**Script to Use with Patients Contacting Your Allergy/Immunology Practice Asking About COVID-19**

**Information About Coronavirus Disease 2019 (COVID-19)**

\**Updated as of 3/13/2020* - Please check information at [cdc.gov](http://cdc.gov/) and your local health department for the most recent updates: [CDC-Coronavirus 2019 (COVID-19) Website](https://www.cdc.gov/coronavirus/2019-ncov/index.html)

If you are experiencing symptoms of fever, cough, or shortness of breath AND have traveled to or from China, South Korea, Italy, Iran or Japan, OR have been exposed to someone sick with COVID-19 in the last 14 days, or have been at large meetings or sporting events, you may call NorthShore University HealthSystem's community health phone line at (**847) 432-5849** (OR INSERT A COMMUNITY HEALTH LINE IN YOUR AREA) to speak to a clinical expert about your concerns and receive guidance on next steps that are right for you.

**STAY CALM**and make sure you are receiving information from reliable sources.

**BE PATIENT**as recommendations will change as we have more information.Also please keep in mind that healthcare systems and doctors’ offices are receiving a lot of calls right now**.**Emergency rooms and hospitals may soon become full. Everyone is doing the best they can to answer your questions and take care of you and your family members.

**BE KIND.** No one is closing businesses, schools, sporting events, etc., because they want to. This is necessary at this time to reduce the spread of the virus**.**Consider helping your neighbors.

Early information out of China, where COVID-19 first started, shows that some people are at higher risk of getting very sick from this illness. This includes:

* Older adults (especially age 60 and older)
* Smokers

Pay attention for potential COVID-19 symptoms, including fever, cough, and shortness of breath. If you feel like you are developing symptoms, call your doctor for direction of what to do. This situation is changing daily so pay attention to recommendations from your local health department.

If you develop emergency warning signs for COVID-19, get medical attention immediately. In adults, emergency warning signs include:

* Difficulty breathing or shortness of breath
* Persistent pain or pressure in the chest
* New confusion or inability to arouse
* Bluish lips or face

**Please note that current data is showing that co-infection (i.e., having more than one virus) is low, meaning if you test positive for flu or RSV, then you do not have COVID-19.**

If you are planning to travel internationally, check with the CDC and WHO for updates and advice/travel advisories where you plan to travel. Those that are elderly and/or with chronic medical conditions (heart disease, any lung condition-including asthma, diabetes, etc.) should avoid large crowds and unnecessary travel.

If your asthma is not controlled, please contact your doctor so that your asthma symptoms can be addressed.