

# Press Release

March 14, 2020

Media Contact: Kathleen Froio  
Upstate University Hospital  
Email: [paicek@upstate.edu](mailto:paicek@upstate.edu)

## **Upstate University Hospital opens Central New York regional triage line for COVID-19**

Upstate University Hospital will open a regional triage line dedicated to public questions about COVID-19.

The line will open Saturday, March 14 at noon, and will take calls each day from 7 a.m. to 11 p.m.

The line will be staffed with volunteers from across the Upstate campuses, and a health care provider will be available at all times to assist with triaging calls.

If a member of the public has coronavirus-related questions, is showing possible symptoms, or may have had an exposure to someone diagnosed with a positive case of COVID-19, they would call this line to be guided on next steps.

This line is for non-911 calls.

Calls will be triaged using algorithms developed by clinical staff at Upstate University Hospital.

Upstate's COVID-19 triage line is part of an ongoing effort to provide information to the public, while ensuring emergency departments and community physicians are not overwhelmed with non-emergency visits during this pandemic.

Upstate's COVID-19 triage number is: 315-464-3979.

The triage line will serve the following counties: Onondaga, Cayuga, Oswego, Madison, Cortland, Chenango, Tompkins, Tioga, Broome, Oneida, Herkimer, Lewis, Jefferson, St. Lawrence.