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GOVERNMENT OF GUAM

**DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES**  
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**March 20, 2020**

**Departmental Updates on Programs, COVID-19**  
**PRESS RELEASE NO. 2020 – 65**

The Guam Department of Public Health and Social Services (DPHSS) tested 16 individuals for COVID-19 on Thursday, March 19, 2020. Four tested positive for SARS-CoV-2 and 12 tested negative for SARS-CoV-2.

A total of 81 tests were performed from March 12, 2020 through March 19, 2020 with conclusive results. To date, a total of 12 cases tested positive and 69 cases tested negative for COVID-19. The Government of Guam (GovGuam) is aggressively implementing its planned COVID-19 response to identify and contain transmission of COVID-19 in Guam. With any change in status, anticipate timely notification.

- Guam COVID-19 known positive cases are comprised of imported cases among international travelers and cases among close contacts of a known case. There is evidence of community transmission at this time.
- Public Health officials may be calling residents from a local landline or mobile phone number to discuss an important matter. This is not a scam. We do not ask for any financial details during our call to you.
- Due to limited supplies of test kits and daily testing capacity, DPHSS is working with clinicians to prioritize testing of specimens that assist hospital management of severe cases or the public health investigation of transmission are prioritized.

**COVID-19 PREVENTION TIP**

**Social Distancing Important for Multi-Generational Families**

Many families on Guam are made up of interdependent multi-generational families that house our elders. These families may be both geographically and socially close. For our families, avoiding sick children or seniors may not seem practical or desirable. Families can take steps to protect the health and safety of seniors. Consider limiting visitation except for caregivers or healers. Avoid communing or gathering at social events, supermarkets, or bingo facilities.

The following DPHSS health and social services are available:

**Division of Public Health:**

**ADA Assistance Available Through Medical Triage Hotline Number for COVID-19**

Testing for COVID-19 is ONLY available for people who meet the testing criteria. If you are experiencing symptoms consistent with COVID-19, please call your health care provider. If a patient does not have a regular health care provider, they can call any of the Community Health

Centers or the DPHSS Medical Triage Hotline Phone Numbers listed below to report symptoms and obtain guidance from clinicians.

- (671) 480-7859
- (671) 480-6760/3
- (671) 480-7883
- (671) 687-6170 ADA Dedicated Number

To comply with ADA requirements, DPHSS is providing captions and text messaging. These medical triage hotline numbers are operational daily, from 6 a.m. to 10 p.m. and are limited to medical-related inquiries only.

### **Division of Senior Citizens:**

- **Clients of Senior Citizens and Adult Day Care Centers to Continue Receiving Meals**  
During the COVID-19 state of public health emergency, dry goods will continue to be provided today, Friday, March 20, 2020. Warm meals will be provided starting Monday, March 23, 2020 at the 12 Senior Citizens Centers and three Adult Day Care Centers. On Monday, the meals will be dropped off at the Congregate Sites and those seniors who are able to have their family member pick up their meal at the Center are encouraged to do so. For those seniors who require assistance with access, their meals will be dropped off at their homes. For additional information, contact Senior Center Operations at (671) 477-3454, the Adult Day Care program at (671) 788-7155, or the Division of Senior Citizens (DSC) at (671) 638-3812, (671) 638-3815, or (671) 638-3819.

- **Counter Services Suspended; Senior Services can be Accessed by Phone**  
In light of the recent COVID-19 concerns, the Division of Senior Citizens has ceased all counter services until further notice. In lieu of counter services, seniors may call DSC for information on Aging programs.

The Guam Medicare Assistance Program (MAP) has ceased all one-on-one counseling appointments held each week on Tuesdays and Wednesdays indefinitely. In lieu of the appointments for one-on-one counseling, the Guam MAP counselors can provide the same services to Medicare beneficiaries, including billing concerns, benefits explanations, coordination of benefits issues, claims guidance, and fraud, waste abuse, and error information by phone.

DSC is available by phone Monday through Friday from 8:00 a.m. to noon and 1:00 p.m. to 5:00 p.m. at (671) 638-3812, (671) 638-3815, or (671) 638-3819. DSC answers Medicare inquiries on Tuesdays and Wednesdays from 8:30 a.m. to noon. For more information, contact Chad Palomo at [chad.palomo@dphss.guam.gov](mailto:chad.palomo@dphss.guam.gov).



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