

Supplementary Tables for Section 4.2 Identified Inconsistency, Incongruency, and Insufficiency in Critical Preventative Messages

Supplementary Table 1. Examples of tweets on wearing masks

Time	Agency	Tweets
02/04	CDC	"CDC does not currently recommend the use of facemasks to help prevent novel #coronavirus. #2019nCoV is not spreading in communities in the US..."
04/03	CDC	"The cloth face coverings recommended to slow spread of #COVID19 are not surgical masks or N-95 respirators. Those critical supplies must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance."
04/04	CDC	"#DYK? CDC's recommendation on wearing a cloth face covering may help protect the most vulnerable from #COVID19..."
04/05	CDC	"Take action to slow the spread of #COVID19 by wearing a cloth face covering in public spaces..."
03/03	PA DOH	"RT ...Surgical masks don't provide YOU respiratory protection against diseases like #Coronavirus. They protect others from YOUR cough..."
04/10	PA DOH	"Thank you for helping to stop the spread of #COVID19 by wearing a mask when you leave your home!"

Supplementary Table 2. Examples of tweets on risk assessment

Time	Agency	Tweets
01/23	WA DOH	"RT @KCPubHealth: Even though we have had one case of novel coronavirus in Washington, the risk of exposure to this new virus is low..."
01/28	RI DOH	" While #coronavirus is getting all the attention, the flu is still widespread in RI. @RIHEALTH says there have been 7 deaths & 273 hospitalizations this flu season. "
01/28	CDC	"While CDC considers #2019nCoV a serious situation and is taking preparedness measures, the immediate risk in the U.S. is considered low."
02/25	WA DOH	"RT @KCPubHealth: At this time, the local risk level for #COVID19 is low. However, it is increasingly likely that a worldwide spread will reach the US."
02/28	CDC	"#CDCTRAVELNOTICE: There are cases in #Japan of ongoing community spread (not travel-related) of #COVID19. Older people and people with chronic medical conditions should consider postponing nonessential travel to Japan."
03/11	PA DOH	"Older adults + people w/ severe chronic medical conditions seem to be at higher risk for more serious #COVID19"
03/19	ME DOH	"In today's @COVID19 briefing, I mentioned new data on hospitalizations among younger people. For transparency, here are the data I referenced. Of note, among 508 US patients who were hospitalized, 38% were between 20-54..."
03/19	SD	"Young adults ARE NOT immune to #COVID19. 29% of cases in the US are 20-44-year-olds & 20% of this age group have been admitted to an ICU..."
02/25	CDC	"Currently there are very few cases of #COVID19 in the US & no reported community spread. But as more countries see community spread, successful containment becomes harder and CDC is preparing for community spread in the US."
02/25	CDC	"There is currently no reported community spread of #COVID19 in the US. People should follow everyday measures to prevent the spread of respiratory viruses..." "
02/29	CDC	"Reports of community spread of #COVID19 in California, Oregon & Washington raise concern about the immediate threat for COVID-19 for certain communities in the US. However, most people in the U.S. have little immediate risk of exposure to the virus..."

Supplementary Table 3. Examples of tweets about stay at home

Time	Agency	Tweets
03/04	ND DOH	"Travelers returning from China, Iran, Italy and Korea should stay home for 14 days to self-monitor for COVID-19"

03/05	CDC	"If you are possibly exposed to #COVID19 and told by your healthcare provider or a public health worker to stay home for 14 days, unless you need medical care, please follow their recommendation..."
03/15	ID DOH	"STAY AT HOME SUNDAY: Find fun things to do inside today with your family. Baking, Scavenger Hunts, Movie Day"
03/16	GA DOH	"Stay home and watch YouTube with your cats. #SocialDistancing #COVID19 #COVID19OhioReady #QuarantineCats"
03/16	NM DOH	"Every New Mexican must work together to stem the spread of COVID-19. Please stay home (especially if you are sick)."
03/17	PA DOH	" Help us #FlattenTheCurve—stay calm, stay home, stay safe. Let's work together NOW to stop the spread of #COVID19.."
03/17	NY DOH	"Help reduce the spread of #Coronavirus to keep yourself and your community healthy. - Stay home as much as possible"
03/21	NJ DOH	"COVID-19 UPDATE ♠ @GovMurphy signed an executive order today directing all NJ residents to stay home until further notice."
03/21	ID DOH	"RT @GovPritzker: Today at 5pm, the Stay at Home order will formally take effect."
03/22	OH DOH	"RT @GovMikeDeWine: Full #StayHome order below. #StayHomeOhio #InThisTogetherOhio #COVID19OhioReady"
03/22	KS DOH	"We understand that there are lot of questions about Johnson County's stay at home order for #COVID19. We just posted information at the following link..."
03/26	NJ DOH	"COVID-19 UPDATE School districts to remain closed through at least April 17"
03/27	NH DOH	"ICYMI: Governor Sununu has released #COVID19 Emergency Order 17, mandating the closure of all non-essential business"
03/31	ID DOH	"The Stay at Home Order has been extended until the end of April. We must #StayHome to say lives and reduce spread"
04/03	LA DOH	"RT @LouisianaGov: Today, I formally extended the Stay at Home order until April 30, as Louisiana works to slow the spread of COVID-19."
04/10	CMS	"RT @SeemaCMS: We clarified some of our rules so that if a beneficiary has to stay at home due to #COVID19 but needs care..."

Supplementary Table 4. Examples of tweets about using disinfectants and sanitizers.

Time	Agency	Tweets
03/03	DE	"#Coronavirus prep: Clean surfaces and objects that you touch frequently at home, work or school..."
03/05	IDSA	"While cleaning products may help prevent the spread of #COVID19, they must be used correctly. 'Some of these [products] don't work by contact,' says IDSA spokesperson Dr. Aaron Glatt. 'They work by being on the surface for a while & drying via air.' "
03/23	MN	"Want to make sure you are getting the most out of your hand sanitizer? We have a video for that!"
03/28	FDA	"During this #coronavirus pandemic, poison control centers have had an increase in calls about accidental ingestion of hand sanitizer..."
04/15	FDA	"RT @DrWoodcockFDA: In Mar 2020 (during #COVID19), calls to Poison Control related to #handsanitizer increased by 79% vs. Mar 2019..."
04/24	ID	"RT @GovPritzker: Do not inject or ingest disinfectants to cure coronavirus. You will cause serious harm to yourself..."
04/24	NM	"DO NOT ingest or inject Lysol or any other disinfectant as a treatment for #COVID19..."