Hint 1:

The answers are definite; it is the process that contains an ambiguity.

Hint 2:

While the answer each person gives is clear, the question that it refers to is not.

Hint 3:

You need two questions: one of which you know the probabilities of the possible answers, while the other contains the information regarding the virus.

Hint 4:

You need to find a way to decide which question is answered by the person being surveyed. Perhaps by tossing a coin?