

Renée D. Coleman-Mitchell, MPH Commissioner



Ned Lamont Governor Susan Bysiewicz Lt. Governor

Public Health Preparedness and Local Health Section

## \*\*FOR OFFICIAL USE ONLY\*\* MEMORANDUM

DATE: March 10, 2020

TO: Directors of Health/Acting Directors of Health

DPH Licensed Healthcare Facilities/Emergency Medical Service Providers

FROM: Francesca Provenzano, MPH, CHES, RS

Chief, Public Health Preparedness and Local Health Section

RE: COVID-19 email for non-urgent questions

To ensure that the Department of Public Health (DPH) receives ongoing and centralized communications from the public health sector, we have established the <a href="COVID19.dph@ct.gov">COVID19.dph@ct.gov</a> email. This is an email account for leadership in healthcare facilities, emergency medical services, and local health departments. The email will be actively monitored from 8AM-4:30PM Monday through Friday through the state's Joint Information Center, and on weekends from 9AM-3PM. DPH staff will review your emails and direct them to the appropriate departmental subject matter experts to answer your questions in a timely manner. The <a href="COVID19.dph@ct.gov">COVID19.dph@ct.gov</a> email is meant for organizational inquiries only.

In addition, the answers to many questions the general public may have about COVID-19 can be found by calling **2-1-1** or by texting "CTCOVID" to **898211**, or by visiting the state's coronavirus information website at <a href="https://www.ct.gov/coronavirus">www.ct.gov/coronavirus</a>. We ask that you direct the general public to these resources available 24 hours a day, seven days a week.

Urgent matters should continue to be directed to agency staff you routinely communicate with during business hours. For weekends and evenings, please call (860) 509-8000, and the agency's answering service will connect you with on-call staff who specialize in epidemiology, healthcare facilities, public health preparedness, and other public health matters, as applicable.

We also urge you to visit the State of Connecticut website at <a href="www.ct.gov/coronavirus">www.ct.gov/coronavirus</a> and the Centers for Disease Control and Prevention website at <a href="https://www.cdc.gov/coronavirus/2019-nCov/">https://www.cdc.gov/coronavirus/2019-nCov/</a> which contain very useful information and resources applicable to healthcare, communities, schools, and other sectors.

cc: B. Cass E. Blaschinski DEMHS



Phone: (860) 509-8282• Fax: (860) 509-7160
Telecommunications Relay Service 7-1-1
410 Capitol Avenue, P.O. Box 340308
Hartford, Connecticut 06134-0308
www.ct.gov/dph

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