



COVID-19 Social Media Toolkit

These messages are provided for you to use on your platforms with any of the images from the [COVID-19 Toolkit](#). Additional images and graphics are found in the [COVID-19 MilSuite Folder](#).

You're welcome to tailor these for your organization or facility as needed. Visit either of these pages for more info on the Coronavirus:

- www.tricare.mil/coronavirus
- www.health.mil/coronavirus

Hashtags: #COVID19, #coronavirus, #COVID19pandemic, #InThisTogether, #WearAMask

GENERIC MESSAGES

A variety of graphics are available in the [COVID-19 Toolkit](#)

Visit www.health.mil/coronavirus for @DeptofDefense guidance for military commanders to help mitigate the risk of #COVID19 infection spreading to U.S. forces stationed around the world and to protect Service members, DoD civilian employees, contractors and family members.

There is ongoing investigation to understand #COVID19. The outbreak is rapidly evolving and information is updated daily. Follow @CDC/@CDCgov for real-time updates and visit www.tricare.mil/coronavirus for updates from the Military Health System. #coronavirus

Rumors can travel faster than truth. Help us spread the right information during the #COVID19Pandemic by visiting the @FEMA #Coronavirus Rumor Control webpage: <https://www.fema.gov/coronavirus-rumor-control>

Rumors can easily circulate within communities during a crisis, and we can stop the spread of disinformation by always choosing trusted sources of information. Help us spread facts, not rumors: <https://go.usa.gov/xvYMf> #COVID19 #coronavirus

There is currently no vaccine to prevent the spread of #COVID19. To prevent illness, avoid exposure to the virus and remember, prevention is the best medicine: <https://go.usa.gov/xdd4v> #coronavirus

Got questions about #COVID19? Visit www.tricare.mil/coronavirus for information and guidance for @TRICARE beneficiaries and providers. #coronavirus

Stay current on the latest updates from @TRICARE about #COVID19. Sign up for email updates: https://public.govdelivery.com/accounts/USMHSTMA/subscriber/new?topic_id=USMHSTMA_369



COVID-19 Social Media Toolkit

Washing your hands can prevent the spread of germs that cause viruses like the #flu and #COVID19. Get tips on how and when to wash your hands, according to [@CDC/CDCgov]: <https://go.usa.gov/xdsV5>

While #flu activity usually peaks between December and February, it can last as late as May, according to [@CDC/CDCGov]. Good hand hygiene can help prevent the spread of germs that cause viruses like the #flu and #COVID19. Learn how and when you should wash your hands: <https://go.usa.gov/xdsVB>

Prevent the spread of respiratory illnesses like #COVID19, also known as the #Coronavirus. Outbreaks of the virus continue. Don't panic. Follow these actions from the [@CDC/CDCGov]: www.cdc.gov/COVID19

Diseases, #COVID19 included, can make anyone sick regardless of their race or ethnicity. Learn more about the proactive measures you can take to protect your health: <https://go.usa.gov/xdMYb> #Coronavirus

#COVID19 spreads through close contact between people and droplets of coughs or sneezes and when a person touches a surface with the virus on it and then touches their nose, mouth, or eyes. Stay informed: www.tricare.mil/coronavirus #Coronavirus

If you're told you've been exposed to #COVID19, contact your local military clinic or hospital, your local health department, or the MHS Nurse Advice Line at 1-800-874-2273, Option 1 or online: <https://mhsnurseadvice.com>

If you're at higher risk for serious illness from #COVID19, #Coronavirus, because of your age (65 and older), it's extra important to take actions to reduce your risk of getting sick with the disease. Get ready now: <https://go.usa.gov/xd68D>

You're at higher risk for serious illness from #COVID19 if you have chronic medical conditions like diabetes, heart disease, and lung disease. Take these actions: <https://go.usa.gov/xd68D> #Coronavirus

If you get sick with #COVID19, or you suspect you are infected, stay home except to get medical care, separate yourself from others and monitor your symptoms. Learn more: <https://go.usa.gov/xd68A> #Coronavirus

If you get sick or suspect you are sick with #COVID19, don't panic! Call the MHS Nurse Advice Line. Take these actions if you feel sick: <https://go.usa.gov/xd69q> #Coronavirus



COVID-19 Social Media Toolkit

If you're expecting, there's no reason to avoid going to your regular appointments or to a facility for your labor and delivery. Protocols are in place to mitigate the risk of #COVID19 transmission within health care facilities. #Coronavirus

Planning a trip? Get familiar with current @DeptofDefense travel restrictions at www.health.mil/coronavirus and with the @TRICARE rules for getting care when traveling, which depend on your TRICARE health plan and destination:
<https://www.tricare.mil/FindDoctor/Traveling>

What should you do if exposed to #COVID19 and show symptoms? Don't just walk into your military or civilian hospital or clinic. Call the MHS Nurse Advice Line or your provider first:
<https://mhsnurseadviceline.com> #Coronavirus

If you think you have been exposed to #COVID19, please call before you see a provider so we can protect you, other patients, and medical staff from unnecessary exposure to COVID-19. Call the MHS Nurse Advice Line: <https://mhsnurseadviceline.com> #Coronavirus

Planning a trip? Check out the @CDC/@CDCgov's guidelines for travelers before you go:
<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

COVID-19 SYMPTOMS

Graphic: [Updated COVID Symptoms](#)

Graphic: [Symptoms of Coronavirus or Something Else?](#)

People with #COVID19 have a wide range of symptoms ranging from mild to severe illness, which may appear 2-14 days after exposure. To learn more, visit: <https://go.usa.gov/xvVQY>

#COVID19 symptoms may include a combination of cough and shortness of breath or difficulty breathing or at least two of these symptoms: fever, chills, shaking muscle pain, headache, sore throat or loss of taste or smell. <https://go.usa.gov/xvVQY>

#COVID19 symptoms may vary from person to person, but if you are experiencing these warning signs, seek medical attention: difficulty breathing, pain or pressure in your chest, confusion or inability to arouse, bluish lips or face. <https://go.usa.gov/xvVQY>

Know symptoms of #COVID19, also known as #Coronavirus, as it continues to spread in communities. If you've been exposed and you experience symptoms, don't panic. Call the MHS Nurse Advice Line or your doctor: <https://go.usa.gov/xd6j7>

Do you know the symptoms of #COVID19? Understanding the symptoms is the first simple measure you take to protect yourself and your community. Learn more:
<https://go.usa.gov/xdMY5> #Coronavirus



COVID-19 Social Media Toolkit

According to the [[@CDC/CDCGov](#)], people may show symptoms of #COVID19 within two to 14 days after exposure. To learn more, visit: <https://go.usa.gov/xdMrb> #Coronavirus

The main symptoms of #COVID19 are fever, cough, and shortness of breath which can occur anywhere from 2-14 days after exposure. Other symptoms may include muscle pain, headache, chills, sore throat, and a new loss of taste or smell. <https://go.usa.gov/xvVVY>

How severe is #COVID19? It ranges from very mild (with no reported symptoms) to severe. Older adults (65 years old and older), and people with severe underlying health problems are at higher risk. Learn more: www.tricare.mil/coronavirus #Coronavirus

DOD CORONAVIRUS SYMPTOMS CHECKER

Graphic: [DoD Symptoms Tracker](#)

Use the [@DeptofDefense](#) #COVID19 Symptom Checker to assess your symptoms during the #COVID19Pandemic. While similar to other symptom checkers, this tool is uniquely tailored to the DoD community: www.tricare.mil/symptomchecker

Do you think you've been exposed to #COVID19? Use the [@DeptofDefense](#) #COVID19 Symptom Checker. Answer some questions and get feedback and direction tailored for the DoD community including service members, families, civilians and contractors: www.tricare.mil/symptomchecker

If you used the [@DeptofDefense](#) #COVID19 Symptom Checker and it advised you to seek emergency care, call 911 or visit your nearest emergency room. Remember to tell the 911 dispatcher that you may have #COVID19 or let the emergency room know in advance, if possible: www.tricare.mil/symptomchecker

Facebook Only:

Use the [@DeptofDefense](#) #COVID19 Symptom Checker to assess your symptoms during the #COVID19Pandemic. While similar to other symptom checkers, this tool is uniquely tailored to the DoD community: www.tricare.mil/symptomchecker

If this tool indicates you have #coronavirus symptoms, take of these next steps:

- Call the Nurse Advice Line at 1-800-TRICARE, Option 1
- Contact your provider via phone or secure message
- Call the appointment line at your military hospital or clinic
- Schedule an appointment online through the TRICARE Online or MHS GENESIS Patient Portal



CDC CORONAVIRUS SYMPTOM CHECKER

(Only Available in the U.S.)

#COVID19 symptoms may range from mild to severe. Think you may have been exposed? Check out @CDC/@CDCgov's new #Coronavirus Self-Checker: <https://go.usa.gov/xdSnq>

Not sure if you should seek medical care? The @CDC/@CDCgov's #Coronavirus Self-Checker is a guide to help you make decisions and seek appropriate medical care: <https://go.usa.gov/xdSnq>

#COVID19 symptoms may appear 2-14 days after exposure and may include fever, cough and shortness of breath. For peace of mind before you call, visit @CDC/@CDCgov's #Coronavirus Self-Checker: <https://go.usa.gov/xdSnq>

CLOTH FACE COVERINGS

Graphic: [Do Your Part .gif](#)

Graphic: [Wear This – Not This, Bandanna](#)

Graphic: [Wear This – Not This, Cloth Covering](#)

Graphic: [Wear This – Not This, Disposable Covering](#)

Graphic: [Wear This – Not This, Regulation Covering](#)

Graphic: [Wear This – Not This, Face Shield](#)

Graphic: [Communicating with the Hearing Impaired](#)

Graphic: [Face Mask Do's and Don'ts](#)

Graphic: [Face Masks for Kids](#)

@CDC/@CDCgov recommends that you wear masks in public settings around people who don't live in your household and when you can't maintain 6 feet of social distancing. Masks help stop the spread of #COVID19 to others. <https://go.usa.gov/xGsQr>

#DYK? Face shields are not recommended by @CDC/@CDCgov to stop the spread of #COVID19. The #CDC recommends cloth face coverings with two or more layers: <https://go.usa.gov/xGsQr>

Are you using the right face mask to stop the spread of #COVID19? @CDC/@CDCgov recommends masks with two or more layers that cover securely over your mouth and nose: <https://go.usa.gov/xGsQr>

For the best protection against #COVID19, wash your hands before putting on your face mask and remember not to touch it while wearing it. Always wash your mask after using it and wash your hands after handling a used mask: <https://go.usa.gov/xGsQr>

Do you wear glasses? Finding a face mask that fits closely over your nose or a mask with a nose wire can limit fogging. Learn more: <https://go.usa.gov/xG5Xu> #COVID19



COVID-19 Social Media Toolkit

Knowing the ins and outs of face masks can help keep you and others safe! Follow these tips, and learn more: <https://go.usa.gov/xG5Xu> #COVID19

If you have children, selecting the right face mask is important to keep them safe. Follow this short guide, and learn more: <https://go.usa.gov/xG5Xu> #COVID19

Make sure your child's face mask fits snugly over your child's nose and mouth. Follow these tips, and learn more: <https://go.usa.gov/xG5Xu> #COVID19

Face masks help in the fight against #COVID19, but are a challenge for patients with hearing loss by reducing sound transmission and preventing lip reading. Here are ways to help with communication. Check with your facility to order these materials: <https://hearing.health.mil>

#DYK? Face coverings with a plastic valve embedded in the fabric may prevent pathogens from entering, but not from leaving when you exhale. If you wear a face covering with a valve, you may be putting others at risk for the spread of #COVID19. <https://go.usa.gov/xfbs5>

Don't accidentally put others at risk! Use an appropriate face covering in a public setting and especially when you'll come into close contact with others: <https://go.usa.gov/xfbs5>

You can help reduce the spread of #COVID19 by wearing a cloth face coverings and practicing preventive measures, including social distancing, frequent handwashing, and cleaning and disinfecting frequently touched surfaces: <https://go.usa.gov/xfbs5>

Cloth face coverings are most likely to reduce the spread of #COVID19 when they are widely used by people in public settings. Do your part to help slow the spread.

<https://go.usa.gov/xfbs5>

Understand @DeptofDefense's guidance for use of face cloth coverings on DoD property, installations and facilities when six feet social distancing cannot be maintained:

www.health.mil/coronavirus

Evidence shows that some people may transmit #COVID19 infection without showing symptoms. The @CDC/@CDCgov now recommends use of cloth face coverings in public settings where it's difficult to maintain proper social distancing as a voluntary measure:

<https://go.usa.gov/xv2A2>

Six-foot social distancing is crucial to slow the spread of #COVID19. When social distancing can't be maintained, use a simple cloth face covering in public places, even if you don't have symptoms. Learn about @CDC/@CDCgov's recommendations: <https://go.usa.gov/xv2A2>

.@CDC/@CDCgov recommends use of cloth face coverings when in public areas to prevent community spread of #COVID19. These are NOT surgical masks or N-95 respirators—these



COVID-19 Social Media Toolkit

critical supplies should be reserved for first responders and healthcare workers:

<https://go.usa.gov/xv2A2>

We can all do our part to slow the spread of #COVID19:

- Stay home except for essential travel
- Maintain social distancing—6 feet in public areas
- Wear a simple cloth face cloth in public areas

For more information: www.tricare.mil/coronavirus

COVID-19 SURVEILLANCE

A variety of graphics are available to accompany these posts in the [COVID-19 MilSuite Folder](#).

The @DoD_DHA's Global Emerging Infections Surveillance is coordinating efforts with interagency partners to ensure GEIS labs around the globe can detect and track the #COVID19 outbreak. Follow @AFHSBpage to learn more: <https://go.usa.gov/xdd4E>

.@AFHSBpage's Integrated Biosurveillance and Global Emerging Infections Surveillance is monitoring and providing near real-time status updates of the #COVID19 outbreak. Read weekly surveillance summaries: <https://go.usa.gov/xdd4j>

Facebook:

@AFHSBpage's Integrated Biosurveillance maintains the Health Surveillance Explorer, a dynamic CAC-enabled mapping application that allows Geographic Combatant Commands to identify global health threats and the #COVID19 outbreak in near real-time at MTF locations around the globe. View the Health Surveillance Explorer: <https://health.mil/hse>

Twitter:

.@AFHSBpage maintains the Health Surveillance Explorer, a dynamic CAC-enabled mapping application that allows Combatant Commands to identify global health threats and the #COVID19 outbreak in near real-time at MTF locations around the globe. <https://health.mil/hse>

COVID-19 SCAMS, FRAUDULENT ACTIVITY & CYBERSECURITY

Graphic: [Protect Yourself from Fraudulent Activity](#)

Graphic: [Be Cyber Vigilant – Apps](#)

Graphic: [Be Cyber Vigilant – Email](#)

Graphic: [Be Cyber Vigilant – Fraud \(Financial Relief\)](#)

Graphic: [Be Cyber Vigilant – Fraud \(Healthcare\)](#)

Graphic: [Be Cyber Vigilant – Fraud \(Home Delivery\)](#)



COVID-19 Social Media Toolkit

Graphic: [Be Cyber Vigilant – Fraud \(Investment\)](#)

Graphic: [Be Cyber Vigilant – Fraud \(Personal Loans\)](#)

Graphic: [Be Cyber Vigilant – Fraud \(Websites\)](#)

Graphic: [Be Cyber Vigilant – Fraud \(Wire Transfers\)](#)

Facebook:

△@DefenseHealthAgency Program Integrity has received information from the law enforcement that an attempt or attempts to scam a Medicare beneficiary into giving personal information in order to receive a #COVID19 test kit.

These incidents confirm that scammers are designing and engaging in a new fraud schemes to take advantage of the patient population that is afraid and experiencing anxiety. In addition, law enforcement has uncovered counterfeit COVID-19 test kits at a California international airport.

Any unsolicited call regarding a COVID-19 test kit is an attempt to gather personal information from you that could lead to father fraud and identity theft. It is important to be aware of these type of scams and mindful of the fact that you as a TRICARE beneficiary will probably be targeted, especially more senior TRICARE beneficiaries.

Learn more: <https://www.fda.gov/news-events/press-announcements/coronavirus-update-fda-and-ftc-warn-seven-companies-selling-fraudulent-products-claim-treat-or>. #Coronavirus

Scammers are designing and engaging in a new fraud schemes to take advantage of the patient population that is afraid and experiencing anxiety due to #COVID19. If you are called by anyone other than your attending physician, DO NOT provide personal health related information. Additionally, never give your Social Security Number, bank or credit card information to anyone over the phone. Learn more: <https://www.fda.gov/news-events/press-announcements/coronavirus-update-fda-and-ftc-warn-seven-companies-selling-fraudulent-products-claim-treat-or>. #Coronavirus

△Legitimate #COVID19 tests can ONLY be ordered by your attending physician. If you are called by anyone other than your attending physician about #Coronavirus testing or products, DO NOT provide personal health related information. Learn more: <https://www.fda.gov/news-events/press-announcements/coronavirus-update-fda-and-ftc-warn-seven-companies-selling-fraudulent-products-claim-treat-or>.

Twitter:

@DoD_DHA Program Integrity has received information from the law enforcement that an attempt or attempts to scam a Medicare beneficiary into giving personal information in order to receive a #COVID19 test kit. Learn more: [https://www.fda.gov/news-events/press-](https://www.fda.gov/news-events/press-announcements/coronavirus-update-fda-and-ftc-warn-seven-companies-selling-fraudulent-products-claim-treat-or)



COVID-19 Social Media Toolkit

[announcements/coronavirus-update-fda-and-ftc-warn-seven-companies-selling-fraudulent-products-claim-treat-or](#). #Coronavirus

Scammers are designing and engaging in a new fraud schemes to take advantage of the patient population that is afraid and experiencing anxiety due to #COVID19. Learn more:

<https://www.fda.gov/news-events/press-announcements/coronavirus-update-fda-and-ftc-warn-seven-companies-selling-fraudulent-products-claim-treat-or>. #Coronavirus

⚠️ Legitimate #COVID19 tests can ONLY be ordered by your attending physician. If you are called by anyone other than your attending physician about #Coronavirus testing or products, DO NOT provide personal health related information. Learn more: <https://www.fda.gov/news-events/press-announcements/coronavirus-update-fda-and-ftc-warn-seven-companies-selling-fraudulent-products-claim-treat-or>

Don't get spoofed by fake and fraudulent operators during the #COVID19Pandemic! Take steps to protect your personal, health and financial information. www.tricare.mil/cyberfit #COVID19 #Cyberfit

Online fraud presents a real and growing threat to everyone. It's good to know the risks and keep your personal, health and financial information secure. www.tricare.mil/cyberfit #COVID19 #Cyberfit

There's been an increase of fraudulent activity related to the #COVID19Pandemic and protecting your information online is important. Know the risks and take steps to protect yourself. www.tricare.mil/cyberfit #COVID19 #Cyberfit

No one from @TRICARE will ever call you directly to sell you a product or service. If you're ever contacted by phone or email, don't share your personal information and report it immediately: www.TRICARE.mil/fraud #COVID19

To get the most up-to-date and accurate information about the #COVID19Pandemic, please use trusted sources, like @TRICARE, @MilitaryHealth, @DeptofDefense and @CDC/@CCDgov. Sign up to get email updates at: www.tricare.mil/coronavirus #COVID19

MESSAGES FOR MTF PERSONNEL

A variety of graphics are available to accompany these posts in the [COVID-19 MilSuite Folder](#) including an infographic for "Reporting COVID-19 Cases"

Health Care Professionals: You're on the front line caring for patients with possible or confirmed cases of #COVID19. Stay up-to-date with @CDC/@CDCgov's guidance:

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



COVID-19 Social Media Toolkit

Health Care Professionals: You can minimize your risk of exposure to #COVID19 by following @CDC/@CDCgov infection prevention and control guidelines that include the use of personal protective equipment: <https://www.cdc.gov/coronavirus/2019-nCoV/hcp/index.html>

If you suspect a patient of yours has #COVID19, consult with your local or state health authorities to see if the patient meets the criteria for persons under investigation and notify infection control at your facility immediately. www.health.mil/coronavirus

BLOOD DONATION and CONVALESCENT PLASMA

A variety of graphics are available to accompany these posts in the [COVID-19 Convalescent Plasma MilSuite Folder](#) and the [COVID-19 MilSuite Folder](#)

Facebook:

#DYK? There is no known or reported #COVID19 transmission risk to blood donors during the donation process. All @militaryblood donor centers are taking additional steps to ensure a safe donation environment for staff members and donors, practicing all recommended prevention guidelines. Donate today: <https://www.militaryblood.dod.mil/>

Twitter:

#DYK? There is no known or reported #COVID19 transmission risk to blood donors during the donation process. All @militaryblood donor centers are taking additional steps to ensure a safe donation environment. Donate today: <https://www.militaryblood.dod.mil/> #MissionCritical

Facebook:

#DYK? There are no reported OR suspected cases of transfusion-transmitted #coronavirus. Respiratory viruses, in general, are not known to be transmitted by #blood transfusion. For @militaryblood, the goal is always a safe supply of #blood to our warfighters & families in need. Donate today: <https://www.militaryblood.dod.mil/> #MissionCritical #COVID19

Twitter:

#DYK? There are no reported OR suspected cases of transfusion-transmitted #coronavirus. Respiratory viruses, in general, are not known to be transmitted by #blood transfusion Donate today: <https://www.militaryblood.dod.mil/> #COVID19 #MissionCritical

Facebook:

@MilitaryBlood is actively collecting convalescent plasma from donors who have fully recovered from #COVID19. If you meet standard donation requirements and have been symptom-free for more than 14 days, your donation could help provide treatment. Call your local donor center today to see if you qualify. militaryblood.dod.mil



COVID-19 Social Media Toolkit

Twitter:

@MilitaryBlood is actively collecting convalescent plasma from donors who have fully recovered from #COVID19. If you meet standard donation requirements and have been symptom-free for more than 14 days, your donation could help provide treatment.
militaryblood.dod.mil

Facebook/Twitter:

Blood products have expiration dates and continually need to be replenished. Donate today to help us stand ready. <https://www.militaryblood.dod.mil/> #MissionCritical #COVID19

Blood products are #MissionCritical, and we need to stand ready for the days and weeks ahead. While the DHA is currently meeting the needs of our Combatant Commanders, military hospitals and clinics, the situation can change rapidly. Donate today:
<https://www.militaryblood.dod.mil/>

#DYK? It's safe to donate blood during the #COVID19Pandemic and there's no known or reported risk to contract #COVID19 during the donation process. Find a blood drive near you today: militarydonor.com

Convalescent plasma is the liquid part of blood from patients who've recovered from infection. The antibodies in convalescent plasma may help fight #coronavirus infection. If you've fully recovered from #COVID19, you might qualify to donate. militaryblood.dod.mil

Are you a fully recovered #COVID19 patient? We encourage you to see if you qualify to donate plasma at a @MilitaryBlood donor center near you. Call your local donor center today to find out. militaryblood.dod.mil

Have you recovered from #COVID19? You may be eligible to donate #convalescentplasma! Check out @militaryblood today. www.health.mil/ConvalescentPlasma

.@DeptofDefense is collecting 10,000 units of #convalescentplasma to maintain our combat readiness. If you've recovered from #COVID19, see if you're eligible to donate. Check out @militaryblood today. www.health.mil/ConvalescentPlasma

We need YOU to donate #COVID19 Convalescent Plasma! Call your local donor center today to find out. militaryblood.dod.mil

#COVID19 #ConvalescentPlasma Saves Lives. Donate Today!
www.health.mil/ConvalescentPlasma

Donating #COVID19 #ConvalescentPlasma is safe and easy. See if you qualify. Call your local donor center today: militaryblood.dod.mil

Help those serving on the front lines. Donate #COVID19 #ConvalescentPlasma. More info here:
www.health.mil/ConvalescentPlasma



COVID-19 Social Media Toolkit

Maintaining Readiness, Protecting the Nation: Donate #COVID19 #ConvalescentPlasma. More info here: www.health.mil/ConvalescentPlasma

We're collecting #COVID19 #ConvalescentPlasma here at the [enter name of blood donor center]. If you or a loved one has recently recovered, please call us at [enter phone number] to donate today!

Your donation of #COVID19 #ConvalescentPlasma may help save a life. Call [insert number] to see if you qualify today!

PRIVACY AND HIPAA

Statement for MTFs to Post on Their Facebook Pages

REMINDER: We take the protection of your [personally identifiable information and](#) personal health information seriously. Please avoid posting any specifics of your medical history or current health status on our social media pages where anyone can see. If you do, we will delete the post so we are not in violation of HIPAA. (<https://www.hhs.gov/hipaa/index.html>)

As we continue the conversation about #COVID19 here on Facebook in posts and virtual town halls, please remember that our social media managers are not physicians, and cannot diagnose any conditions nor prescribe any medications. Any specific questions about your symptoms or treatment should be addressed to your provider via secure messaging [MTFs can insert the secure messaging URL here] or by phone at [MTFs can enter their local phone number here].

Please continue to ask questions, participate in our virtual town halls, and follow the @CDC guidance to prevent the spread of the #coronavirus: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>

Facebook/Twitter

Your health and safety are critical during the #COVID19 pandemic. This includes protecting your PII/PHI. Take steps to safeguard your personally identifiable information and personal health information especially in telework and telehealth situations. www.tricare.mil/Cyberfit

Facebook/Twitter

Teleworking? Keep these things in mind:

- Many others are too within and outside of the DoD community
- Always use your government-furnished equipment
- Don't stay logged into the VPN if you're not using it

Most important, be patient. We're all #InThisTogether! #COVID19



COVID-19 Social Media Toolkit

Facebook

PROVIDERS AND STAFF: Follow best practices when teleworking during the #COVID19 pandemic to avoid privacy incidents like sharing [personally identifiable information and personal health information](#):

- Limit distribution of phone rosters
- Encrypt emails with PII/PHI
- Do not use personal email accounts to transmit PII
- Do not use collaboration platforms to transmit PII
- Inform supervisors if you test positive for COVID-19

Be vigilant and remember, privacy is everyone's responsibility: <https://health.mil/Military-Health-Topics/Privacy-and-Civil-Liberties>

Twitter

PROVIDERS AND STAFF: Follow best practices when teleworking to avoid privacy incidents. Limit sharing of phone rosters and other info only to those who need to know, encrypt emails and notify your supervisor if you test positive for #COVID19. <https://go.usa.gov/xdhHC>

HEALTH INFORMATION EXCHANGE

Graphic: [VLER HIE Infographic](#)

#DYK? The VLER-HIE gives providers a quick view of your health record during an emergency, including the #COVID19pandemic. Find out more: www.TRICARE.mil/vler

.@TRICARE can securely share your personal health information with our health care partners during an emergency and the #COVID19pandemic through the Military Health System's eHealth exchange, VLER-HIE: www.TRICARE.mil/vler

If you have an emergency during the #COVID19pandemic, your health information can be shared with @TRICARE's health care partners through the VLER-HIE. Make sure you don't opt out! Find out more: www.TRICARE.mil/vler

Only active duty service members are required to participate in the Military Health System's eHealth exchange, VLER-HIE, but if you opt out, we can't share your health information with our partners—maybe not even in an emergency during the #COVID19pandemic: www.TRICARE.mil/vler

Medical emergencies and #COVID19 treatment can't wait, no matter where you are. Your health care information can be shared through the Military Health System's eHealth exchange, VLER-HIE. Make sure you participate: www.TRICARE.mil/vler



PROLONGED TIME AT HOME – SOCIAL MEDIA CONDUCT

You can point to this article with some of these posts:

<https://health.mil/News/Articles/2020/04/03/Its-Complicated-Our-relationship-with-social-media>

During the #COVID19 pandemic, we may spend more time scrolling through social media. Watch out for fake news and maintain a respectful presence online. Your online behavior could impact your career so think before you post! <https://dodcio.defense.gov/Social-Media/>

As the nation responds to #COVID19 and more of us find ourselves at home, you can use a variety of social media platforms to stay connected. But, remember to maintain a respectful presence online. Read DoD-specific guidance here: <https://dodcio.defense.gov/Social-Media/>

We and other agencies are posting content to keep you informed during the #COVID19 pandemic. But, too much time on social media might be linked to depression and anxiety. Give yourself time away to decompress and communicate with friends and family.

Social distancing during the #COVID19 pandemic can lead to increased social media activity. Remember to set boundaries, be selective on what you see and disconnect often. <https://www.hprc-online.org/mental-fitness/performance-psychology/social-media-smarts>

We're in the midst of a challenging, emotional time – take healthy breaks from #COVID19 news and updates on social media. Get tips: <https://go.usa.gov/xvYfx>

Social media can help you connect while social distancing, but it can also increase feelings of isolation and loneliness. Find the right dose of social media: <https://go.usa.gov/xvYfx>
Several studies indicate that prolonged use of the internet may be associated with signs and symptoms of depression and low self-esteem. Get tips to cope: <https://go.usa.gov/xvYfx>

STRESS and COPING

Graphic: [Helplines](#)

The #COVID19 pandemic is stressful on many levels and fear and anxiety can affect everyone differently. If you, a loved one or friend needs help – there are resources. Get more tips for coping with stress: <https://go.usa.gov/xvxsG> #coronavirus

During the #COVID19 outbreak, you may fear for the health of yourself or loved ones, have anxiety about travel restrictions or working from home, or worry about your children's school or health. Get tips for coping: <https://go.usa.gov/xvxsG> #coronavirus

The fear, anxiety and stress coupled with social distancing and potential quarantine could lead to unexpected outbursts of anger or even violence. Remember, you're not alone: <http://www.thehotline.org/> #COVID19 #coronavirus



COVID-19 Social Media Toolkit

Are you or someone you care about feeling overwhelmed with emotions? Reaching out is not a sign of weakness. We all need to #BeThere for each other. <https://www.tricare.mil/crisislines> #COVID19 #coronavirus

It's natural to feel stress, anger, grief or a number of other emotions during any disaster, especially a global pandemic. Taking care of your emotional health can help you think clearly and #BeThere for others. Seek help if you need it: <https://go.usa.gov/xvx6B> #COVID19 #Coronavirus

Everyone reacts differently to stress. Let's remember to #BeThere for each other. Get more tips for coping with stress: <https://go.usa.gov/xvxsG> #COVID19 #coronavirus

Help your friends, family and coworkers cope with stress. Take a break from #COVID19 news. Take time out to take care of yourself and connect with others. Learn more about coping: <https://go.usa.gov/xvxsG> #coronavirus

Parents, help your children cope with stress and anxiety about #COVID19 by creating structure and setting goals. Get more tips: <https://go.usa.gov/xvxHt> #coronavirus

Sharing the facts about #COVID19 instead of rumors can help others around you feel less stressed about the #coronavirus. Learn more: <https://www.defense.gov/Explore/Spotlight/Coronavirus/Rumor-Control/>

TRICARE COPAYS WAIVED FOR COVID-19 TESTING

Graphic: [TRICARE Waiving Copays](#)

TRICARE is waiving copayments for doctor-ordered, approved #COVID19 testing including associated office visits furnished on or after March 18, 2020. If you were tested and paid a copayment, you can file a claim for reimbursement: <https://go.usa.gov/xv9fB>

In support of the Families First Coronavirus Response Act, TRICARE is waiving all copayments for doctor-ordered, approved #COVID19 testing. This change is retroactive to March 18, 2020. <https://go.usa.gov/xv9fB>

Were you recently tested for #COVID19? TRICARE is now waiving copayments related to COVID-19 testing, retroactive to March 18, 2020. Copayments and cost shares for any other doctor visits or prescriptions will continue to be applied. <https://go.usa.gov/xv9fB>

Did you get a #COVID19 test overseas? You may be eligible to have your cost shares waived or reimbursed, depending on where you received the test. Please contact the TRICARE overseas contractor to learn more: www.tricare-overseas.com/contact-us



COVID-19 Social Media Toolkit

Good news! TRICARE is now waiving all copayments related to #COVID19 testing, retroactive to March 18, 2020. You may be required to pay up front and file a claim for reimbursement.

<https://go.usa.gov/xv9fB>

UPDATING ID CARDS

See Info and FAQs at: <https://www.cac.mil/Coronavirus/>

Due to the #COVID19Pandemic, access to ID Card Offices may be limited. If you need to update your CAC or DoD ID card, call first to make an appointment and to verify hours of operation:

<https://www.dmdc.osd.mil/rsl/>

Is your DoD ID card about to expire? Don't stress! The DoD is allowing some cardholders to access installations and benefits with an expired ID card so your health care can continue without interruption during the #COVID19Pandemic. Find out more: <https://go.usa.gov/xvBAF>

Do you have a new family member you need to register in DEERS to establish TRICARE eligibility during the #COVID19Pandemic? Temporary processes are in place to allow family members to enroll via mail or fax. Find out more: <https://go.usa.gov/xvBAF>

The @DeptofDefense is committed to the safety of our beneficiaries, including retirees and high-risk populations, and ensuring you can register for or update your ID cards is important. Learn about the processes in place to keep you safe: <https://www.cac.mil/Coronavirus/>

EMERGENCY CARE MESSAGES

Graphic: [Emergency vs. Urgent Care](#)

Graphic: [What is an Emergency?](#)

Graphic: [Emergency Room Screening Graphic](#)

Graphic: [Tent Screening Graphic](#)

Even during the #COVID19Pandemic, don't hesitate to call 911 or go to the nearest emergency room if you're having an emergency. Emergency departments across the Military Health System are taking precautions to protect our patients and staff from #COVID19.

When you arrive at [insert MTF Name] for emergency care, our staff screens all patients for COVID-19 symptoms and risk factors so we can quickly isolate any patients suspected of being infected from others. This reduces the risk of spreading the virus while our staff provides emergency care to ill and injured patients.

We understand you have concerns about #COVID19, but if you are experiencing a medical emergency, call 911 or seek treatment at the nearest emergency room immediately— [insert MTF name]'s emergency department is ready to provide care and protect you from COVID-19.



COVID-19 Social Media Toolkit

Please don't let concerns about #COVID19 cause you to delay care if you're having a medical emergency. We're taking every precaution to limit the spread of COVID-19 in the ER and your risk for infection does not outweigh the potential risk for delayed medical treatment.

If you're having a medical emergency, even during the #COVID19Pandemic, it's important that you seek care immediately. If you're unsure if you should seek medical care, please call the 1-800-TRICARE (874-2273), option number 1 to speak to a registered nurse.

TELEHEALTH/APPOINTMENT MESSAGES

Graphic: [Access to MTF Appointments During COVID-19](#)

Graphic: [Telehealth Appointments What to Expect](#)

If you have urgent or emergency health care needs, it's important not to neglect your symptoms or suffer at home. Hospitals, clinics, and providers have measures in place to keep you safe from #COVID19. <https://go.usa.gov/xvVP3>

Military hospitals and clinics are open for business and well-equipped to meet all of your health care needs. In most cases, you'll meet virtually with your provider unless your provider decides in-person is more clinically appropriate. <https://go.usa.gov/xvVP3>

If you have non-urgent or non-emergency health needs during the #COVID19Pandemic, call your health care team to schedule an appointment. In many cases, you can schedule a virtual telehealth appointment. <https://go.usa.gov/xvVP3>

Newborn and well-child care is still as important as ever. It's important to keep up with your child's immunizations to minimize the risk of serious preventable illnesses during the #COVID19Pandemic. <https://go.usa.gov/xvVP3>

If you scheduled routine care, like an annual check-up, at a military hospital or clinic between March 31 and May 30, it may have been delayed. Talk to your doctor to see when you can have routine appointments rescheduled. <https://go.usa.gov/xvVP3>

Need to book a telehealth appointment with a provider at a military hospital or clinic? Here's what you can expect! #COVID19 #COVID19Pandemic

Make booking a telehealth appointment with a provider at a military hospital or clinic easier, by learning what to expect. Follow these tips. #COVID19 #COVID19Pandemic

Booking a telehealth appointment with a provider at a military hospital or clinic is easier than you may think. Here's what you need to know. Follow these tips. #COVID19 #COVID19Pandemic

Stressed and booking a telehealth appointment at a military hospital or clinic? Know what to expect, and feel more at ease. #COVID19Pandemic



COVID-19 Social Media Toolkit

Book your next telehealth appointment with a provider at a military hospital or clinic today. It's easier than you may think. #COVID19 #COVID19Pandemic

G-EYES for ACTIVE DUTY SERVICE MEMBERS

Graphic: [G-EYES for Active Duty Service Members](#)

If you're active duty - or recently activated - you can get replacement eyeglasses while maintaining social distancing. Check out how G-Eyes can help you. <http://go.usa.gov/xvBfb> #COVID19

Active Duty Service Members: There's no need to go to the eye clinic during the #COVID19Pandemic with G-Eyes. If you've ordered glasses within the past four years, you can get a new pair shipped directly to your U.S. address in just a few clicks. <http://go.usa.gov/xvBfb>

#DYK? Active duty service members in the U.S. can order replacement glasses from the safety of their home through G-Eyes. If you've ordered within the past four years, learn how here -> <http://go.usa.gov/xvBfb> #COVID19

COVID-19 TEST RESULTS THROUGH TOL OR MHS GENESIS

Graphic: [TOL Secure Web Portal](#)

Graphic: [MHS GENESIS Secure Web Portal](#)

While #COVID19 test results may take a week or more to process in most cases, the [TRICARE Online/MHS GENESIS] Patient Portal is speeding up the process for tests processed at military hospitals and clinics: <https://www.health.mil/News/Articles/2020/05/04/MHS-expedites-COVID-19-and-flu-test-results>

Do you get care at a military hospital or clinic? You can now view #COVID19 and seasonal #flu test results through the [TRICARE Online/MHS GENESIS] Patient Portal without delay! If you have questions, please call or contact your provider via secure messaging <https://www.health.mil/News/Articles/2020/05/04/MHS-expedites-COVID-19-and-flu-test-results>

#DYK? The four-day waiting period for #COVID19 and seasonal #flu test results have been waived so you can access your results faster. This applies to all military hospitals and clinics, including overseas using the [TRICARE Online/MHS GENESIS] Patient Portal <https://www.health.mil/News/Articles/2020/05/04/MHS-expedites-COVID-19-and-flu-test-results>

We understand the need to get your #COVID19 and seasonal #flu test results faster for your peace of mind. Now, through the [TRICARE Online/MHS GENESIS] Patient Portal, you can see

your results without delay <https://www.health.mil/News/Articles/2020/05/04/MHS-expedites-COVID-19-and-flu-test-results>

HAND SANITIZER

Graphic: [Hand Sanitizer-Parent and Child](#)

Graphic: [Hand Sanitizer with Methanol](#)

If you're unable to wash your hands for at least 20 seconds with soap and water, an alcohol-based hand sanitizer with at least 60% alcohol is the next best weapon against the spread of #COVID19. <https://go.usa.gov/xfRtA>

It's hot outside! With increasing temperatures, don't leave your hand sanitizer in your cars or outside. Hand sanitizer should be stored below 105 degrees F. <https://go.usa.gov/xfRtA>

While hand sanitizer is dangerous if ingested by children, there's no need to be alarmed if your children eat with or lick their hands after applying hand sanitizer. <https://go.usa.gov/xfRtA>

Avoid hand sanitizers that contain methanol (wood alcohol). Methanol can cause serious side effects when absorbed through the skin and may cause blindness or death if swallowed. See the @FDAgov's full list of hand sanitizers that contain methanol: <https://go.usa.gov/xfRzw>

Think you know everything there is to know about hand sanitizers? Take the @FDAgov's quiz to test your knowledge now: <https://www.accessdata.fda.gov/cder/sanitizer/>

TELEWORKING & SELF-CARE

Graphic: [Teleworking, the New Normal](#)

Graphic: [Stand Up](#)

Graphic: [Breathe Easy](#)

Graphic: [Connect with Others](#)

Graphic: [Disconnect with the Day is Over](#)

Graphic: [Eat Healthy](#)

Graphic: [Exercise](#)

Graphic: [Get a Good Night's Sleep](#)

Graphic: [Get Out in the Sun](#)

Isolation and social distancing in response to #COVID19 can be mentally exhausting, but frequent breaks and regular exercise can help. Get up and move around – it's good for your body and mind! <https://go.usa.gov/xvbkD>

Being active outdoors and soaking in the sun during the #COVID19Pandemic can improve your overall health and wellness, but take precautions. Use sunscreen with SPF of 15 or higher and don't forget your bug repellent! <https://go.usa.gov/xvbkV>



COVID-19 Social Media Toolkit

Hiking, fishing, a walk in the park—these are all approved activities for social distancing during the #COVID19Pandemic. Remember to apply bug repellent to protect yourself from ticks, mosquitoes and other biting insects that could spread other diseases. <https://go.usa.gov/xvbke>

Make time to unwind and take care of your body with well-balanced meals and regular exercise during the #COVID19Pandemic. Finding activities you enjoy can take your mind off the daily news and help you relax: <https://go.usa.gov/xvb8x>

How do you unwind? Share your tips for getting through each day during the #COVID19Pandemic. We're all in this together!

As we're completely focused on social distancing and cloth face-coverings in outdoor, public areas, don't forget about other preventive measures like sunscreen, bug repellent and staying hydrated to stay healthy: www.health.mil/summersafety. #COVID19 #coronavirus

Spending more time exercising and enjoying the great outdoors? Your body needs more water in when you're exercising and it can also help you stay alert throughout the day. Don't forget to hydrate to keep healthy: <https://go.usa.gov/xvb8k> #COVID19

Spending more time at home and online during the #COVID19Pandemic could result in different sleep patterns. Practice sleep hygiene to get a better night's sleep. <https://go.usa.gov/xvb8M>

Finding the right balance for you is the key to your health during the #COVID19Pandemic. Make time to take care of your overall health – body, mind and spirit. <https://go.usa.gov/xvb8x>

COVID-19 and BUGS

According to the @CDC/@CDCgov, mosquitoes and ticks can't spread #COVID19 or any other coronaviruses. But, mosquitoes, ticks and other bugs can transmit other deadly diseases so take steps to prevent bug-borne illnesses: www.health.mil/bugs

While we're still learning about #COVID19, one thing is certain. It's spread from person to person, mainly through respiratory droplets produced from coughs and sneezes—NOT mosquitoes, ticks or other bugs. Get the facts, not rumors: www.tricare.mil/coronavirus

Zika, dengue fever, malaria, West Nile virus, chikungunya ... these are all things that can be spread through mosquito bites, but not #COVID19. When outdoors, use insect repellent, treat your clothing and mosquito-proof your home: <https://go.usa.gov/xw3kV>

While ticks may not spread #COVID19, they do carry many other serious illnesses. When outdoors, wear insect repellent, check for ticks and shower after being in a bushy or wooded area. Find out more about tick-borne illnesses and prevention: www.health.mil/ticks



You've heard the advice—get outdoors and enjoy nature during the #COVID19Pandemic. In addition to social distancing and cloth face coverings, use insect repellent and wear protective clothing in wooded or bushy areas. Get more tips at www.health.mil/bugs

SMOKING CESSATION

Facebook

While we're still learning about #COVID19, many studies suggest that active smoking is significantly associated with the risk of severe #COVID19. The Military Health System is dedicated to helping active duty service members, veterans, retirees, and their families succeed in their attempt to quit tobacco. Learn more: <https://go.usa.gov/xwC3T>

While there's still much we do not know about the respiratory disease #COVID19, we do know that cigarette smoking is a substantial risk factor for bacterial and viral infections. The Military Health System has an array of resources to quit tobacco. Learn more: <https://go.usa.gov/xwC3b>

Twitter

While we're still learning about #COVID19, many studies suggest that active smoking is significantly associated with the risk of severe #COVID19. The time to quit smoking is now. Learn more about the resources available to you: <https://go.usa.gov/xwC3T>

While there's still much we don't know about the respiratory disease #COVID19, we do know that cigarette smoking is a substantial risk factor for bacterial and viral infections. You can quit today. Learn more: <https://go.usa.gov/xwC3b>

HURRICANE PREP

Graphic: [Disaster Prep "Go Bag"](#)

Graphic: [Check on Your Neighbors](#)

Graphic: [After a Hurricane](#)

Facebook/Twitter:

The Atlantic Hurricane season begins June 1. Planning for a hurricane amid the #COVID19Pandemic could be especially stressful. You'll need extra time and some supplies may be limited. Start planning now so you're prepared: <https://go.usa.gov/xwYXS>

If checking on neighbors and friends in an emergency, remember to practice safe social distancing recommendations. Stay at least 6 feet apart – about 2 arms' length – from others. <https://go.usa.gov/xwYXS>



COVID-19 Social Media Toolkit

After a hurricane, continue to practice preventive actions during clean up or when returning home. Wash your hands, wear a face covering and practice social distancing.

<https://go.usa.gov/xwYXS>

Dealing with any natural disaster can cause stress and strong emotions, which could be heightened the #COVID19Pandemic. It is natural to feel anxiety, grief, and worry. Coping with these feelings and getting help when you need will help you recover.

www.tricare.mil/mentalhealth

Facebook:

It's time to dust off your hurricane "go kit" to make sure you have the things to you need to protect yourself and your loved ones from #COVID19 if you need to evacuate. In addition to your usual personal items, add in some cloth face coverings, bar or liquid soap and hand sanitizer: <https://go.usa.gov/xwYXS>

Twitter:

It's time to dust off your hurricane "go kit" so you have the things to you need to protect yourself from #COVID19 if you need to evacuate. In addition to your usual personal items, add in some cloth face coverings, bar or liquid soap and hand sanitizer: <https://go.usa.gov/xwYXS>

WILDFIRE PREP

Graphic: [Disaster Prep "Go Bag"](#)

Graphic: [Wildfire](#)

Wildfire season is overlapping with the #COVID19Pandemic. Recent studies suggest that exposure to air pollutants in wildfire smoke may worsen #COVID19 symptoms and outcomes. If you're in an area prone to wildfires, take steps to limit your exposure: <https://go.usa.gov/xfReB>

#DYK? Respiratory symptoms such as dry cough, sore throat, and difficulty breathing are common to both wildfire smoke exposure and #COVID19. However, other symptoms of COVID-19 unrelated to smoke exposure include fever, chills or body aches. <https://go.usa.gov/xfReB>

Your planning in case of wildfire may be different this year with #COVID19 social distancing guidelines in place. Some public facilities may not be available to you so consider creating clean air spaces in your home with a portable air cleaner. <https://go.usa.gov/xfReB>

Cloth face coverings used now to slow the spread of #COVID19 will offer very little protection against harmful air pollutants in wildfire smoke. To minimize health impacts from wildfire smoke, limit your time outdoors and seek clean air spaces. <https://go.usa.gov/xfReB>



TRAVELING

Graphic: [Anticipate Your Travel Needs](#)

Graphic: [Public Restrooms](#)

Graphic: [Air Travel](#)

Facebook/Twitter

Holiday season is travel season. If you're planning a trip, make sure you know the @DeptofDefense's travel restrictions, the @CDC/@CDCgov's travel recommendations and the spread of #COVID19 where you're traveling. <https://go.usa.gov/xwCC9>

#DYK? As an additional public health measure during the #COVID19Pandemic, @CDC/@CDCgov recommends that everyone wear a cloth face covering over their nose and mouth when in the community setting, including during travel. <https://go.usa.gov/xwCC9>

Any type of travel increases your chances of getting and spreading #COVID19. Before you travel, see if the virus is spreading in your local area or where you're going. And remember, if you're at a higher risk for infection, take additional precautions. <https://go.usa.gov/xwCC9>

According to the @CDC/@CDCgov, most viruses don't spread easily on an airplane due to how the air circulates and because it's filtered. While the risk of #COVID19 infection is low, avoid contact with sick people and practice preventive measures when flying. <https://go.usa.gov/xwCC9>

#COVID19 cases have been reported in all 50 states. If you travel, protect yourself and others during your trip. Practice social distancing, wear a cloth face covering and wash your hands often. Anticipate your needs for the duration of your trip. <https://go.usa.gov/xwCYy>

During the #COVID19Pandemic, @CDC/@CDCgov recommends that travelers avoid all nonessential travel, especially internationally. Some countries have restrictions – be sure to check your destination before you go. <https://go.usa.gov/xwCC9>

Taking a trip? Remember that routine care is not authorized when traveling. If you need urgent care when traveling, contact the Nurse Advice Line first: www.MHSNurseAdviceLine.com. If you think you've been exposed to #COVID19 and are showing symptoms, please let them know.

Facebook:

You may opt out of a traditional holiday travel this year, but if you do take a trip, remember to practice the same preventive measure you do every day:

- Avoid contact with sick people
- Avoid touching your eyes, nose or mouth with unwashed hands
- Wash your hands often for 20 seconds or use hand sanitizer



COVID-19 Social Media Toolkit

- Practice social distancing
- Wear a cloth face covering when social distancing cannot be maintained
- Stay up-to-date with your recommended vaccines

Get more tips: <https://go.usa.gov/xwCC9>

Twitter:

You may opt out of a traditional holiday travel this year, but if you do take a trip, remember to practice the same preventive measure you do every day – wash your hands often, practice social distancing and wear a cloth face covering. Get more tips: <https://go.usa.gov/xwCC9>

RETURN TO FULL OPERATIONS

Graphic: [Elective Procedures Resuming](#)

Graphic: [Nurse Advice Line](#)

Graphic: [Access to Telehealth Appointments](#)

Graphic: [Booking a Telehealth Appointment](#)

Graphic: [Resumption of Elective Procedures](#)

Graphic: [What is Emergency Care](#)

Graphic: [Emergency vs. Urgent Care](#)

Graphic: [Tent Screening](#)

Graphic: [Emergency Room Screening](#)

Our priority is to protect our patients and staff as we continue to respond to #COVID19. We are eager to return to normal operating conditions, but will do so following safe and coordinated procedures. Thank you for your continued patience, and keep following us here for updates!

Your health is our priority. As we make plans to return to normal operations, remember that you have full access to services here at *[insert name of MTF]* via telehealth and curbside services. *(modify as needed at your facility.)*

As the nation begins to reopen and some restrictions are lifted, keep in mind that we will be following conditions-based standards based on local HPCON levels – it may take time, but we'll keep you in the loop every step of the way. Keep following us for updates!

We thank you for your continued patience during the #COVID19Pandemic. We are beginning to reschedule appointments and procedures here at *[insert name of MTF]* that may have been delayed. If you have not heard from us to reschedule, please contact your healthcare team.

As we take steps to offer medical and surgical procedures that were delayed during the #COVID19Pandemic, rest assured, we're taking every necessary precaution to ensure the delivery of safe, quality and patient-focused health care.



COVID-19 Social Media Toolkit

Remember, we are open for business. Don't delay seeking needed health care. If you have a non-COVID health concern, please contact your health care team for an appointment. Depending on your needs, we may start with a telehealth appointment.

Even though we're beginning to reschedule some medical and surgical appointments that were delayed during the #COVID19Pandemic, some elective procedures may continue to be delayed. Please contact your healthcare team for more information.

Good News! We're starting to reschedule appointments that were delayed. If your appointment is rescheduled, expect to spend some extra time with your provider so we can take care of all your needs in one visit and eliminate the need for multiple visits. Do you have general healthcare questions or concerns? Please contact the MHS Nurse Advice Line, 24/7, to ensure you get the right care when you need it. www.MHSNurseAdviceLine.com

Even during the #COVID19Pandemic, don't hesitate to call 911 or go to the nearest emergency room if you're having an emergency. Emergency departments across the Military Health System are taking precautions to protect our patients and staff from #COVID19.

When you arrive at [MTF Name] for emergency care, our staff screens all patients for COVID-19 symptoms and risk factors so we can quickly isolate any patients suspected of being infected from others. This reduces the risk of spreading the virus while our staff provides emergency care to ill and injured patients.

We understand you have concerns about #COVID19, but if you are experiencing a medical emergency, call 911 or seek treatment at the nearest emergency room immediately— [MTF name]'s emergency department is ready to provide care and protect you from COVID-19.

Please don't let concerns about #COVID19 cause you to delay care if you're having a medical emergency. We're taking every precaution to limit the spread of COVID-19 in the ER and your risk for infection does not outweigh the potential risk for delayed medical treatment.

If you're having a medical emergency, even during the #COVID19Pandemic, it's important that you seek care immediately. If you're unsure if you should seek medical care, please call 1-800-TRICARE (874-2273), option number 1 to speak to a registered nurse.

We're leveraging telehealth technologies so you can get the care you need during the #COVID19Pandemic. Need an appointment? Don't just show up—call [insert appointment line] first so we can arrange for your visit and your protection against #COVID19.

Worried about coming to [MTF name] during the #COVID19Pandemic? We're addressing most needs virtually and will only ask you to come for an in-person appointment if absolutely necessary. Please call [insert appointment line] if you need care.



COVID-19 Social Media Toolkit

Need to see a doctor for something other than #COVID19? Don't hesitate to contact your provider to schedule an appointment. We're offering telehealth in most scenarios. Please call *[insert appointment line]* if you need care.

[MTF name] is available to meet all your health care needs. Please call first! We'll schedule a virtual telephone or video visit with a provider and arrange to see you in person, if needed. #COVID19 *[insert appointment line]*

While #COVID19 is on everyone's mind, we understand you may have non-COVID-19 health concerns. Please call *[insert appointment line]* or send a secure message to your healthcare team. We'll get back to you within 24 hours or less, depending on the urgency of your issue. We're dedicated to your health and safety. We are implementing procedures to continuously clean and disinfect common areas and treatment areas of the facility.

CHANGING PHARMACY STATUS

Graphic: [Military Pharmacy Services](#)

Poster: [Pharmacy Operational Status – Fully Operational](#)

Poster: [Pharmacy Operational Status – Temporarily Closed](#)

Poster: [Pharmacy Operational Status – Restricted Service](#)

#DYK? Your military pharmacy's operational status may change based on local #COVID19 conditions. Check your pharmacy's status by calling your pharmacy refill number. Don't know it? Search for your pharmacy at: www.tricare.mil/MTF

Be sure to check the operating status of your military pharmacy before visiting as they may have changed due to local #COVID19 conditions. Call your pharmacy's refill number to find out. Don't know it? Search for your pharmacy at: www.tricare.mil/MTF

Due to changing #COVID19 conditions in your area, your military pharmacy's operational status may change. Call your pharmacy's refill number to find out. Don't know it? Search for your pharmacy at: www.tricare.mil/MTF

Unsure of your military pharmacy's operating status? You can see if your military pharmacy has closed or reduced hours by calling your pharmacy's refill number. Call your pharmacy's refill number to find out. Don't know it? Search for your pharmacy at: www.tricare.mil/MTF

If your military pharmacy closes or reduces access, you can temporarily switch to home delivery or a retail network pharmacy. Learn more by visiting www.tricare.mil/pharmacy.



COVID-19 and SEASONAL ALLERGIES

Graphic: [*Is it COVID-19 or Seasonal Allergies*](#) (light blue banner)

Graphic: [*Is it COVID-19 or Seasonal Allergies*](#) (dark blue banner)

#DYK? Seasonal allergies are triggered by airborne pollen, and they may share similar symptoms as #COVID19, but there are some key differences, too. COVID-19 can cause fever, which is not a common symptom of seasonal allergies. Find out more: <https://go.usa.gov/xfFCG>

Because some of the symptoms of #COVID19 and seasonal allergies are similar, it may be hard to tell the difference. If you're experiencing fever, chills, or muscle aches, you may want to be tested to be sure. Find out more: <https://go.usa.gov/xfFCG>

Currently, there is not enough scientific evidence to know whether having seasonal allergies puts you at greater risk for contracting #COVID19. It's important to keep taking steps to prevent the spread of the virus – wash your hands, wear a face covering, and practice social distancing. <https://go.usa.gov/xfFCG>

If you experience seasonal allergies, remember to wash your face coverings after each use, or wear a disposable mask, as pollen and other allergens can be carried on the surfaces. <https://go.usa.gov/xfFCG>

The @CDC/@CDCgov recommends wearing cloth face coverings to slow the spread of #COVID19, but to protect yourself from seasonal allergies, limit your exposure to pollen. <https://go.usa.gov/xfFCG>

Did someone sneeze? Stay calm. Sneezing and itchy, watery eyes are symptoms of seasonal allergies, not #COVID19. While some symptoms are the same, several are different: <https://go.usa.gov/xfFCG>

COVID AND THE FLU

Additional Flu Messaging and Graphics Available in the [*2020 Flu Vaccine Toolkit*](#)

Symptoms

The #flu and #COVID19 are both contagious, respiratory illnesses, but there are differences. They are caused by different viruses and while many symptoms are shared, change or loss of taste or smell is only a symptom of the #coronavirus. <https://go.usa.gov/xGj4u>

#COVID19 and the #flu have many similar symptoms so telling them apart may be difficult. If you have symptoms like fever or difficulty breathing, contact the MHS Nurse Advice Line to begin the screening process: www.MHSNurseAdviceLine.com



Flu Vaccine

While the #flu vaccine won't protect you from #COVID19, it will protect you from the flu which can help reduce the risk of flu illness, hospitalization, or even death. #GetVaccinated <https://go.usa.gov/xGjgC>

Reducing the overall burden of respiratory illness during the #flu season is especially important to protect our most vulnerable populations who are at risk for serious illness from the flu or #COVID19. #GetVaccinated <https://go.usa.gov/xGjgC>

According to the @CDC/@CDCgov, the #flu vaccine should not be given to people with suspected or confirmed cases of #COVID19. Wait until after the isolation period is over or until you've fully recovered before receiving the flu vaccine. <https://go.usa.gov/xGjgC>

There is no evidence that the #flu vaccine can increase your risk for #COVID19. Getting a flu vaccine this fall is important, not only to reduce your risk from flu, but also to help conserve potentially scarce health care resources. #GetVaccinated <https://go.usa.gov/xGjgC>

If you have a higher risk for #COVID19 infection, you may also be at a higher risk for #flu complications. It's especially important for you to get a flu vaccine this year. Visit www.tricare.mil/flu for details about your coverage and how to get it.

The #flu vaccine is recommended for everyone 6 months of age and older. This year, we're taking every opportunity to ensure essential workers, people at an increased risk for #COVID19 illness and those who have an increased risk for flu complications #getvaccinated. <https://go.usa.gov/xGWMM>

Face Masks

The face masks you're wearing to prevent #COVID19 may also help prevent the spread of the #flu. According to the @CDC/@CDCgov, anyone suspected of having the #flu in a healthcare setting should wear a mask at all times, until they can be isolated. <https://go.usa.gov/xGWth>

Use of face coverings is not typically recommended for people with the #flu who are asymptomatic. But those who have #flu symptoms like coughing or fever should stay home or use a mask if you must be in close contact with other people. <https://go.usa.gov/xGWth>