



## Media Release

**Date: 27 September 2021**

### Clinical helpline numbers are changing

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The numbers for the Covid-19 clinical helpline are changing. These changes are being made following a period of very high call volumes, and should help solve issues with people not being able to get through. On Monday 20th September, for example, JESCC took more than 400 calls from symptomatic members of the public.

The new numbers are: 01481 220001 and 01481 220002.

To ensure no one fails to get through to the line, the old numbers will also continue to redirect to the helpline.

Islanders should contact the clinical helpline immediately if they have Covid-19 symptoms, and are asked to be patient if it takes some time to get through to an operator. You should not call the line if you have general questions about Covid-19, current regulations, vaccines and so on. These questions should be directed to the non-clinical helplines or inboxes. For more information on this, go to [covid19.gov.gg](https://covid19.gov.gg), which has been updated with the new numbers.