



MADISON COUNTY DEPARTMENT *of* HEALTH

Eric Faisst, Director of Public Health

Dr. John B. Endres, President of Board of Health

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Samantha Field, Public Information Officer

Samantha.field@madisoncounty.ny.gov

315-366-2822

Madison County opens COVID-19 Call Center

Wampsville, NY – The Madison County Health Department today announced that it has opened a COVID-19 Hotline. Residents can call the Madison County COVID-19 Hotline at 315-366-2770, Monday through Friday from 8:00 AM until 5:00 PM about questions they have regarding the COVID-19 virus.

This hotline is not for people experiencing symptoms of COVID-19. If you are sick or feeling mildly ill, please stay home and monitor your symptoms. Call your primary healthcare provider if you have any questions or, if you do not have a healthcare provider, please contact the Upstate University Hospital Triage Line at 315-464-3979. Please do not go directly to the Emergency Room or your health care provider without calling ahead. If you develop emergency warning signs (e.g. difficult breathing, persistent chest pain or pressure, new confusion or inability to arouse, bluish lips or face), call 911 and get medical attention immediately.

At this time, local health officials are using the New York State Department of Health (NYSDOH) recommendations and focusing on only testing the people with symptoms of COVID-19 (fever, cough, shortness of breath) that fall into one of these categories:

1. Has come into close contact (same office, classroom, gatherings) of another person known to be positive; or
2. Has traveled to a country that the CDC has issued a Level 2 or Level 3 Travel Health Notice*;
or
3. Is currently is under quarantine; or
4. Has already tested negative for other types of infections (rapid flu tests, respiratory panel);
or
5. Other cases where facts and circumstances warrant testing as determined by their healthcare provider.

*CDC Travel Health Notice: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

The Health Department would like to remind residents to practice social distancing and good hygiene. Stay Home. These are our only defenses against this virus. Do not go out in public unless you have to. Remember, you can get it, and you can transmit it. The best defense is limiting the amount of people you are exposed to, if not for yourself then for others. Avoid visits with friends and family, and do not



hold meetings of any kind unless virtual. Keep six feet of distance from others in public and cancel unnecessary travel plans.

What can I do to prevent the spread of germs?

- Stay Home!
- Practice social distancing – avoid get-togethers with friends and family, and unnecessary trips to public places
- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use hand sanitizer that contains at least 60% alcohol.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Cover your cough or sneeze with a tissue, throw the tissue in the trash and wash your hands.
- Disinfect high-touch surfaces and objects in the household common areas (i.e. tables, doorknobs, light switches, remotes).
 - For more information about disinfection methods and products:
<https://www.cdc.gov/coronavirus/2019-ncov/community/home/cleaning-disinfection.html>

Stay informed.

For more information about the novel Coronavirus, visit Madison County at <https://www.madisoncounty.ny.gov/2479/Coronavirus-COVID-19>, call the New York State Coronavirus Hotline 1-888-364-3065, and visit CDC at <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

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