we will guide you to a medical institution that the "Returnees or Contacts" section. The "Returnees and Contacts Consultation Center" will receive consultations by telephone for those suspected of being infected and will make accommodation ensure that you can visit a returnee or contact clinic if necessary. You should go to the medical institution that you are recommended to consult and do not go to other medical institution.

If your symptoms are not the ones listed as above, other than sickness than the novel coronavirus infection is overwhelmingly large at the moment. Please consult with your doctor for inquires about influenza and such.

The "Returnee and Contact consultation Center" has been set up in all prefectures.

For more information, please refer to the link below.

[帰国者・接触者相談センターページ](#)

Q 14 What are thing I should consider before consulting and getting an examination?

If you notice you have a fever or cold, do not go to work or school and please record you daily temperature from the day you have noticed you have one.

Q 15 Is there a criterion for consulting the Returnees and Contact consultation center?

If you have the following symptoms, please call the Returnees and Contact consultation center. A fever of over 37.5 C for more than 4 days, (The same applies to those who must continue to take antipyretic drugs.), tiredness (malaise) or breathlessness (dyspnea).

If these symptom above persist for about two days to elderly, who have diabetes, heart failure, respiratory disease (such as chronic obstructive pulmonary disease), those who are receiving dialysis, those who use immunosuppressants or anticancer drugs, consult with the Returnees and Contact consultation Center.

For pregnant women, to consult with the Returnees and Contact consultation Center as soon as possible for caution's sake. Currently, there have been no cases of the virus worsening toward children, but just follow the current criteria. For inquiries about influenza and such, please consult with your doctor.

Q 16 After consultation, are there things I should be aware of when consulting at a medical institution?

Please go to the medical institution that was recommended by the Returnees and Contact Consolation Center. Please refrain from consulting other medical institutions. Please wearing a mask when consulting at the medical institution, wash your hands thoroughly and use coughing etiquette (using a mask, tissue, handkerchief, or sleeves to cover your mouth and nose when coughing and sneezing).

Q 17 How is the testing done?

The presence or absence of viral genes is confirmed by nucleic acid amplification (PCR, etc.) using a pharyngeal swab (a liquid obtained by wiping the throat with a cotton swab in the same way as for influenza testing). When actually go and take the test, you must report it to the public health center as a pseudo-disease and then test it at the Regional Health Research Institute or the National Institute of Infectious Diseases.

First contact your local health center.

Q 18 Is there a vaccine, drug, or treatment for this?

Currently, there are no effective antiviral drugs for this virus, and symptomatic treatment is provided.

For more information please refer to the National Institute of Infectious Diseases website about the novel corona virus.

<https://www.niid.go.jp/niid/ja/diseases/ka/corona-virus/2019-ncov.html>

Q 19 When can the symptoms become severe?

Currently, it is not clear who is more likely to become severe. As with normal pneumonia, it is possible that the elderly and those with any underlying illness may be at increased risk. A survey of pneumonia patients with the new coronavirus found that 1/3 to 1/2 had underlying diseases such as diabetes and hypertension.

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/clinical-guidance-management-patients.html>

Elderly people and people with underlying illnesses should take extra precautions in addition to general hygiene precautions, such as avoiding public transport and crowded places.

Q 20 If I have Diarrhea symptoms what should I do?

WHO reports that no infectious virus particles have been detected in feces. Perform normal hand washing and alcohol disinfection as usual. In addition, patients who are suspected of having a novel corona virus infection, patients with novel corona virus infection, and used toilets that have been used by close contacts can be treated with hypochlorite if the toilet becomes dirty due to diarrhea. We recommend wiping with sodium acid (1000 ppm) or disinfecting ethanol. If there are no symptoms, no special cleaning is necessary.

Q 21 Can I be infected by a parcel or letter that was sent from China or location that has had confirmed cases of the virus.

At present, there is no evidence that a person has been infected with the novel corona virus from contact with goods shipped from China or other locations where the virus was found. WHO also generally states that coronaviruses cannot survive for long periods of time with things like letters and parcels.

【WHO information】

<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

【National Institute of Health Sciences】

<http://www.nihs.go.jp/hse/food-info/microbial/2019-nCoVindex.html>

Q22 What should I do for the participating and hold events where many people gather (eg, business meetings and workshops, graduation ceremonies)?

Considering the latest outbreak situation, for indoors, when there is insufficient space between each other, for a long time, increases the risk of infection. For this reason, organizers of events and other events are encouraged to consider the necessity of holding the event. Taking into that factor of the spread of the infection and situation of the venue, for preventing the spread of the infection. At this time, the government does not request uniform control of events and such.

If the event is to be held, thoroughly implement measures to prevent the spread of infection, including recommending participants to wash their hands, installing an alcohol disinfectant, and asking those who have symptoms such as a cold not to participate.

If you have a cold-like symptom, we ask that you to not go to school and work, refrain from going out.

We ask for your cooperation to prevent the spread of the infection, and take the precautions such as washing your hands and coughing etiquette. Especially for elderly people and people who have underlying diseases, we recommend that you avoid places where it is easy to get infections and be careful.

It is important to create an environment where students and employees can take time off easily. Teleworking and staggered commuting are also effective means, so we ask for your cooperation.

Q 23 Is there information for Chinese residents in Japan?

Please check the following below. (from the Chinese embassy)

领事保护与服务 24 小时热线 : +86-10-12308、+86-10-59913991

邮箱 : lss@mfa.gov.cn

如涉及海外中国公民安全与合法权益事项求助与咨询, 请直接拨打+86-10-12308 热线求助与咨询。



24 hour hotline : +86-10-12308、+86-10-59913991

E-mail address : lss@mfa.gov.cn

To overseas Chinese residence, for any question about safety and concerns, please contact the following number. +86-10-12308



(reference) Embassy of the People's Republic of China in Japan website

<http://www.china-embassy.or.jp/jpn/zt/2016boaojp/>

[中国大使館領事部作成一書](#) [383KB]

Q 24 I want to see the Ministry of Health, Labor, and Welfare in a different language

For English and Chinese, click the following link below.

[英語版 \(English\)](#)

[中国語版 \(Chinese\)](#)

For Korean, please switch the language to Korean(machine translated)

Select the switch language tab (言語切替) on the website



Chose language



There will be a notification in the selected language, please read and click the OK



