



Oregon

Theodore R. Kulongoski, Governor

Department of Human Services
Public Health Division
800 NE Oregon Street
Portland, OR 97232-2162

November 10, 2009

TO: Clinicians, Safety Net clinics, Schools, school nurses, employers
FR: Oregon DHS Public Health Division Health and Medical Agency Operations Center
RE: Update on Oregon Public Health Influenza Hotline

If your office only receives one copy of this blast fax, please re-distribute as appropriate.

This fax describes the three services available on the Oregon Public Health Flu Hotline:

1-800-978-3040

Currently 8:00 AM-6:00 PM pacific Monday-Friday

**Beginning November 12, available M-F 8:00 AM – 8:00 PM and
8:00 AM – 5:00 PM on weekends and holidays.**

- 1. Information and Referral:** a person calling the hotline will have the option to listen to recorded messages about the flu, or to be routed to an information and referral (I&R) specialist. These specialists answer questions about the flu, vaccines, vaccine availability, or can transfer a caller to the triage line if the caller complains of influenza like illness (ILI) symptoms or exposure.
- 2. Telephone Triage for General Public:** this service will go live on November 12. A caller transferred to the triage line by an I&R specialist will speak with a licensed healthcare provider about symptoms or exposure. The possible outcomes of the call include home care advice, outpatient referral to a healthcare provider for further evaluation, or referral to the ER.

This service will mitigate the spread of disease by keeping potentially infectious individuals away from susceptible individuals. Most people with ILI will be directed to provide self care and thus minimize unnecessarily exposing other people at emergency departments or other points of care. This is also a valuable service for low income and uninsured persons who have limited access to care and can be referred to a safety net clinic if appropriate. **Triage call takers will make referrals to a caller's usual source of primary care whenever possible.**

- 3. Clinician Support:** Doctors, lab technicians, pharmacists, nurses, and other healthcare professionals can select the clinician support line from the menu options available at the flu hotline. Clinicians can answer technical clinician questions about H1N1 treatment options and vaccines. The clinician support line is staffed with healthcare professionals and assisted by infectious disease consultants.

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