

STATE OF CONNECTICUT

DEPARTMENT OF PUBLIC HEALTH

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 COVID19.dph@ct.gov 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 COVID19.dph@ct.gov 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 www.ct.gov/coronavirus. 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 www.ct.gov/coronavirus and the Centers for Disease Control and Prevention website at <https://www.cdc.gov/coronavirus/2019-nCov/> which contain very useful information and resources applicable to healthcare, communities, schools, and other sectors.

cc: B. Cass
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DEMHS



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