

Updates to York Region Public Health COVID-19 Telephone Lines

Update to York Region health care providers and community partners as of September 11, 2020

York Region Public Health's response to the COVID-19 pandemic is ongoing. In light of recent provincial announcements related to the re-opening of schools and to simplify our intake processes, York Region Public Health has made adjustments to our phone lines for health care providers and community agencies.

Effective Friday September 11, 2020, York Region Public Health's telephone lines are changing. Support will be available Monday to Friday from 8:30 a.m. to 4:30 p.m. Messages received over the weekend will be responded to as soon as possible, in the order they were received and based on urgency the next business day.

- Health care providers (including physicians, long-term care homes, retirement homes) and Community Agencies can continue to call 1-877-464-9675 ext. 77280 for COVID-19 related inquiries. Urgent inquiries will be triaged to our after-hours line through our Answering Service.
- Health care providers reporting a suspect or confirmed case of a disease of public health significance can continue to call 1-877-464-9675 ext. 73588. After 4:30 p.m. Monday to Friday, and 24 hours a day on weekends and holidays, contact 905-953-6478.
- Residents can continue to call 1-877-464-9675.

Public health professionals are available to answer your questions related to COVID-19. Our websites are also updated regularly with new information:

Residents: york.ca/covid19

Health Professionals: york.ca/healthprofessionals

York Region Public Health will continue to provide our partners with the latest information and Ministry guidance as the COVID-19 pandemic progresses. Continue to visit york.ca/healthprofessionals, york.ca/covid19 and Ontario.ca/covid19 for up to date information on COVID-19.

PUBLIC HEALTH

1-877-464-9675 ext. 77280
york.ca/healthprofessionals

