



Employee COVID-19 Scripting

For: Patient Portal/Email Reminders

The safety and health of our patients, communities and health care professionals is our top priority

Given the rise of Novel Coronavirus (now called COVID-19) as a global health concern, we want to assure our patients and communities that we are working closely with local, state and federal public health agencies, as well as our own health care professionals, to ensure that St. Lawrence Health System is prepared.

COVID-19 is a respiratory illness that causes fever, coughing, and shortness of breath.

If you are experiencing symptoms:

Call First

Communicate travel history and symptoms before arriving at a doctor's office or health care facility, enabling the provider to determine the best setting for you to receive care.

Stay home except to get medical care

Restrict your activities to limit the spread of the virus. If your symptoms are not severe, consider going online to our [Provider Directory](#) to schedule consultations for screening, diagnosis, and treatment.

Separate yourself

Limit contact with other people and animals in your home. When possible, stay in a separate room and use a separate bathroom.

Other tips

The CDC also recommends wearing a face mask, covering coughs and sneezes, cleaning hands often, avoiding sharing personal household items, cleaning commonly touched surfaces and more.

For: Text/shorthand reminders

If you are experiencing respiratory symptoms including fever, cough or shortness of breath,

—AND— you have traveled outside St. Lawrence County within the past 30 days.

Please contact your provider by phone before presenting for your appointment

Please limit the number of visitors accompanying you to your appointment

COVID-19 SCRIPTING (As of 03-10-2020)

For: Pre-appointment and pre-procedure Registration and/or Telephone triage scripting:

“Due to the increase in respiratory illness and the rise of COVID-19 (Coronavirus), St. Lawrence Health System is following Centers for Disease Control and Prevention (CDC) guidelines in asking our patients screening questions.”

[Screening Questions and Support](#)

For: On hold [message] or voicemail scripting:

“St. Lawrence Health System is asking you to follow these steps if you are experiencing mild respiratory symptoms, including sore throat, fever, cough and/or shortness of breath:

- *Stay home when you are sick and limit contact with others.*
- *Wash your hands frequently with soap and water for 40-60 seconds or use hand sanitizing gel.*
- *Cover your cough with your elbow and sneeze within a tissue.*
- *Clean and disinfect frequently touched objects in your home (cellphones, for example).*
- *Do not travel while sick.*
- *If you have questions about COVID-19, or are experiencing symptoms, please call your provider.*
- *If you are experiencing severe respiratory symptoms, call 911.”*