

## Coronavirus (COVID-19) Call Center Information – Mecklenburg County

- **Symptomatic individuals (those who believe you are at increased risk due to travel or potential exposure and you are experiencing symptoms of fever, cough, or shortness of breath):**
  - You should call your health care provider, or the Novant/Atrium help lines
- **Healthcare providers**
  - Refer to the Mecklenburg County Public Health Hotline for guidance and recommendations
  - If you are a medical provider with a patient that you would like to refer for testing, contact the healthcare system help lines
- **General public seeking COVID-19 education and guidance**
  - For general guidance about COVID-19, call Mecklenburg County Public Health, the NC Coronavirus Hotline, or 2-1-1
  - For information on city and county service impacts, call 3-1-1
- **Media**
  - All media inquiries can be directed to [charmckjic@charlottenc.gov](mailto:charmckjic@charlottenc.gov)
- **Community Service Providers/Organizations seeking guidance, recommendations, etc.**
  - Refer to the Mecklenburg County Public Health Hotline for guidance and recommendations

| Call Center                                     | Number; Language   | Hours of Operation                                 | Who Should Call   | Menu Options   | Additional Information  |
|---|--|--|---|--|---|
| <b>Mecklenburg County Public Health Hotline</b> | (980) 314-9400<br><br>English & Spanish                                | 24/7 (option 2) and 8:00am-5:00pm (options 1, 3-5) | See menu options  | <ul style="list-style-type: none"> <li>• <b>1</b> – For those who believe they are at increased risk of COVID-19 infection because of travel or exposure and are experiencing symptoms (fever, cough, or shortness of breath)</li> <li>• <b>2</b> – Medical providers (with questions regarding medical protocols related to COVID-19)</li> <li>• <b>3</b> – Members of the general public (with generic questions related to COVID-19)</li> <li>• <b>4</b> – Members of the media (media will be asked to direct inquiries to <a href="mailto:charmckjic@charlottenc.gov">charmckjic@charlottenc.gov</a>)</li> <li>• <b>5</b> – Community service providers/partners</li> </ul> | <ul style="list-style-type: none"> <li>• The most updated information regarding COVID-19 can be found on the Mecklenburg County <a href="#">website</a> as it becomes available</li> <li>• If you have a medical emergency, call 911 and tell them your symptoms</li> </ul> |
| <b>CharMeck 3-1-1</b>                           | 3-1-1 (in Mecklenburg County) or (704) 336-7600<br><br>English/Spanish | 7:00am to 7:00pm                                   | Those looking for updates on Mecklenburg County and City of Charlotte service impacts and updates |  |   |

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| <b>Novant Health Help Line</b>            | 877-9NOVANT                                    | 24/7                 | Those who do not have a primary care provider or have a general question about how to best seek care   | <ul style="list-style-type: none"> <li>For general questions about coronavirus, refer to the <a href="#">CDC website</a></li> <li>For current patients, call your provider</li> <li>All others continue to hold</li> </ul> | Go to the <a href="#">Novant Health updates on novel coronavirus preparedness page</a> to access the Novant Health Online Assessment Tool and find information about screening centers  |
| <b>Atrium Health Help Line</b>            | (704) 468-8888                                 | 7:00a.m. to 7:00p.m. | Those who have questions about COVID-19 prevention, symptoms, and testing  | No menu options; automatically directed to a live operator   | Go to <a href="https://atriumhealth.org/about-us/coronavirus">https://atriumhealth.org/about-us/coronavirus</a> to receive updated information, review frequently asked questions, get a free coronavirus assessment or begin an e-visit or virtual visit   |
| <b>North Carolina Coronavirus Hotline</b> | 1 (866) 462-3821<br>English & Spanish          | 24/7                 | Those who have questions for a nurse/pharmacist or want more information   | <b>1</b> – Questions about coronavirus to speak with nurse or pharmacist<br><b>2</b> – To hear a recorded message about symptoms of COVID-19 and who is at risk  |   |
| <b>North Carolina 211 (United Way)</b>    | 2-1-1 or 1 (888) 892-1162<br>English & Spanish | 24/7                 | Those who are experiencing symptoms and believe they or someone they know have COVID-19; Those who are seeking general information about COVID-19  | <b>1</b> – COVID-19 Resources<br>1- Those who have symptoms and believe they or someone they know have COVID-19 (Callers will be connected to a Healthcare Specialist)<br>3 – General information and COVID-19 resources   |   |
| <b>9-1-1</b>                              | 9-1-1<br>English & Spanish                     | 24/7                 | <ul style="list-style-type: none"> <li>Those who are experiencing COVID-19 symptoms that believe they require immediate hospitalization/medical care, please call 9-1-1</li> <li>When in doubt if your situation constitutes an emergency, call 9-1-1</li> </ul> |  | <ul style="list-style-type: none"> <li>When directed to Medic, the following questions will be asked:</li> <li>Do you have a fever &gt; 100.4?</li> <li>Do you have chills or unusual sweats?</li> <li>Do you have a productive cough or shortness of breath?</li> <li>Do you have respiratory illness symptoms?</li> <li>Have you travelled out of state or internationally?</li> <li>Have you been in close contact with anyone who tested positive to COVID-19?</li> </ul> |