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## Coronavirus Resources to Keep us Safe

Dimple Ajmera [Dimple@DimpleAjmera.com]

Sent: Monday, March 23, 2020 11:02 AM

To: [Steve Johnston](#)



### Coronavirus Resources

[Coronavirus Call Center Info](#)

Call Center	Number; Language	Hours of Operation	Who Should Call	Menu Options	Additional Information
Mecklenburg County Public Health Hotline	(980) 314-9400 English & Spanish	Monday – Friday from 8:00am - 5:00pm and Saturday/Sunday from 10:00am – 2:00pm.	See menu options	<ul style="list-style-type: none"> <li>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)</li> <li>2 – Medical providers (with questions regarding medical protocols related to COVID-19)</li> <li>3 – Members of the general public (with generic questions related to COVID-19)</li> <li>4 – Members of the media (media will be asked to direct inquiries to <a href="mailto:charmeckjic@charlottenc.gov">charmeckjic@charlottenc.gov</a>)</li> <li>5 – 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>
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	<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
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 <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
North Carolina Coronavirus Hotline	1 (866) 462-3821 English & Spanish	24/7	Those who have questions for a nurse/pharmacist or want more information	<ol style="list-style-type: none"> <li>Questions about coronavirus to speak with nurse or pharmacist</li> <li>To hear a recorded message about symptoms of COVID-19 and who is at risk</li> </ol>	
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	<ol style="list-style-type: none"> <li>COVID-19 Resources                             <ol style="list-style-type: none"> <li>Those who have symptoms and believe they or someone they know have COVID-19 (Callers will be connected to a Healthcare Specialist)</li> <li>General information and COVID-19 resources</li> </ol> </li> </ol>	
9-1-1	9-1-1 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:                             <ul style="list-style-type: none"> <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> </li> </ul>

**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 [here](#). 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**  
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Charlotte City Councilwoman Dimple Ajmera

Paid for by The Committee to Elect Dimple Ajmera

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