

Dedicated COVID-19 Phone Line Opening for Health Professionals

Update to York Region health care professionals as of March 5, 2020

Effective Friday, March 6, York Region Public Health is opening a dedicated COVID-19 phone line for health professionals so you can reach us faster with the immense number of calls we have coming in to us daily. You can use this line for COVID-19 related calls, such as:

- Reporting suspect cases
- Persons under investigation
- Infection prevention and control recommendations
- Testing guidance

This dedicated line is for health professionals only. Please do not direct patients to call this line. If they are in need of individual advice, they should call our Health Connection line at 1-800-361-5653 (or 1-866-512-6228 for the deaf or hard of hearing).

Call **1-877-464-9675 ext. 77280** between 8:00 a.m. and 8:00 p.m., seven days a week. After hours you can call our existing after-hours line that physicians have always been given at **905-953-6478**.

Other helpful reminders and updates include:

- Please remember that if you are not in a hospital setting and suspect COVID-19, call Public Health **before you test**.
- Public Health follows up on high-risk individuals tested for COVID-19 to reinforce the advice to self-isolate and to gather more information. However, we do not do this for every individual tested.

It is extremely important for health professionals that test for COVID-19 to instruct their patients very clearly to self-isolate until testing results come back negative and that patients being tested should remain accessible by phone should public health urgently need to contact them for more information. A self-isolation info sheet will be available on our website soon.

- Please ensure that you are familiar with the sector-specific Ministry of Health guidance available at http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/2019_guidance.aspx. Having active and passive screening in place is important; if you see someone that meets case definition, appropriate precautions need to be in place before a client is seen to avoid an exposure. Unsafe exposure to COVID-19 could require you as a clinician to self-isolate.

Continue to refer to york.ca/healthprofessionals for more information including the link to the Ministry's most up-to-date case definition. For general COVID-19 information, health professionals and other individuals can visit york.ca/COVID19.

PUBLIC HEALTH

1-877-464-9675 ext. 77280
york.ca/healthprofessionals

