

Michelle Endresz

From: Heidi Chapman on behalf of Amy Tucker
Sent: Thursday, August 31, 2023 10:00 AM
To: Amy Tucker
Cc: Kathleen Froio; Heidi Chapman
Subject: CMO BLAST: Upstate's Public Health Hotline will close Aug. 31

Importance: High

Upstate's Public Health Hotline will close Aug. 31 *Encourage patients to activate My Chart for test results*

Upstate's Public Health Hotline will close today, Aug. 31. Calls will forward to Upstate Connect. However, many functions of the public hotline handled will end.

Calls will no longer be made for:

- positive or negative Covid results administered in the Upstate Emergency Departments for patients
- respiratory panel results for patients tested in the Pediatric Emergency Department when they are positive for something other than Covid

Patients will need My Chart to access test results.

Providers administering tests should ensure that patients have signed up for and activated My Chart.

Upstate's Employee/Student Covid Resource Line will remain open. Staff and students should call 315-464-8436 to discuss symptoms, positive test results, and questions about returning to work following a positive Covid test.

Employee/Student Health will answer the Covid Resources Line during business hours and the Upstate Triage Center nurses will answer calls during off-hours and weekends. This line is designed to provide staff and students with continued Covid guidance.

For more information about the closure of the Public Health Hotline or the Employee/Student Covid Resource Line, email Joey Angelina at AngelinJ@Upstate.edu.

Best,
Amy

Amy Tucker, MD, MHCM
Chief Medical Officer
Associate Dean for Clinical Affairs, Norton College of Medicine

The information contained in this email is confidential and intended only for the use of the party to whom it is addressed. If you are not the intended recipient, please be aware that you are strictly prohibited from sharing, distributing, or copying this email. If you have received this email by mistake, please notify the sender. Thank you.