Lewis County Health System Launches COVID-19 (Coronavirus) Resource Line and Opens Call First Clinic at Hospital

LOWVILLE, NY—In an effort to increase resources available to the public, Lewis County Health System will be opening a resource triage line dedicated to public questions about COVID-19 (coronavirus). The phone line will be available 24/7 beginning on March 18, 2020 daily at 315-376-9678. The line will be staffed by a registered nurse and is for non-emergency calls.

If a member of the public has COVID-19 coronavirus-related questions, is showing possible symptoms (fever, cough, shortness of breath) 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.

Lewis County Health System's COVID-19 resource information 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.

The health system is also opening a Call First Clinic in the former dermatology clinic on the ground floor of the Medical Arts Building, on the main hospital campus in Lowville. The clinic will see patients with fever, cough or flu-like symptoms by appointment only. There will be no walk-ins. To do this, regular operations at the LCGH Extended Hours Clinic have been temporarily suspended.

The Call First Clinic will be open Monday-Friday from 9:00am to 5:00pm. If a patient arrives at the clinic who has not set up an appointment through the hotline 315-376-9678, they will be directed to a designated parking space where they will be asked to register by phone.

Members of the community can also visit https://www.lcgh.net/coronavirus for links to important resources for staff and the community. Please feel free to check this page often for new information as it becomes available.

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