

## Media Release

**Date: 25 January 2021**

### Guidance on who, how and when to contact COVID-19 services

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Many services working on our COVID-19 response experiencing high numbers of calls and emails.

To help ensure our professionals are able to work, please only contact the relevant service for your circumstances – please read these guidelines and follow them:

#### **Possible contacts of a positive case**

If you think you are the contact of a positive case, DO NOT call. Contact tracers will contact you, if you are a genuine contact.

#### **COVID-19 symptoms**

If you have COVID-19 related symptoms please call the clinical helpline on 01481 756938 or 01481 756969. Phone lines are busy at times but please wait and call back again. Please do not call or email Public Health directly if you find these numbers are engaged.

#### **Questions about lockdown rules and other non-clinical questions**

If you have questions about what you can and can't do during lockdown, please call the non-clinical helpline on 01481 717118 or email [covid19enquiries@gov.gg](mailto:covid19enquiries@gov.gg).

#### **Ship and Crown between 18<sup>th</sup> and 20<sup>th</sup> January**

If you were in the Ship and Crown pub or Crow's Nest restaurant between the 18<sup>th</sup> and 20<sup>th</sup> January, please email [testresults@gov.gg](mailto:testresults@gov.gg). Please DO NOT call, we will contact you if necessary.

#### **Emergency healthcare**

If you need healthcare or treatment for another reason, please still contact your GP or call an ambulance or attend the Emergency Department as you normally would.

#### **Financial support**

If you need financial support for yourself, your family, your business or your employees, these details will be released during this week. We will make a further announcement on Tuesday 26<sup>th</sup> January.

We know that people will generally feel concerned, and will feel a need to do *something*. But please do not call or email unless you genuinely need to, and please direct your call or email to the appropriate area as set out above, as this will help our teams work faster to keep the community safe.

**Ends**