



# COVID-19 Triage Plus Information and Referral Line

*Do you have questions about the Coronavirus (COVID-19)?*  
*Do you have symptoms and need to know what to do?*  
*Are you healthy, but just have questions or concerns?*  
*Do you need help getting medical care?*  
**Community Care of North Carolina (CCNC) can help!**

**1-877-490-6642**  
**7:00 a.m. to 11:00 p.m**  
**Seven days a week**

COVID-19 is putting a tremendous strain on our nation's healthcare system and you may be confused about what to do.

CCNC's **COVID-19 Triage Plus** Call Line is staffed by nurse care managers who can help you:

- Access necessary health care
  - If you use Medicaid or Health Choice, we can help you connect with your doctor
  - If you do not have insurance, we can help you find healthcare resources
  - We can tell you about new resources available like how to "visit" your doctor by telephone or video call
- Understand how to prevent COVID-19, based on your living situation
- Understand what to do if you have symptoms
- Manage other medical conditions you may have during this time, like diabetes or high blood pressure

## Some COVID-19 Tips

**Don't just show up at your doctor's office or the ER - understand how to access care safely.**

Your doctor will be trying to reduce the flow of patients coming into the office. This reduces the chances you will come in contact with patients already infected with the COVID-19 virus. Connect with your doctor's office by phone or email and staff will let you know how to proceed. For example, many physicians are meeting patients in their cars or conducting virtual visits by telephone or video. That is safer both for you and for healthcare providers.

# *CCNC. As always, here for you and your doctor.*

## **Basic prevention techniques are critically important -- and they work!**

You may think you already know how to wash your hands, but the CDC and many other organizations have information available on how to make it more effective, and how to keep your home cleaner and more disease-free. CCNC can connect you to these basic, but essential, resources.

## **“Shelter in place” and “social distancing” means stay home as much as possible.**

The best thing most of us can do to right now is help slow the spread of the COVID-19 virus. Do as much as you can on the telephone or via the internet - including doctor visits. The more effectively we stop the spread, the sooner we can all get back to our normal lives.

## **Don't neglect chronic conditions.**

You can get in touch with your physician when needed. He or she can prescribe drugs over the phone and many pharmacies will deliver. And even under the state's “shelter in place” order, you're permitted to go to the pharmacy, doctor or grocery store for essential supplies. So if you're being treated for diabetes or heart disease or regularly need services like kidney dialysis, there will be a way for you to get what you need - it's just likely to work a bit differently than usual.

**You probably have many questions not addressed above.** We understand, and we're here to help! The number listed above is available every day, including weekends, between 7:00 a.m. and 11:00 p.m. Give us a call and we'll do our best to help you out.

## **Who is CCNC?**

CCNC is an organization that for over twenty years has worked with North Carolina's primary care physicians and their patients to help people navigate the health care system and better manage their health conditions.