# Greeting

Welcome to Canterbury Flu Line.

New scripting

For some people, influenza can be a very serious illness. If you are concerned about your flu related illness it is important that you seek early medical advice.

Please choose from the following options:

* + If this is an emergency, please hang up and call 111
  + To find out about the flu and how to manage at home **Press 1 now**
  + If you have other important health conditions, or if you are pregnant, or if you are concerned that your illness is not improving and you may need help for your flu illness - **Press 2 now**
  + *[Hidden number for general practice to access advice – press 9]*

**Option 1**

If you have the flu and have no other underlying health problems, you should be able to manage your recovery at home without medical assistance. However, if you, or the person you are caring for, have any of the following, it is important that you talk with someone by **pressing 2:**

**Common symptoms of the flu** include:

* Fever above 38 degrees Celsius
* Cough
* Sore throat
* Headache
* Aching muscles
* Runny nose
* Nausea, vomiting or diarrhoea
* Shivering

People who have had the flu remain infectious for some time after the illness starts

Please help us decrease the spread of the flu illness by remaining isolated until you are no longer infectious.

* Adults who have the flu remain infectious for seven days or until symptoms are finished – whichever is the latest
* Children who have the flu remain infectious for ten days or until symptoms are finished – whichever is the latest
* If you have taken Tamiflu, your infectious period finishes at the end of three days and you can return to work if you feel well
* If you have the flu and have no other underlying health problems, you should be able to manage your recovery at home without medical assistance. However, if you feel you need assistance**, *please press 2***

To look after yourself or someone else with flu:

Reduce fever with paracetamol and drink plenty of fluids regularly to avoid dehydration.

Where possible the sick person should not share a bedroom with anyone else.

If you’re not sick you don’t need to wear a face mask. Sick people can reduce the risk of spreading the virus to others by wearing a face mask if they need to be closer than one metre to others.

To help avoid infection and stay well:

Cover your mouth and nose with a tissue or your elbow when coughing or sneezing, and dispose of the tissue straight away.

Wash and dry your hands thoroughly and often, in soapy water for a minimum of 20 seconds.

Keep surfaces clean that may have been exposed to germs, such as table tops, door handles and telephones.

Stock up on emergency supplies like paracetamol for reducing fever, and other regular medications that you or your family use.

More information is available at [www.fluinfo.org.nz](http://www.fluinfo.org.nz)

Press 0 to return to the main menu

**Option 2:**

If you have other important health conditions, or if you are pregnant, or if you are concerned that your illness is not improving and you may need help for your flu illness.

If you, or the person you are caring for, have any of the following, it is important that you talk with someone by **pressing 2:**

* *a high temperature that is not responding to attempts to reduce it*
* *difficulty breathing or shortness of breath*
* *pain or pressure in the chest or stomach*
* *been coughing up bloody or green phlegm*
* *blue skin around the lips and/or blue skin on finger tips*
* *severe ear pain*
* *severe vomiting*
* *difficulty waking up or feel disoriented or confused*
* *been experiencing uncontrollable shaking*
* *started to feel better but then developed a high fever and started to feel unwell again*

# PBX Message 1

Welcome to the Canterbury Flu line. Although we have several operators on duty, there may be a delay in answering your call. Please continue to hold.

# PBX Message 2

We are currently experiencing high call volumes. Please continue to hold and your call will be answered as soon as possible.

**PBX Night**

Not required assuming HML Operation

**PBX Message 3– if no option input by caller**

Transferring to an operator, please wait [transfer to operator HML]