**Highlights**

We must be aware of the challenge and concerns brought by 2019-nCoV. Every effort should be put to understand and control the disease.

Patients with confirmed or suspected 2019-nCoV (new coronavirus disease) may experience fear of the consequences of being infected with a potentially fatal new virus, and those in quarantine might experience boredom, loneliness, and anger.

In the intervention with staff and patients, we found the stress-adaptation model particularly relevant