

Persons with confirmed or suspected COVID – 19

Steps for Care at Home

- **Stay home, except to get medical care**
 - Do not go to work, school, or public places
 - Avoid public transportation, ride sharing services (like Uber or Lyft) or taxis
- **Separate yourself from other people and animals in your home as much as possible**
 - Stay in a specific room with a separate bathroom, if possible, and away from others in your home
 - Restrict contact with pets and other animals just like you would people
- **Call ahead before visiting your doctor**
 - Tell the healthcare provider you may have or do have COVID-19
- **Wear a face mask**
 - Put on facemask before entering healthcare providers office
- **Cover your cough and sneeze**
 - Throw tissues in the garbage can immediately
 - Wash hands with soap and water for 20 seconds or hand sanitizer with 60-90% alcohol
- **Clean your hands often**
 - Use soap and water or hand sanitizer with 60% - 90% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry
- **Avoid sharing personal household items**
 - Do not share dishes, drinking glasses, utensils, towels, or bedding with other people or pets in your home. After using these items, wash thoroughly with soap and water. Whenever possible wash laundry with hot water
- **Clean all high touch surfaces every day**
 - This includes counters, tabletops, doorknobs, fixtures, toilets, phones, keyboards, tablets, and bedside tables. Use a household cleaning spray or wipe according to label instructions
- **Monitor your symptoms**
 - Seek medical attention if you feel worse. Call office or hospital before leaving home

Please contact your personal physician and/or your local Health Department for further guidance and instruction for your care at home.

The Illinois Department of Health can be reached 24/7 by calling 1-800-889-3931 or email DPH.SICK@ILLINOIS.GOV to have all your COVID-19 questions answered.

Additional Resources:

Preventing the Spread of Coronavirus - <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html>
Peoria City/County Health Department – (309) 679-6000 - <https://www.pcchd.org/>
Tazewell County Health Department – (309) 925-5511- <https://www.tazewellhealth.org/>
Woodford County Health Department – (309) 467-3064 - <http://www.woodfordhealth.org/>
Fulton County Health Department – (309) 647-1134 - <https://fultoncountyhealth.com/>
Marshall County Health Department – (309) 246-8074 - <https://www.bchealthdepartment.org/>

Clare, the digital option for information and triage

Clare, the digital assistant chatbot on the [home page of OSF HealthCare](#), is now equipped to screen for and educate the public about COVID-19.

- Clare provides screening and education directly related to COVID-19.
- The chatbot will listen for symptoms of COVID-19 and ask relevant follow-up questions, such as travel history, and whether a person has been exposed to others with the illness.
- If necessary, Clare will direct patients to the COVID-19 Nurse Hotline, 833-OSF-KNOW (833-673-5669)
- Clare will continuously be updated based on guidelines from the Center of Disease Control and Prevention and the World Health Organization.
- Clare can be used on Firefox, Chrome, and mobile browsers, but does not work in Internet Explorer. If your browser has a pop-up blocker, it will need to be turned off before Clare will be activated.

COVID-19 Nurse Hotline: (833) OSF-KNOW (833-673-5669)

OSF HealthCare has also created the COVID-19 Nurse Hotline for COVID-19 information and guidance.

- This triage line is staffed 24/7 by health care professionals who have been specifically trained to address COVID-19 concerns.
- More than 100 nurses were specially trained to field calls related to COVID-19
- This line does not replace, but complements Clare and OSF COVID Companion

OSF COVID Companion

We now are offering a second digital solution triage and educate people about COVID-19 with the texting tool, OSF COVID Companion. This FREE texting tool is designed to be used by anyone – healthy or sick, even if they aren't OSF patients.

OSF COVID Companion provides guidance about COVID-19 through trusted sources like the Centers for Disease Control and Prevention (CDC) and state public health departments.

- Sends educational tips on preventing and addressing COVID-19
- Share with family, friends and your community
- No download or login needed
- No internet or computer required

To sign up, text OSF to 67634.