

CORONAVIRUS DISEASE 2019

COVID-19

What you need to know to keep your family safe and healthy.

COMMUNICATIONS TOOLKIT



COVID-19

What you need to know to keep your family safe and healthy.

BACKGROUND
& TALKING POINTS

RESOURCES FOR
COMMUNICATORS

PREVENTION

SIGNS &
SYMPTOMS

IF YOU'RE
SICK

SOCIAL MEDIA

BACKGROUND

COVID-19, the disease caused by the new coronavirus, is an increasing force health protection threat in areas where the Department of Defense (DoD) personnel live and work. The Centers for Disease Control and Prevention (CDC) is the leading federal public health agency responding to COVID-19. The CDC continues to assess the risk of COVID-19 and provide guidance for those residing in the U.S. and traveling abroad.

This toolkit provides communicators at military hospitals and clinics important CDC and TRICARE-specific information to share with patients and beneficiaries.

The purpose of this toolkit is for communicators to:

- Educate TRICARE beneficiaries on preventive measures, as recommended by the CDC
- Teach beneficiaries the signs and symptoms of COVID-19, as determined by the CDC
- Instruct beneficiaries what to do within the Military Health System (MHS) if they feel sick or believe they were exposed to the virus that causes COVID-19

Key Messages for Communicators

- The top priority of the MHS is the health and welfare of its 9.5 million beneficiaries. We are prepared to help combat the spread of COVID-19 and are taking measures to ensure that the health of personnel and communities are not impacted by the spread of this virus.
- Force health protection is our top priority. Ensuring a Ready Medical Force and a Medically Ready Force includes mitigating the spread of the virus by following CDC-recommended preventive measures.
- The Military Health System (MHS) remains committed to working with interagency partners to provide support in protecting the American people.
- Follow CDC guidance to stem the spread of the disease.
- If you have COVID-19 symptoms (fever, cough, or shortness of breath) and believe you have been exposed to someone with COVID-19, stay at home and speak to an MHS nurse either using the MHS Nurse Advice Line at www.mhsnurseadvice.com or by calling **1-800-TRICARE**, Option 1. The MHS Nurse Advice Line is not for emergencies.
- If you reasonably think that you have an emergency, go to the nearest emergency room or call 911 immediately. Let the emergency room or 911 dispatcher know beforehand if you have COVID-19 symptoms. This will help them take care of you, limit their own exposure, and protect other patients.

COVID-19

What you need to know to keep your family safe and healthy.

BACKGROUND
& TALKING POINTS

RESOURCES

PREVENTION

SIGNS &
SYMPTOMS

IF YOU'RE
SICK

SOCIAL MEDIA

Resources for Communicators

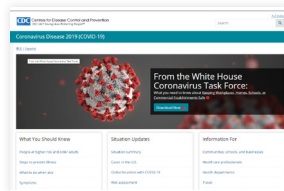
This toolkit contains resources with current information about COVID-19. Use CDC materials and supplement with additional MHS resources that contain information specific to TRICARE beneficiaries.

The CDC provides resources for health communicators. The following is from their “Crises and Emergency Risk Communication in an Infectious Disease Outbreak” fact sheet:

1. **Be First:** Quickly sharing information about a disease outbreak can help stop the spread of disease, and prevent and reduce illness and even death.
2. **Be Right:** Accuracy establishes credibility.
3. **Be Credible:** Honesty, timeliness, and scientific evidence encourage the public to trust your information and guidance.
4. **Express Empathy:** Disease outbreaks can cause fear and disrupt daily lives.
5. **Promote Action:** In an infectious disease outbreak, public understanding of and action on disease prevention is key to stopping the spread.
6. **Show Respect:** Respectful communication is particularly important when people feel vulnerable.

General COVID-19 Information

CDC Web Page: Coronavirus Disease 2019 (COVID-19)



<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

TRICARE Web Page: Coronavirus Disease (COVID-19) Guidance



https://www.tricare.mil/coronavirus?utm_source=toolkit20200310&utm_medium=web1&utm_campaign=covid19

CDC Fact Sheet (PDF):
What you need to know



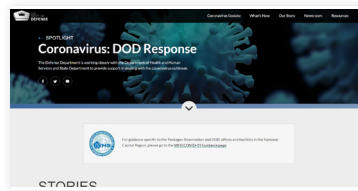
<https://www.cdc.gov/coronavirus/2019-ncov/downloads/2019-ncov-factsheet.pdf>

Health.mil Web Page:
Coronavirus



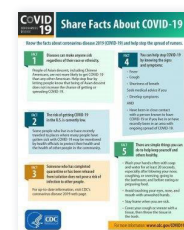
https://health.mil/News/In-the-Spotlight/Coronavirus?utm_source=toolkit20200310&utm_medium=web2&utm_campaign=covid19

DoD Web Page: Coronavirus:
DOD Response



<https://www.defense.gov/Explore/Spotlight/Coronavirus/>

CDC Fact Sheet (PDF):
Share Facts About COVID-19



<https://www.cdc.gov/coronavirus/2019-ncov/about/share-facts-h.pdf>

COVID-19

What you need to know to keep your family safe and healthy.

BACKGROUND
& TALKING POINTS

RESOURCES FOR
COMMUNICATORS

PREVENTION

SIGNS &
SYMPTOMS

IF YOU'RE
SICK

SOCIAL MEDIA

Prevention

CDC Poster (PDF): Stop the Spread of Germs



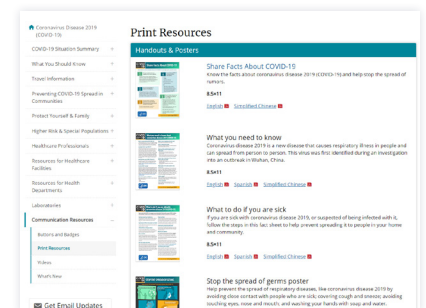
<https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID19-symptoms.pdf>

CDC Poster (PDF): Wash Your Hands



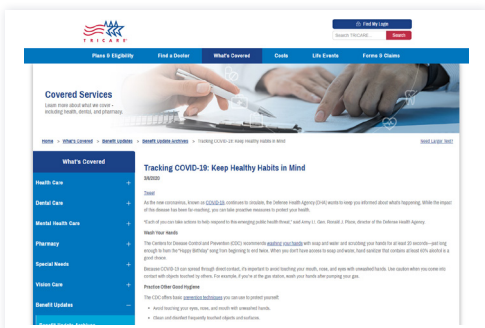
<https://www.cdc.gov/handwashing/pdf/wash-your-hands-poster-english-508.pdf>

Other CDC Printable Fact Sheets and Posters

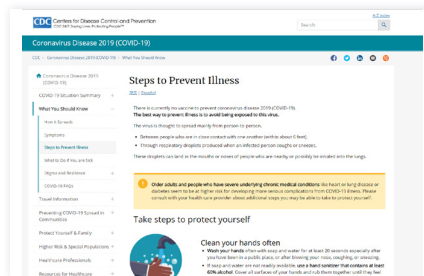


<https://www.cdc.gov/coronavirus/2019-ncov/communication/factsheets.html>

TRICARE Article: Tracking COVID-19: Keep Healthy Habits in Mind (March 6, 2020)

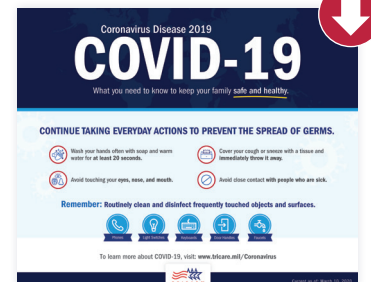


CDC Web Page: Prevention and Treatment



<https://www.cdc.gov/coronavirus/2019-ncov/about/prevention.html>

TRICARE Screensaver: COVID-19 Prevention



COVID-19

What you need to know to keep your family safe and healthy.

BACKGROUND
& TALKING POINTS

RESOURCES FOR
COMMUNICATORS

PREVENTION

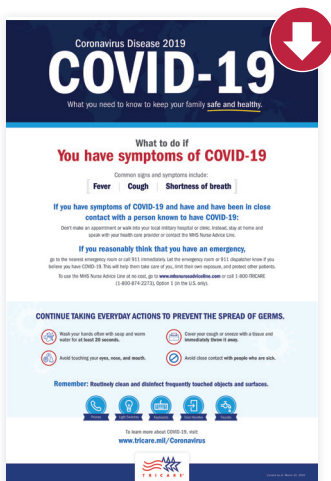
SIGNS &
SYMPTOMS

IF YOU'RE
SICK

SOCIAL MEDIA

Signs & Symptoms

TRICARE (PDF): What to do if you have symptoms of COVID-19



TRICARE Article: Tracking COVID-19: Know the Symptoms and What to Do (March 11, 2020)



"https://www.tricare.mil/CoveredServices/BenefitUpdates/Archives/03_11_2020_tracking_covid19_know_the_symptoms_and_how_to_get_care"

CDC Video: What You Need to Know About Handwashing

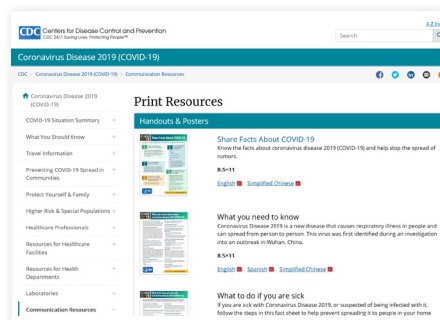


<https://www.youtube.com/watch?v=d914EnpU4Fo>

Other CDC Printable Fact Sheets and Posters



<https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID19-symptoms.pdf>



<https://www.cdc.gov/coronavirus/2019-ncov/communication/factsheets.html>

COVID-19

What you need to know to keep your family safe and healthy.

BACKGROUND
& TALKING POINTS

RESOURCES FOR
COMMUNICATORS

PREVENTION

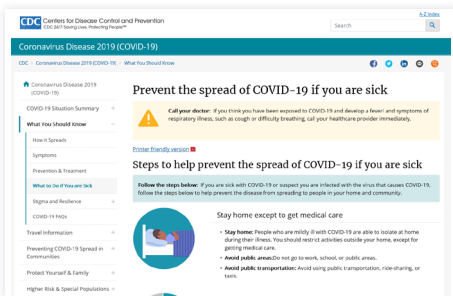
SIGNS &
SYMPTOMS

IF YOU'RE
SICK

SOCIAL MEDIA

If You're Sick

CDC Web Page: Prevent the spread of COVID-19 if you are sick



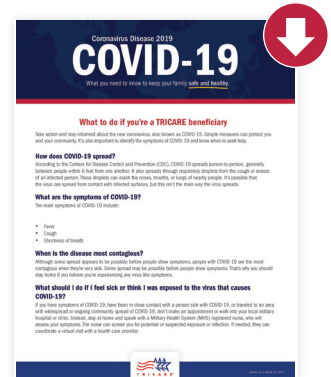
<https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html>

CDC Fact Sheet (PDF): What to do if you are sick with coronavirus disease 2019 (COVID-19)

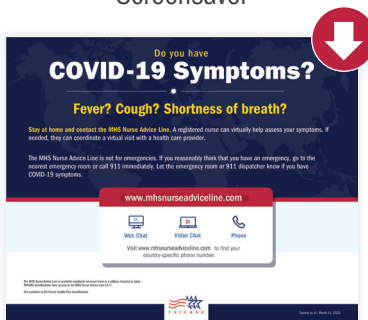


<https://www.cdc.gov/coronavirus/2019-ncov/downloads/2019-ncov-factsheet.pdf>

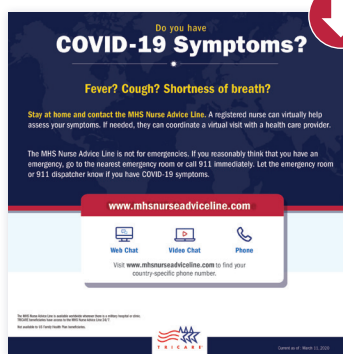
TRICARE Fact Sheet (PDF): What to do if you're a TRICARE beneficiary



MHS Nurse Advice Line:
Screensaver



MHS Nurse Advice Line:
Image



MHS Nurse Advice Line:
Poster (24x36)



COVID-19

What you need to know to keep your family safe and healthy.

BACKGROUND
& TALKING POINTS

RESOURCES FOR
COMMUNICATORS

PREVENTION

SIGNS &
SYMPTOMS

IF YOU'RE
SICK

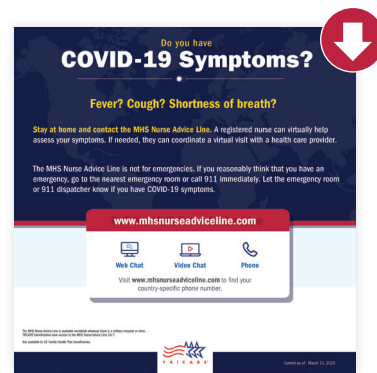
SOCIAL MEDIA

SOCIAL MEDIA

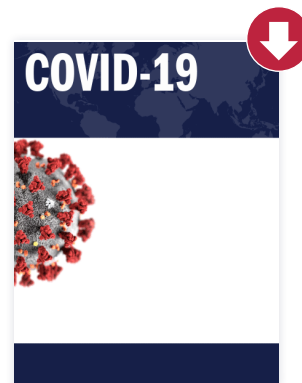
Myth vs Fact



MHS Nurse Advice Line: Image



Animated GIF: Symptoms of COVID-19



Q&A

