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Call Center	Number;	Hours of	Who Should Call	Menu Options	Additional Information
Mecklenburg County Public Health Hotline	Language (980) 314-9400 English & Spanish	Operation Monday — Friday from 8:00am - 5:00pm and Saturday/Sund ay from 10:00am — 2:00pm.	See menu options	1 — 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)     2 — Medical providers (with questions regarding medical protocols related to COVID-19)     3 — Members of the general public (with generic questions related to COVID-19)     4 — Members of the media (media will be asked to direct inquiries to charmecklic@charlottenc.gov)     5 — Community service providers/partners	The most updated information regarding COVID-19 can be found on the Mecklenburg County website as it becomes available If you have a medical emergency, call 911 and tell them your symptoms
CharMeck 3-1-1	3-1-1 (in Mecklenburg County) or (704) 336-7600 English/Spanish	7:00am to 7:00pm	Those looking for updates on Mecklenburg County and City of Charlotte service impacts and updates		
Novant Health Help Line	877-9NOVANT	24/7	Those who do not have a primary care provider or have a general question about how to best seek care	For general questions about coronavirus, refer to the <u>CDC website</u> For current patients, call your provider     All others continue to hold	Go to the <u>Novant Health updates on</u> <u>novel coronavirus preparedness page</u> to access the Novant Health Online Assessment Tool and find information about screening centers
Atrium Health Help Line	(704) 468-8888	7:00a.m. to 7:00p.m.	Those who have questions about COVID-19 prevention, symptoms, testing, and screening	No menu options; automatically directed to a live operator	Go to https://atriumhealth.org/about- us/coronavirus. to receive updated information, review frequently asked questions, get a free coronavirus assessment or begin an e-visit or virtual visit
North Carolina Coronavirus Hotline	1 (866) 462-3821 English & Spanish	24/7	Those who have questions for a nurse/pharmacist or want more information	1 – Questions about coronavirus to speak with nurse or pharmacist     2 – To hear a recorded message about symptoms of COVID-19 and who is at risk	
North Carolina 211 (United Way)	2-1-1 or 1 (888) 892-1162 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	1 – COVID-19 Resources 1 - Those who have symptoms and believe they or someone they know have COVID-19 (Callers will be connected to a Healthcare Specialist) 3 – General information and COVID-19 resources	
9-1-1	9-1-1 English & Spanish	24/7	Those who are experiencing COVID-19 symptoms that believe they require immediate hospitalization/medical care, please call 9-1-1 When in doubt if your situation constitutes and emergency, call 9-1-1		When directed to Medic, the following questions will be asked: Do you have a fever > 100.4? Do you have chills or unusual sweats? Do you have a productive cough or shortness of breath? Do you have respiratory illness symptoms? Have you travelled out of state or internationally? Have you been in close contact with anyone who tested positive to COVID-197.

**Small Business Owners:** This resource page provides a centralized location for business owners to find information and connect with organizations that have support programs. City of Charlotte staff will continue to update info as more resources become available.

City of Charlotte Service Impacts can be found <a href="here">here</a>. City of Charlotte staff will continue to update info during the COVID 19 crisis.

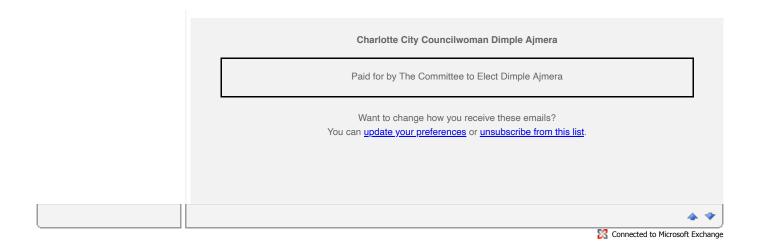
Thank you for doing your part to keep our community safe!

Dimple Ajmera

Charlotte City Councilwoman <a href="mailto:Dimple@DimpleAjmera.com">Dimple@DimpleAjmera.com</a>

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