



30 March 2020

COVID - 19 FREQUENTLY ASKED QUESTIONS

Q1: How is MIA responding to the COVID-19 crisis?

A1: MIA has been ramping up its efforts to keep its members, staff and stakeholders safe since the onset of the COVID-19 pandemic. The COVID-19 crisis is complex and continues to evolve. Our team is working around the clock and our number one priority during this difficult time is the to continue to safeguard the health, safety and wellbeing of our members, staff and stakeholders.

The Prime Minister of Malaysia announced on 25 March 2020 that the extension of the Movement Control Order (MCO) which was originally scheduled to end on 31 March 2020 has been extended to 14 April 2020. MIA will continue to comply with the MCO and related Government directives by closing our premises until 14 April 2020. All events will be postponed until further notice.

MIA offices have been closed since 18 March pursuant to the Government's Movement Control Order, and all our staff have been instructed to work from home. We have communicated with the Ministry of Health (MOH) and other relevant authorities regarding further actions required.

MIA had also enforced some of the following measures prior to the Movement Control Order:

- **Implementing government guidelines:** We complied with government guidelines and measures to ensure the health of our stakeholders and members and will continue to do so throughout this period.
- **Event postponement:** Prior to the MCO, all MIA engagements and Continuing Professional Development (PD) events scheduled in April with more than 50 participants were deferred to future dates. Following the MCO, all MIA events have been postponed until further notice.
- **Conducting temperature screenings:** Temperature screenings were mandatory for anyone entering MIA premises or attending engagements and event venues
- **Ensure best sanitisation practices:** MIA venues have been adequately equipped with facilities for hand sanitising. We have also increased the frequency of cleaning for our public areas (including reception counters, door handles, staircase railings, meeting & training rooms, etc.)
- **Health and travel declarations:** Everyone arriving at MIA premises and attending MIA engagements was required to declare their state of health.
- **Discouraging handshakes:** We encouraged other forms of greetings and discouraged handshakes.

Quick response to positive COVID-19 case: One staff member of the Malaysian Institute of Accountants (MIA) tested positive for COVID-19 on 18 March 2020 based on a preliminary medical



test, following a personal overseas trip from 6-16 March 2020. MIA has taken the necessary action based on the Ministry of Health (MOH)'s and the National Crisis Preparedness & Response Centre (CRPC)'s guidelines to support the staff member in receiving the proper treatment, and to ensure the wellbeing and safety of other staff, members and stakeholders. We are happy to report that the staff member has fully recovered and been discharged from hospital. We have also sanitised and disinfected our premises.

Q2: I have symptoms. What should I do?

A2: If you are experiencing any of the symptoms associated with COVID-19 as mentioned in A6, please follow the latest guidelines from the MOH and seek medical advice and testing. Please do continue to self-isolate for the wellbeing of the entire community.

We will continue monitoring the situation closely and provide updates from time to time when necessary.

- For more information on COVID-19, visit WHO website [here](#)
- For more information on the COVID-19 situation in Malaysia and other health advise, visit MOH website [here](#).
- For more information on the Restriction Movement Order, contact the National Operation Management Centre at their hotline 03-8888 2010

Q3: Would we be able to do the testing at any facilities apart from the MOH facilities?

A3: If you are unable to do the testing at any MOH facilities, among your other options would be KPJ Damansara, KPJ Selangor and Thomson Hospital Kota Damansara as these 3 private Hospitals are able to do the testing.

The operating hours of the Hospital for COVID-19 testing are stated below for your reference:

1. KPJ Damansara
 - 8.00 a.m. – 12.30 p.m. (Monday -Saturday)
2. KPJ Selangor
 - 9.00 a.m. – 5.00 p.m. (Monday – Friday)
 - 9.00 a.m. – 3.00 p.m. (Saturday)
3. Thomson Hospital Kota Damansara
 - Open 24 hours (Monday - Sunday)

Q4: Who can I contact at MIA for queries or information regarding COVID – 19?

A4: You may send your queries to communications@mia.org.my



Q5: Who can I contact at MIA for any general queries or information?

A5: MIA team are contactable via online channels as follows:

CPE Audit	cpeaudit@mia.org.my
Complaints	nages@mia.org.my
CARE Programme	care@mia.org.my
General Enquiries	communications@mia.org.my
Membership Matters	membership@mia.org.my
Member Firm	memberfirm@mia.org.my
Practicing Certificate	pc@mia.org.my
Professional Development	pd@mia.org.my
Qualifying Examination	education@mia.org.my
Regional Offices	Johor: miajbu@mia.org.my Northern Region: miapng@mia.org.my Sabah: miakku@mia.org.my Sarawak: miakch@mia.org.my
Technical Enquiries	https://member.mia.org.my

ABOUT COVID-19

*Source: World Health Organization (WHO) & Kementerian Kesihatan Malaysia (KKM)
All general information pertaining to COVID-19 has been taken from the [WHO website](#)*

Q: What is Coronavirus?

A: Coronaviruses are a large family of viruses which may cause illness in animals or humans. In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The most recently discovered coronavirus causes coronavirus disease COVID-19.

Q: What is COVID-19?

A: COVID-19 is the infectious disease caused by the most recently discovered coronavirus. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019.

Q: What are COVID-19 symptoms?

A: The most common symptoms of COVID-19 are **fever, tiredness, and dry cough**. Some patients may have **aches and pains, nasal congestion, runny nose, sore throat or diarrhoea**. These symptoms are usually mild and begin gradually. Some people become infected but don't develop any symptoms and don't feel unwell. Most people (about 80%) recover from the disease without needing special treatment.

Q: Who is most at risk of COVID-19?

Around 1 out of every 6 people who gets COVID-19 becomes seriously ill and develops difficulty breathing. Older people, and those with underlying medical problems like **high blood pressure, heart problems or diabetes**, are more likely to develop serious illness. People with fever, cough and difficulty breathing should seek medical attention.

Q: How does COVID-19 spread?

A: People can catch COVID-19 from others who have the virus. The disease can spread from person to person through small droplets from the nose or mouth which are spread when a person with COVID-19 coughs or exhales. These droplets land on objects and surfaces around the person. Other people then catch COVID-19 by touching these objects or surfaces, then touching their eyes, nose or mouth. People can also catch COVID-19 if they breathe in droplets from a person with COVID-19 who coughs out or exhales droplets. This is why it is important to stay more than 1 meter (3 feet) away from a person who is sick.

Q: Can COVID-19 be caught from a person who has no symptoms?

The main way the disease spreads is through respiratory droplets expelled by someone who is coughing. The risk of catching COVID-19 from someone with no symptoms at all is very low. However, many people with COVID-19 experience only mild symptoms. This is particularly true at the early stages of the disease. It is therefore possible to catch COVID-19 from someone who has, for example, just a mild cough and does not feel ill.

Q: How can I protect myself and my family?

- Regularly and thoroughly **clean your hands** with an alcohol-based hand rub or wash them with soap and water.
- **Maintain at least 1 metre** (3 feet) distance between yourself and anyone who is coughing or sneezing.
- **Avoid** touching eyes, nose and mouth.



- Make sure you, and the people around you, **follow good respiratory hygiene**. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.
- **Stay home if you feel unwell**. If you have a fever, cough and difficulty breathing, seek medical attention and call in advance. Follow the directions of your local health authority.
- **Keep up to date** on the latest COVID-19 hotspots (cities or local areas where COVID-19 is spreading widely). The latest updates on COVID-19 in Malaysia can be found on the Ministry of Health (MOH) website [here](#).

Q: Should I worry about COVID-19?

A: Illness due to COVID-19 infection is generally mild, especially for children and young adults. However, it can cause serious illness: about 1 in every 5 people who catch it need hospital care. It is therefore quite normal for people to worry about how the COVID-19 outbreak will affect them and their loved ones. Now more than ever we require solidarity and to show support to our communities at work and at home, especially those affected by this virus. While this outbreak may cause fear and mistrust, it is important to remain calm and avoid misconceptions, rumours or assumptions, especially those that can lead to stigmatization and discrimination.

Q: How long is the incubation period of COVID-19?

- The “incubation period” means the time between catching the virus and beginning to have symptoms of the disease.
- Most estimates of the incubation period for COVID-19 range from 1-14 days, most commonly around five days.

Q: Patient Under Investigation (PUI) of COVID-19

A: Under the KKM guidelines, a PUI is a person with fever or acute respiratory infection (sudden onset of respiratory infection with at least one of: shortness of breath, cough or sore throat) AND travel to or reside in affected countries in the 14 days before the onset of illness OR close contact within 14 days before the illness onset with a confirmed case of COVID-19.

Q: Definition of Close Contact (high risk exposure):

- Healthcare associated exposure, without appropriate Personal Protective Equipment including providing direct care for confirmed COVID-19 patients, working with health care workers infected with confirmed COVID-19 patients, visiting patients or **staying in the same close environment of a confirmed COVID-19 patient**;
- **Working together in close proximity** or sharing the same classroom environment **with a confirmed COVID-19 patient**;
- **Traveling together with confirmed COVID-19 patient** in any kind of conveyance;
- **Living in the same household** as a confirmed COVID-19 patient.