



SPEAK WITH A HEALTHCARE PROVIDER ON YOUR TERMS

If you think you or a loved one may be experiencing the symptoms of COVID-19, use the free COVID-19 symptom checker tool at www.fhn.org to confirm.

If you feel you need medical attention due to symptoms of COVID-19 (or any other health concern), please contact your healthcare provider. He or she can evaluate whether you should remain at home or need further testing or treatment.

Please do not go to any Emergency Department expecting to be tested unless you are in medical distress.

MyFHN

If you have an FHN healthcare provider, you may have a “shortcut” to your provider’s inbox. Our secure online information portal, MyFHN, gives you access to your healthcare information on your computer, tablet, or smartphone – plus the ability to send a message directly to your provider’s desk.

Message your provider about your symptoms or with a question and his or her nurse will contact you via the portal or over the phone with answers and instructions for your next steps. (This option is not for urgent situations. Though you can send a message at any time, it may take up to a full business day for a response.)

FHNow

Anyone, including people who are not FHN patients, can use FHNow, FHN’s telemedicine service, 24 hours a day, 7 days a week. Callers can speak face-to-face with a healthcare provider via videoconference on phones, tablets, or laptop computers. It’s fast and easy to sign up - visit www.fhn.org/FHNow for instructions and more information. (An online visit with FHNow is \$59; more information is available online.)

To check if you have the symptoms of COVID-19, use our free online screening tool at www.fhn.org.

Screening Hotline

Healthcare organizations across the country, including FHN, have a very limited supply of COVID-19 tests. Testing at FHN’s drive-through testing location is available by appointment only.

Persons arriving for testing must present a photo ID upon arrival to confirm their appointment. Individuals who arrive at the site without an appointment will not receive a test.

If you are think you may have contracted COVID-19, please call our screening hotline at 815-599-6412. The hotline is open from 7 a.m. to 10 p.m. on weekdays.

Callers to the hotline will be asked screening questions about their symptoms, recent travels, and health conditions. (The Centers for Disease Control and Prevention criteria for testing are available at fhn.org/coronavirus.) Answers to these questions will determine if you meet testing criteria and will provide direction for the next course of action, which may include testing at FHN’s mobile location.

The most current information on the steps we’re taking to protect our communities during the COVID-19 pandemic is always available on our website: www.fhn.org



We're here, for you.

FHN