# Suggested Script for on hold phone message info re Coronavirus

You may have heard about Coronavirus. Coronavirus is a respiratory illness caused by a new virus . Symptoms range from a mild cough to pneumonia. Some people recover easily, others may get very sick, very quickly. There is evidence it spreads from person to person and good hygiene can prevent infection.

If you have come into contact with someone with suspected or confirmed Coronavirus, or travelled overseas within the past 14 days and have developed symptoms such as cough, fever or shortness of breath, please let our reception staff know so we can direct you to the right healthcare service.

You might need to be isolated at home or in hospital.

For more information please visit our website or Facebook page. The Australian department of health also has a website dedicated to information about Coronavirus at [www.health.gov.au](https://aus01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.health.gov.au%2F&data=02%7C01%7Crhonda.fleming%40wqphn.com.au%7C88391b5ea8e2433c228208d7c1967414%7C07891e3eeaf54aac8b92cca3c5f1829d%7C0%7C0%7C637190724251304471&sdata=bzUzlP3EEmZZW3etuJlKcn7lwa8J3aO56opUpvrIAXY%3D&reserved=0)