

You can stay home and visit a doctor online at no cost through June 14, 2020.



## Use the Sydney Care app to check symptoms



If you're not feeling well, you can **check your symptoms quickly through the free Sydney Care mobile app**. The app will then connect you to a doctor through a LiveHealth Online video session or a Virtual Care text session right from your phone.

The doctors you chat with or see can evaluate your symptoms, help you understand whether you're at risk for COVID-19, and tell you if you should visit a local health care provider in person for COVID-19 testing. Your LiveHealth Online visit will be at no extra cost **through June 14, 2020**.

**Sydney Care** works with both the Sydney Health and Engage apps. You can also connect to LiveHealth Online through your [empireblue.com](https://www.empireblue.com) account.

### How telehealth doctors screen for COVID-19

The doctors you see using LiveHealth Online use risk assessments based on guidelines from the [Centers for Disease Control and Prevention](https://www.cdc.gov) and the [World Health Organization](https://www.who.int). They'll check for symptoms such as fever, cough, and shortness of breath. They will also ask you about your recent travel or contact with people who have been traveling or who may have the infection. While a diagnosis of COVID-19 cannot be confirmed virtually at this point, telehealth doctors can evaluate your risk for the condition, answer your questions, and recommend next steps. They can also help coordinate referrals for in-person care, if necessary.

### How telehealth doctors treat

If your telehealth provider suspects you are at medium or high risk for COVID-19, they will outline immediate treatment steps and refer you for in-person care. If you are at low or no risk, the provider will work with you on home care or other treatments.

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Language Access Services (TTY/TDD: 711)

[ALTERNATE LANGUAGES](#)

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