



COVID-19 Information - SMS Message Library

Description: This message library, provided by WHO, is intended to be locally adapted and delivered to the general public in countries around the world via SMS or voice message. Member States are encouraged to localize and translate the messages below as necessary. WHO and ITU have called on all telecommunications companies worldwide to support the delivery of these messages and unleash the power of communication technology to save lives from COVID-19.

Theme	Suggested message	Characters	Source
Introduction message	This service provides information and guidance from WHO about the coronavirus disease (COVID-19). If you do not wish to receive these messages, reply STOP	155	WHO Health Alert
Disease	COVID-19 is the infectious disease caused by the most recently discovered coronavirus	85	WHO Health Alert
Transmission	The disease spreads mainly through respiratory droplets expelled by someone who is coughing. It is possible to catch it from someone with mild symptoms.	152	WHO Health Alert
Transmission	The time between catching the virus and beginning to have symptoms of the disease range from 1-14 days, most commonly around five days	134	WHO Health Alert
Hand washing	To protect yourself and others, wash your hands with alcohol-based hand rub or soap and water as frequently as possible.	120	WHO Health Alert
Hand washing	Wash your hands thoroughly: Hands touch surfaces & can pick up viruses. Contaminated hands can transfer the virus to your body through your eyes, nose or mouth	160	WHO Health Alert
Protect Yourself	To protect yourself against COVID-19, avoid touching your eyes, nose or mouth with unwashed hands	96	WHO Health Alert
Protect Yourself	Stop the spread: Cover your mouth and nose with a bent elbow or tissue when you cough or sneeze. Dispose of used tissues immediately and wash hands regularly.	158	WHO Health Alert
Protect Yourself	Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and call in advance.	126	WHO Health Alert

Mask Usage	Only wear a mask if you are ill with coronavirus symptoms (especially coughing) or if you are looking after someone who may have coronavirus.	130	WHO Health Alert
Mask Usage	Before putting on a mask, clean hands with alcohol-based rub or soap and water. Avoid touching the mask while using it and remove it from behind.	145	WHO Mask Usage Page
Protect yourself	Maintain at least 1 meter/3 foot distance between yourself and other people, particularly if they are coughing or sneezing. Wash hands regularly and thoroughly.	160	WHO Health Alert
Protect Yourself	Avoid busy and crowded spaces. If you need to shop for food or other essentials, try to avoid busy hours, keep 1 meter distance and ensure you have fresh air.	159	WHO Health Alert
Protect Yourself	It is possible to catch COVID-19 from someone who is infected but does not yet feel ill. Wash your hands regularly and keep a 1m distance when possible.	152	WHO Health Alert
Myth busters	People of all ages can be infected by the coronavirus. WHO advises we ALL take steps to protect ourselves from the virus, e.g. cleaning hands regularly	151	WHO Health Alert
Symptoms	If you have a fever, cough and difficulty breathing, seek medical attention and call in advance. Follow the directions of your local health authority.	150	WHO Health Alert
Symptoms	Symptoms are usually mild & gradual. some people don't develop symptoms. Most people recover without needing special treatment. Only 1 in 6 becomes very ill.	157	WHO Health Alert
Symptoms	People over 60 and people with underlying medical conditions are more likely to get very sick from COVID-19.	109	WHO Health Alert
Self Quarantine	If you think you were exposed to someone with COVID-19, you should avoid human contact as much as possible for 14 days, even if you feel healthy.	146	WHO Health Alert
Self Quarantine	Even if you have mild symptoms e.g. headache, low grade fever (>37.3 C) & slight runny nose, stay home until you recover. Ask for help to get essential supplies	160	WHO Health Alert
Self Quarantine	If you are in or have recently visited (past 14 days) areas where COVID-19 is spreading, stay at home if you begin to feel unwell, until you recover.	150	WHO Health Alert

Vaccine & treatment	To date, there is no vaccine and no medicine for COVID-19. Possible vaccines and some specific drug treatments are under investigation.	135	WHO Health Alert
Myth busters	The following measures are not effective against the coronavirus: taking a hot bath, drinking alcohol, eating garlic, taking antibiotics	136	WHO Health Alert
Play your part	Want to play your part in the fight against COVID-19? Here are 4 things you can do: Wash your hands, keep your distance, know the signs, be kind to people.	158	WHO Twitter
Home care	People with suspected or confirmed coronavirus should stay in a separate room from other family members. If not possible, wear a mask and keep 1 meter distance.	160	WHO Twitter
Home care	For those with suspected or confirmed coronavirus receiving care at home, do not visit public places. Rest, drink plenty of fluids, and eat nutritious food.	156	WHO Twitter
Washing Hands	Wash your hands after coughing or sneezing, when caring for the sick, when preparing food, before eating, after toilet use, after handling animals.	147	WHO Twitter
Stay active at home	Be active during the COVID-19 outbreak to maintain your heart health, muscle strength and flexibility. It is good for your mental health too!	141	WHO #HealthyAtHome
Stay active at home	Tips to stay active at home during the COVID-19 outbreak: dance to music, skip rope, do some stretching and strength training exercises.	136	WHO #HealthyAtHome
Stay active at home	Keeping active everyday is good for your body, mind and spirit. And physical activity can improve your sleep, which is also important for good health.	151	WHO #HealthyAtHome
Stay active at home	WHO recommends that all healthy adults do 30 minutes/day of physical activity, and children should be active for 1 hour/day.	124	WHO #HealthyAtHome
Quitting Tobacco	Smokers have a higher risk of getting coronavirus because they are constantly putting their hands to their lips. Quit today to reduce your risk.	144	WHO #HealthyAtHome
Quitting Tobacco	If smokers get coronavirus, they run a greater risk of getting a severe case because their lung function is impaired. Quit today to reduce your risk.	149	WHO #HealthyAtHome
Quitting Tobacco	Quick tips to curb your tobacco cravings and help you quit: Delay as long as you can, take 10 deep breaths to relax, drink some water, distract yourself.	154	WHO #HealthyAtHome

Healthy Parenting	COVID-19 Parenting: One-on-one time with your children makes them feel loved and secure. Listen to them. Look at them. Give them your full attention. Have fun!	159	WHO #HealthyAtHome
Healthy Parenting	COVID-19 Parenting: Children are much more likely to do what we ask if we give them positive instructions and lots of praise for what they do right.	149	WHO #HealthyAtHome
Healthy Parenting	COVID-19 Parenting: Create a flexible but consistent daily routine. Make handwashing and hygiene fun. Remember, you are a model for your child's behavior.	155	WHO #HealthyAtHome
Healthy Parenting	COVID-19 Parenting: It is normal for children to misbehave when tired, hungry, afraid or learning independence. Take a 10-second pause to respond calmly.	154	WHO #HealthyAtHome
Mental health	It is normal to feel sad, stressed, confused, scared or angry during a crisis. Talking to people you trust can help. Contact your friends and family.	149	WHO Coping with stress during COVID-19
Mental health	If you must stay at home, maintain a healthy lifestyle - including proper diet, sleep, exercise and social contacts with loved ones.	132	WHO Coping with stress during COVID-19
Mental health	Don't use smoking, alcohol or other drugs to deal with your emotions. If you feel overwhelmed, talk to a health worker or counsellor.	134	WHO Coping with stress during COVID-19
Mental health	Try to reduce how much you watch, read or listen to news that makes you feel anxious. Seek the latest information only at specific times of the day.	149	WHO Coping with stress during COVID-19
Violence	If you are experiencing or at risk of domestic violence, speak to supportive family & friends, seek support from a hotline, or seek out local services.	151	WHO Twitter
People with disability	People with disability may have risks of developing more severe cases of coronavirus because COVID-19 can exacerbate existing health conditions.	144	WHO Twitter
People with disability	People with disability should prepare your household in case COVID-19 is contracted and inform people you trust on what they should do if you become ill.	154	WHO Twitter
People with disability	People with disability can reduce their potential exposure by avoiding crowds, working from home, gathering urgent items and disinfecting assistive products.	157	WHO Twitter
Older people	Older people are valued and valuable members of our families and communities. But they are at higher risk of the more serious complications of COVID-19.	152	WHO Director-General's opening remarks at the media briefing on COVID-19 - 25 March 2020

Older people	Older people need to keep in contact with family, friends and neighbours and ask for help with shopping, or picking up medicines or other necessities if needed.	160	Connecting the world to combat coronavirus - Health at home
Older people	Older people should keep the house stocked with at least two weeks of essential food and supplies, including prescription medicine.	131	Connecting the world to combat coronavirus - Healthy at home
Older people	Older people can keep healthy by establishing a routine to keep active and positive. This may include online courses, physical activities, and reading.	151	Connecting the world to combat coronavirus - Healthy at home
<i>If you would like to offer a link to one of WHO's automated messaging services with more information on coronavirus, see below for invitation messages and links</i>			
WhatsApp English	If you want more information from WHO about COVID-19 and you have Whatsapp, send "hi" to +41 79 893 18 92 on WhatsApp or click http://wa.me/41798931892?text=hi	159	
WhatsApp French	If you want more COVID-19 information from WHO and you have Whatsapp, send "salut" to +41 22 501 72 98 on WhatsApp or click http://wa.me/41225017298?text=salut	159	
WhatsApp Arabic	If you want more information from WHO about COVID-19 and you have Whatsapp, send "مرحبا" to +41 22 501 70 23 on WhatsApp or click wa.me/41225017023?text=مرحبا	159	
WhatsApp Spanish	If you want more COVID-19 information from WHO and you have Whatsapp, send "hola" to +41 22 501 76 90 on WhatsApp or click http://wa.me/41225017690?text=hola	157	
WhatsApp Portuguese	If you want more COVID-19 information from WHO and you have Whatsapp, send "oi" to +41 22 501 77 35 on WhatsApp or click https://wa.me/41225017735?text=oi	154	
Viber	If you want more information from WHO about COVID-19 on Viber, click: https://vb.me/82e535	90	
Facebook Messenger	If you want more information from WHO about COVID-19 on Facebook Messenger, click: https://www.messenger.com/t/WHO	114	