

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 charmeckjic@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
Mecklenburg County Public Health Hotline	(980) 314-9400 English & Spanish	24/7 (option 2) and 8:00am-5:00pm Monday through Friday and 10:00am – 2:00pm on Saturdays and Sundays (options 1, 3-5)	See menu options	<ul style="list-style-type: none"> • 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 charmeckjic@charlottenc.gov) • 5 – Community service providers/partners 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> For general questions about coronavirus, refer to the CDC website For current patients, call your provider All others continue to hold 	Go to the Novant Health updates on novel coronavirus preparedness page 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	<ul style="list-style-type: none"> 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 an emergency, call 9-1-1 		<ul style="list-style-type: none"> 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-19?