



Facilitate Public Interaction with Health Authorities Short Code, Toll Free Number

- 1) Public health advice encourages people to call in for COVID-19 reporting and/or queries
- 2) Set up a short code (3-digit) number for COVID-19, same for the whole country and for all providers
- 3) The 3-digit short code should go to a number provided by the health authorities
- 4) Health authorities should take the lead in receiving calls
- 5) Toll free to encourage people to call - cost/lack of phone credit should not be a barrier

TIPS

In case of potential call centre set up for COVID-19

- 1) Short code allocation
- 2) Short code implementation
 - a. Ministry/department of health needs to provide what numbers the short code will be routed to **or** if the call centre will be for initial screening and then routing
- 3) COVID-19 FAQs for call centre operators
 - a. Including numbers for where non-health related calls/queries should go
- 4) Investigate both government and private call centre options
- 5) Training for call centre operators
- 6) Funding for call centre and/or toll-free line
- 7) Propagation of short code number to the public