

# COVID-19 NEWS

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**FOR IMMEDIATE RELEASE**

## Health Department Encourages Residents to Answer the Call

**DUPAGE COUNTY**—The DuPage County Health Department’s (DCHD) COVID-19 Case Investigation and Contact Tracing Program is asking residents to answer the call and help slow the spread of COVID-19. By answering the call, you can help keep yourself, your family and your community safe.

Residents who test positive for COVID-19 may receive a call from the number 312-777-1999 or Caller ID: COVID CONTACT. If a call from 312-777-1999 is missed, individuals are able to call it back and be routed to a case investigation/contact tracing specialist.

During this call, specialists from the health department will ask the person about their illness and about anyone they may have had close contact with while ill. Health department staff will also ensure that the person with COVID-19 has the necessary resources needed to stay home and isolate to prevent the spread of COVID-19. Additionally, the person with COVID-19 will be encouraged to identify and notify their close contacts about their illness, especially household contacts, so they may immediately be advised to self-quarantine and monitor their symptoms.

Close contacts are individuals who have been **within 6 feet for 15 minutes or more** with a person with COVID-19 or have had **direct contact with fluids** from a person with COVID-19 (for example, being coughed or sneezed on, sharing eating or drinking utensils), or have had **direct physical contact** with a person with COVID-19 (hugged or kissed them), or have **provided care at home** to someone who is sick with COVID-19.

Close contacts should monitor their symptoms twice daily and contact their healthcare provider in case they do develop symptoms during the 14 days since their last exposure to the person with COVID-19. These steps are critical to help slow the spread of COVID-19 in our households, schools, workplaces, and community.

Unfortunately, there are scammers who are taking advantage of this important public health tool of contact tracing by attempting to obtain personal information from unsuspecting people.

**-More-**

**STAY SAFE  
DUPAGE**



It is important to note, DCHD staff will call from the number 312-777-1999, always provide their name, and will never ask for:

- Money
- Debit/Credit Card or Bank Account Information
- Social Security Numbers (SSN)
- Immigration Status

DCHD has launched a public health marketing campaign to encourage residents to Answer the Call.

For more information about DCHD's case investigation and contact tracing efforts, visit [www.dupagehealth.org/answerthecall](http://www.dupagehealth.org/answerthecall).

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