



## Glossary of Terms

### **Active listening**

Paying close attention to a person’s words and nonverbal cues (for example, emotion and tone) to fully understand what he or she is saying, feeling, needing, and requesting.

### **Antibody test**

After a person is infected, he or she typically develops antibodies. Antibodies help the body fight infection and, in many cases, develop immunity. Antibodies are found in the bloodstream and in body secretions, such as saliva. The antibodies that are most important in SARS-CoV-2 are called *IgG* antibodies. IgG develops 10–14 days after a person is infected. Antibody tests of the blood (and in some cases, saliva) can detect whether the antibody is present or not. A positive antibody test is evidence that the person had SARS-CoV-2 infection. At the current time, we don’t know whether this means whether the person is immune. In other words, we don’t know whether the person is protected from reinfection.

### **Asymptomatic**

A person who does not show any signs or symptoms of a disease. People with asymptomatic infection feel well. Because they feel well, they don’t know they’re infected, and they often continue their regular activities, which can easily transmit the virus to others.

### **Autonomy (respect for)**

The right of individuals to decide things for themselves. It is also known as right to “self” or as “agency.”

### **Case**

A person having a particular disease, disorder, or condition. A variety of criteria may be used to identify cases—for example, a physician diagnosis or a diagnostic test.

### **Checking question**

Used to confirm that you heard correctly.

### **Closed question**

A question that limits people’s responses to a predetermined set. For example, when only a *yes* or *no* answer is available as a response.

### **Confidentiality**

The obligation not to disclose information; the right of a person to withhold information from others. Information in medical records is generally confidential.



**Congregate housing**

Many people living in close quarters.

**Contact**

A well person who has been exposed to a case or a case’s environment such that they had an opportunity to acquire the infection.

**Coronaviruses (CoVs)**

A large group of viruses.

**COVID-19**

Short for *coronavirus disease 2019*.

**Feelings**

What emotions are being expressed, felt, and communicated.

**High-risk subpopulation**

A segment of the population that has characteristics that increase the risk of infection or severe disease.

**Incubation period**

The interval between the time of invasion by an infectious agent and appearance of the first sign or symptom of the disease in question. For SARS-CoV-2, the incubation period is on average 4–5 days but may be as long as 14 days.

**Infectious period**

Period of time during which a case is able to transmit a disease to others. The infectious period starts 2 days before someone develops symptoms.

**Isolation**

Condition in which a case is separated from others. Isolation occurs under conditions (for example, having a private bedroom and bathroom) that will prevent or limit the transmission of an infectious agent to those who are susceptible. Cases should be isolated for the entirety of their infectious period.

**Justice**

To act justly or fairly or to treat an individual justly or fairly (meaning everyone should be treated the same way independent of race, ethnicity, creed, socioeconomic background, sexual orientation, or gender).



**Leading question**

A question phrased or asked in a manner that leads people to consciously or unconsciously believe that they should respond in a specific manner.

**MERS**

Short for *Middle Eastern respiratory syndrome*. This coronavirus emerged in the Middle East in 2012.

**Needs**

Requirements for living a good life.

**Observations**

Without judgment, noticing what is happening.

**Open question**

A question that allows people to answer in their own words rather than according to a predetermined set of possible responses.

**Paraphrasing**

Repeating what was said to you in your own words.

**PCR test**

Short for *polymerase chain reaction*. A PCR test is a diagnostic test that identifies virus in the body. SARS-CoV-2 has DNA and RNA sequences that are unique and specific to the virus—that is, no other virus or organism has these sequences. The SARS-CoV-2 PCR test assesses for these sequences. If they are present, the test is positive. It is important to recognize that this is not a *culture*; these tests just assess for the nucleic acid sequences. PCR tests for SARS-CoV-2 are usually done from swabs taken from the back of the throat or nose.

**Privacy**

The state of being undisturbed or free from public attention.

**Probing question**

A question that requests more details about a person’s previous response. Used to improve understanding or get more information.

**Public good**

A public good is something that benefits the whole of society.



### **Quarantine**

Condition in which a contact's activities are restricted. The contact is separated from others to prevent onward disease transmission to those who are susceptible. Contacts should be quarantined for the duration of their incubation period

### **Rapport**

A feeling of mutual understanding, trust, and agreeableness between people.

### **Reflecting**

Putting words to the emotions that someone is expressing to you.

### **Reproductive number**

The number of people one infectious person will infect if everyone that person has contact with is susceptible.

### **Requests**

What you are wanting from the other person or what they are wanting from you.

### **Respiratory droplets**

These are particles of respiratory secretions that are exhaled and typically consist of water-like fluid. If someone is infected with SARS-CoV-2, their respiratory droplets will contain SARS-CoV-2 virus, and these are infectious. Respiratory droplet particles cannot float in the air; they will drop to the ground by gravity. Therefore, after a person exhales them, they fall within 3–4 feet. From a technical standpoint, these particles are defined as >5 microns in diameter.

### **SARS**

Short for *severe acute respiratory syndrome*. This coronavirus emerged in Guangdong, China, in 2002.

### **SARS-CoV-2**

The virus that causes the illness we call COVID-19.

### **Signs of illness**

A health effect that can be observed externally, such as temperature, sweating, oxygen saturation, or heart rate. Signs are also abnormal findings on a physical examination that are observed or measured by a clinician (a physician or nurse). Some signs mean that the disease is becoming more severe or progressing.

### **Silence**

Being totally quiet (or offering small words like “uh-huh”) so the other person can finish talking or work out a thought.



### Symptoms of illness

A health effect that is experienced or felt by the person and is not easily observable by others, such as fatigue or muscle aches. Some symptoms mean that the disease is becoming more severe or progressing.

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