

## **COVID-19 Health Hotline:**

**1-855-600-3453**

The New Mexico Department of Health and the New Mexico Poison and Drug Information Center are operating an information hotline – **1-855-600-3453** – for the public and health care professionals with questions about the COVID-19 novel coronavirus.

## **COVID-19 Information Hotline:**

**1-833-551-0518**

Please use this number for all non-health related questions rather than the health hotline.

### **What is the hotline intended for?**

- Provides health guidance if you think you might be experiencing symptoms of the novel coronavirus, including dry cough, high fever or shortness of breath. You should call the hotline first **before** seeking medical treatment.
- May recommend that people self-isolate, particularly if they're experiencing symptoms suggestive of COVID-19 infection. Operators will help them determine the next best step.
- Offers guidance to health care providers seeking to test a patient or who have questions about the novel coronavirus.

### **What is the hotline not intended for?**

- It does **not** issue clearances to return to work – that is up to each individual's employer to decide.

### **Are there some health precautions I can take?**

Gov. Michelle Lujan Grisham and the New Mexico Department of Health are strongly discouraging non-essential travel outside of the state at this time. Meanwhile:

- **Remain home from work or school if you are sick** and call the hotline at 1-855-600-3453 if you experience any COVID-19 symptoms.
- **Continue taking common-sense steps** to protect your health and the health of others, such as covering your cough or sneeze and washing your hands frequently with soap and water for at least 20 seconds.

### **Will I ever be asked for personal information?**

- **COVID -19 HOTLINE SCAM**
- Please be aware there are several phishing scams where the caller impersonates a representative from the COVID-19 Hotline or other medical entity. The scammer is asking for personal information like social security and date of birth, telling callers they must have that information in order to release COVID-19 testing results.
- Representatives from UNM Health, Presbyterian and Lovelace Health System want to remind the public that we will never ask for your social security number. Any confirmation of a positive COVID-19 swab test will be made by the clinic where you were seen or the New Mexico Department of Health.