

APPENDIX

DATA AND STRATEGIES PER COUNTRY ON EMERGENCY CALLS & PUBLIC WARNING DURING COVID-19 OUTBREAK

Important disclaimer:

*This information was collected from news and media sources and online advice from governmental services between **19 March- 03 April**. It has not been validated by the emergency services in each country. The situation and strategies in each country is constantly changing and we will try to update this information as much as possible. This information is intended to help emergency services in each country to learn from each other and to prepare their emergency communications services. It is not intended as a source for the general public.*

If you know that the information in your country has changed or you can help us by providing information about your country, please contact Rose Michael at rm@eena.org.

Country	General emergency communications strategy	Source(s)	Date info collected	Volume of calls	Public warning	Additional information	Lockdown measures
Austria	<p>In charge: Federal Ministry Republic of Austria: Social Affairs, Health, Care and Consumer Protection Federal</p> <p>Call the 24h Health hotline on 1450 (non-emergency number) for people having symptoms.</p> <p>Experts also answer general questions about COVID-19 on 0800/555621.</p> <p>Tirol region: Questionnaire online (as well as calling 1450) https://bit.ly/3amk8pe</p>	<p>https://bit.ly/2UiuhxD</p> <p>https://bit.ly/33J5Fkz</p>	19.03.20	<p>On 23 March, the 1450 health hotline received 4,665 calls.</p> <p>Information collected HERE on the 26th March.</p>			
Belgium	<p>In charge: Federal Public Service: Health, Food Chain Safety and Environment</p> <p>Information number: 0800 14 689 (8am to 8pm)</p> <p>Call your General Practitioner (GP). In case you do not have a GP, you can call SOS Médecins at +32-2-513-0202.</p> <p>02/501.4000 – A line was launched on 14 March for Belgians abroad who have problems due to COVID-19.</p>	http://bit.ly/33twGs8	19.03.20	<p>11 March: "The first days, the service received about 30 calls daily. This number has then been multiplied by 10, which means about 300 calls per day, when Italy got severely hit".</p> <p>Information collected HERE on the 22nd March.</p> <p>14-17 March According to the Ministry of Interior: "Emergency centres have noticed an increase of information requests about the virus to the emergency number 112 and the medical helpline 1733."</p> <p>"Some emergency call centres have received as many calls in 4 hours as they would have received in 24 hours."</p> <p>Information collected HERE on the 22nd March.</p>		<p>A new free app will enable medical doctors and hospital staff to get access to data about patients who've been tested positive or are suspected to have Covid-19 and who are in quarantine at home.</p> <p>Link: https://bit.ly/398XVt7</p> <p>Brussels parks still very busy, police deploy their drones</p> <p>Link: https://bit.ly/33G7YEV</p>	<p>12 March: Belgium declared State of Emergency Link: https://bit.ly/2xBgGs7</p> <p>18 March: Belgium declared a lockdown Link: https://bit.ly/2wTr9Pw</p> <p>27 March: Belgium extends COVID-19 lockdown by two weeks until 19 April. Link: https://bit.ly/2WVPi2v</p>

Bulgaria	<p>In charge: Ministry of Health</p> <p>Citizens can ask their questions about COVID-19 at Ministry of Health's information hotline 02 807 87 57</p>	https://bit.ly/2JgZF93	19.03.20				
Canada	<p>In charge: Government of Canada/ Public Health Agency of Canada</p> <p>Use the self-assessment tool to determine whether you should be tested for COVID-19.</p> <p>For information on COVID-19, refer to our frequently asked questions.</p> <p>If you are looking for information on COVID-19, specific to your province, refer to our resources page.</p> <p>If you have additional questions that are not answered on our website: call us at 1-833-784-4397 (interpretation services are available in multiple languages) email us at phac.covid19.aspc@canada.ca</p> <p>Provincial and territorial helplines:</p> <p>Alberta – call 811 British Columbia - call 811 Manitoba – call 1-888-315-9257 New Brunswick – call 811 Newfoundland and Labrador – call 811 or 1-888-709-2929 Northwest Territories – call 911 Nova Scotia– call 811 Nunavut - call 1-888-975-8601 Ontario – call 1-866-797-0000 Quebec – call 1-877-644-4545 Saskatchewan – call 811 Yukon – call 811</p>	https://bit.ly/2UIb0G5 https://bit.ly/2JDtX6I	03.04.20	<p>HealthLink 811 ringing busy amid huge increase in coronavirus calls.</p> <p>Information collected HERE on the 3rd April.</p>	<p>A Cell Broadcast message was sent to tell travellers returning from outside of Canada that they are subject to a mandatory self-isolation order. Links: https://bit.ly/2V2AwVr https://bit.ly/349pSA1</p>	<p>Canada Self-Assessment Tool and App. Link: https://bit.ly/2R93DVQ</p> <p>Fraudulent phone calls There have been recent reports of fraudulent telephone calls that appear to be from the COVID-19 Information Service. Link: https://bit.ly/349iKDK</p>	<p>18 March: Canada goes into lockdown Link: https://bit.ly/3aH2ufZ</p>

Croatia	<p>In charge: Croatian Institute of Public Health</p> <p>Previous advice: If you have been in close contact with a confirmed case of COVID-19, you are experiencing severe symptoms dial the following telephone numbers of the Croatian Institute for Public Health for further information (these landlines are available to the public during business days from 8:00 to 22:00 and from 8:00 to 14:00 on Saturdays and Sundays):</p> <p>(+385) 91 468 30 32 (+385) 99 468 30 01</p> <p>18 March updated advice Now: Call 113 - new national hotline (24h) created to answer questions about the COVID-19. The number is free of charge.</p> <p>The line will be open 24 hours a day, but there is a possibility that a few night hours will divert calls to 112, but the number is in operation 24 hours a day.</p>	<p>https://bit.ly/230JtZs</p>	19.03.20	<p>18 March "...certainly the most frequently called is to 112 centre."</p> <p>"Normally they receive 4,000 calls a day, the last 3 weeks the number of calls has grown to about 6,000 calls.</p> <p>In addition to the drastic increase in the number of calls, the average duration of calls increased. It happens that we cannot answer all the calls we receive, regardless of the fact that our system is designed so that if it does not answer it in Zagreb within 25 seconds, it transfers to another Centre, it happens to us that all the Centres are overloaded at certain moments, he said.</p> <p>Information collected HERE on the 22nd March.</p>		<p>March 18th, to coordinate information about the coronavirus crisis, the Croatian Government has launched a dedicated website, Koronavirus.hr. Link: https://bit.ly/2UicjLD</p> <p>Hospital beds being installed in Zagreb's Arena Link: https://bit.ly/2QHPQoQ</p> <p>Croatia's Tracking of COVID-19 Patients Takes Shape. Link: https://bit.ly/33ZrwEj</p>	<p>23 March: The Croatian National Civil Protection Headquarters announced that citizens, with some exceptions, would not be allowed to leave their place of residence. Link: https://bit.ly/2JumKWc</p> <p>27 March: Oxford COVID-19 Government Response Tracker: Croatia Implementing Strictest Measures in World. Link: https://bit.ly/2Uuev2x</p>
Cyprus	<p>In charge: Ministry of Health</p> <p>Only to report symptoms: 1420 For general information on Covid-19: 1450 and 1412.</p> <p>Queries on the Labour Ministry's support package: 1433</p> <p>1412 hotline launched 20 March. 1450 launched on 13 March.</p> <p>On 18 March announced: Only those with a dry cough, high fever and dyspnea who also travelled outside Cyprus in the past 14 days should call the 1420, others should call their General Practitioner.</p>	<p>https://bit.ly/3dqilvH</p> <p>https://bit.ly/33HSIHZ</p> <p>https://bit.ly/2UzxRCa</p> <p>https://bit.ly/2QGHsGe</p>	20.03.20	<p>1420 line reported to be inundated with calls.</p> <p>Information collected HERE on the 22th March.</p>			

Czechia	<p>In charge: Ministry of Health</p> <p>Two telephone lines are available nationwide: +420 724 810 106 and +420 725 191 367.</p> <p>On the website www.mzcr.cz there are also mobile phone numbers for regional hygiene.</p>	https://bit.ly/38ZHY8E	19.03.20	<p>13 March: Congestion of the lines, which increased after the spread of rumours that the line is answered by epidemiologists.</p> <p>"We ask people not to unnecessarily call and burden the 112 and 155 lines for coronavirus. The lines are overloaded. They should call the sanitary station," said Marek Slabý, President of the Emergency Services Association.</p> <p>Information collected HERE on the 22nd March.</p>	<p>Mobile operator O2 Czech Republic announced that it started disseminating SMS on the coronavirus Covid-19 to customers who have been roaming in a country affected by the virus. The action follows a request and information from the Ministry of Health Protection. https://bit.ly/2xmq6Yd</p>	<p>Some sanitary stations tell people to call 112 for coronavirus. For example, the Regional Hygiene Station of the Moravian-Silesian Region clearly states this on its website.</p> <p>Link: https://bit.ly/2ww3vZf</p>	<p>16 March: Czech Republic quarantines entire country over COVID-19 Link: https://bit.ly/3bDzoOp</p>
Denmark	<p>In charge: Danish Health Authority</p> <p>If you have mild symptoms, you shouldn't call your doctor.</p> <p>If you develop severe symptoms you should call your General Practitioner.</p> <p>Outside of opening hours, call the on-call service in your region:</p> <p>Region Hovedstaden, Akuttelefon: +45 1813</p> <p>Region Nordjylland, Lægevagten: +45 70 15 03 00</p> <p>Region Midtjylland, Lægevagten: +45 70 11 31 31</p> <p>Region Sjælland, Lægevagten: +45 70 15 07 00</p> <p>Region Syddanmark, Lægevagten: +45 70 11 07 07</p> <p>17 March: launched hotline on 70 20 02 66, which will take calls from 9am to 10pm.</p>	https://bit.ly/33OJUQs	20.03.20		<p>National SMS sent from the Police to all the population: "Coronavirus is spreading in Denmark right now. Keep your distance and show consideration – also when the sun shines. Otherwise, we will not be able to slow the spread of the disease. Enjoy your weekend. The police."</p> <p>Link: https://bit.ly/2xnwzIK</p>	<p>An online test has been published to help people in Copenhagen region to assess whether they should call their General Practitioner, the Medical Helpline or 112: https://bit.ly/39lzHw4</p>	

Estonia	<p>In charge: Ministry of Social Affairs</p> <p>Previously: If you face questions about COVID-19 or experience symptoms, call the medical advice number +372 634 6630 (English service daily between 15.00-17.00, other times 24/7 in Estonian and Russian). If necessary, the advisory workers will re-direct the call to the public emergency number 112. Before, 1220 was also a recommended national line.</p> <p>1220 - For medical advice and consultation the family doctor.</p> <p>Updated Advice: Now: Estonia's new coronavirus information helpline at 1247. Calls to the helpline can be made also from abroad by dialling +372 600 1247.</p>	<p>Previously : https://bit.ly/3ddSbS5</p> <p>Now: http://bit.ly/3bemDtI</p>	19.03.20	<p>"2,129 calls were received by Estonia's new coronavirus information helpline at 1247 during the first 24 hours of operation. During the same period, 3,335 calls in total were made to the emergency line 112."</p> <p>"Please let us keep the 112 lines free for those who urgently need an ambulance, the police or the rescue service to come to their aid."</p> <p>Information collected HERE on the 19th March.</p>			<p>12 March: The government declared an emergency situation in Estonia until 1 May. Link: https://bit.ly/2R1Kkh3</p>
Finland	<p>In charge: Finnish institute for health and welfare</p> <p>If you have severe symptoms, you should call your health centre.</p> <p>A national telephone service at the number 0295 535 535 gives general information and advice on the coronavirus on weekdays 8-21 and Saturdays 9-15.</p> <p>Additional regional information: Helsinki: If possible, make a coronavirus assessment on omaolo.fi</p> <p>If you do not manage with self-treatment, ring Helsinki Coronavirus helpline, tel. 09 310 10024 (weekdays 7-20) and at other times the Medical helpline, tel. 116 117.</p> <p>In case of emergency, please call 112.</p>	<p>https://bit.ly/2xWSD E7</p> <p>https://bit.ly/33Jk8g8</p> <p>https://bit.ly/2WGVgUP</p>	20.03.20				

	<p>Lapland Rovaniemi: Telephone health service (24/7): call before you go to the hospital +358 16 322 4800</p> <p>Ivalo: Emergency service (24/7) + 358 40 770 9187</p> <p>Kittilä: Emergency duty number +358 400 356 498</p>						
France	<p>In charge: Government of the French Republic A free helpline answers questions 24/7 about Coronavirus COVID-19: (+33) 0 800 130 000.</p> <p>Warning: the helpline is not qualified to provide any medical advice.</p> <p>For people having symptoms of Covid-19, it is advised to stay at home, avoid any contact and call the General Practitioner.</p> <p>If symptoms worsen with breathing difficulties, it is required to ask medical emergency services - 15 (or 114 for deaf and hard-of-hearing people).</p> <p>For people having speaking or hearing disabilities, a specific page dedicated is available: http://bit.ly/2QxR2LE</p> <p>Against domestic violence, it will be possible to send an SMS alert to 114 to trigger the intervention of the security forces. Link: https://bit.ly/3dOYQIU</p>	http://bit.ly/393FINF	01.04.20	<p>14 March: In the medical emergency call centre in Toulouse, about 1500 calls per day are linked to Coronavirus.</p> <p>Information collected HERE on the 19th March.</p> <p>18 March: Gendarmerie of the Essonne department - Number of calls have increased by 70%.</p> <p>Information collected HERE on the 19th March.</p> <p>18 March: Bordeaux - 2500 people call everyday, compared to 1000 usually. "At certain times, our technical capacity has been reached."</p> <p>Information collected HERE on the 19th March.</p> <p>16 March: Nîmes - Health services' strategy has been modified after passing to stage 3 of the pandemic. If you face symptoms, do not call 15 but instead 0 800 1300 000, otherwise you may congest the line. "Usually the centre receives 600 calls everyday. Last Sunday, it received 3400."</p> <p>Information collected HERE on the 19th March.</p>	<p>A nation-wide SMS has been sent to all the population to tell them about the new measures adopted by the Government. https://bit.ly/2Ux9Xav https://bit.ly/2QF0Val</p>	<p>Antonin, a medicine student, came to help the emergency call-takers who are overwhelmed with calls about Covid-19. Link: https://bit.ly/2QzFhnN</p> <p>Lille and Amiens Coronavirus: Medicine students come to help overwhelmed call-takers. Link: https://bit.ly/2WH81z5</p> <p>Toulouse Coronavirus: retired people and students come to help SAMU 31 call centre. Link: https://bit.ly/3aaOGtG</p> <p>A website assesses the symptoms and direct worried people. Link: https://bit.ly/3bgtbbd</p> <p>Drone flies over French riviera to enforce confinement Link: https://bit.ly/2y63Hz7</p> <p>Marlène Schiappa, has revealed a dramatic increase in domestic violence cases since the lockdown started. Link: https://bit.ly/3dFWeHd</p>	<p>18 March: French government declares state of sanitary emergency. Link: https://politi.co/2UPG0m3</p> <p>27 March: French PM extends coronavirus lockdown until April 15. Link: https://bit.ly/33Xd5Rk</p>

Germany	<p>In charge: Federal Ministry of Health</p> <p>Persons who have had personal contact with someone confirmed with COVID-19 should immediately, and irrespective of symptoms, contact their competent health office, get in touch with the doctor or call 116117 – and stay at home.</p> <p>You can find your local health authority by using the search tool on the Robert Koch Institute website at https://bit.ly/2WEMiHW</p> <p>112 for emergencies only!</p> <p>For people with symptoms there are several hotlines available.</p> <p>Hotlines: Nationwide Coronavirus emergency numbers: Hotline run by Germany's health insurances: 116117</p> <p>Hotline run by Ministry of Health: 030-346465 100</p> <p>Ambulance (and fire department): 112</p> <p>Coronavirus hotlines in federal states: Schleswig-Holstein: 0431-797 000 01 Hamburg: 040-428 284 000 Lower Saxony: 0511-450 5555 Bremen: 115 Berlin: 030-9028 2828 (from 8 a.m. to 8 p.m.) Brandenburg: 0331-8683 777 (9 a.m. to 3 p.m.) Mecklenburg-Vorpommern: 0385-588 5888 North Rhine-Westphalia: 0211-9119 1001 (8 a.m. to 6 p.m.) Saarland: 0681 501 4422 (Monday to Friday from 7 a.m. to 6 p.m.) Hesse: 0800-5554666 Baden-Württemberg: 0711-904 39555 (9 a.m. to 6 p.m.) Bavaria: 09131-6808 5101</p>	<p>https://bit.ly/3dr0avi</p> <p>https://bit.ly/39fX0az</p>	23.03.20	<p>Many COVID-19 inquiries on emergency call 112.</p> <p>Information collected HERE on the 23rd March.</p>		<p>Highlighting that people should not call 112: https://bit.ly/2xomhlj</p>	
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Greece	<p>In charge: National Public Health Institute of Greece</p> <p>Previously: (+30) 2105212054</p> <p>19 March - new instructions Call 1135</p>	https://bit.ly/3djgEyA	19.03.20	<p>1135 call centre was heavily loaded at the beginning.</p> <p>This article (published 13 March) reports more than 15K calls in 24 hours, last Monday (9 Mar). They also say that the call volume does not seem to reduce, on the contrary the last 24 hours has significantly increased to 20K calls. Today when you call 1135 you hear a message that the number you are calling is busy, please try again later.</p> <p>Information collected HERE on the 20th March.</p>	<p>Wednesday night (11/03), an alert was sent to thousands of Greeks about coronavirus prevention measures.</p> <p>https://bit.ly/3dyvo3M</p>		<p>23 March: Greece goes into lockdown. Link: https://bit.ly/33ZHHBz</p> <p>28 March: Coronavirus lockdown in Greece will last "way beyond" April 6. Link: https://bit.ly/39vBnms</p>
Hungary	<p>In charge: Hungarian Government</p> <p>Information lines:</p> <p>06 80 277 455 06 80 277 456</p> <p>koronavirus@bm.gov.hu</p> <p>Website set up to provide information: https://koronavirus.gov.hu/</p> <p>If you think you may be infected, you should contact your General Practitioner by phone.</p> <p>Your doctor will either refer you to the National Ambulance Service (OMSZ) for respiratory sampling (for mild symptoms) or if your symptoms are severe (eg breathlessness, pneumonia) and / or you are at risk (elderly, chronic patient), the ambulance will refer you to the infectious ward or epidemiological department of the regionally competent hospital.</p>	https://bit.ly/2Ja00uI	23.03.20				

Iceland	<p>In charge: Directorate of Health</p> <p>If you suspect you have become infected with COVID-19, have a fever of 38,5 °C or more, aches in bones and muscles or coughs:</p> <p>Stay at home and call 1700 or your health clinic.</p> <p>From a non-Icelandic phone you can call +354 544 4113.</p> <p>You can find your nearest healthcare clinic here: https://bit.ly/3ahShWZ</p> <p>Iceland has launched a website for COVID-19 information: https://www.covid.is/</p>	https://bit.ly/2UCBwly	24.03.20			<p>An online chat function is available at https://heilsuvera.is</p> <p>"Iceland, which says it's tested a higher proportion of inhabitants than any other country, found that about half those who tested positive have no symptoms of Covid-19": https://bloom.bg/39cheBP</p> <p>On 24 March, 10.658 samples had been taken so far: https://bit.ly/2y6WLId</p>	
Ireland	<p>In charge: Health Service Executive</p> <p>If you develop symptoms you will need to self-isolate and phone your General Practitioner. The GP will assess you over the phone.</p> <p>Previous advice stated: Anyone with concerns about contacts they may have had in relation to COVID-19 is to contact the HSE Live Helpline on 1850 24 1850.</p>	https://bit.ly/2UvZvjE https://bit.ly/3afbTLz	19.03.20			<p>The HSE are working to have "new electronic processes" in operation from Monday 23 March to deal with the increased demand in testing. https://bit.ly/2UvZvjE</p>	
Italy	<p>In charge: Ministry of Health</p> <p>Number promoted by the Ministry of Health (+39) 1500</p> <p>Update: 5 March In case of symptoms or doubts, stay at home, do not go to the emergency room or medical offices but call your family doctor, pediatrician or medical guard on the phone. Or call the regional toll-free number.</p> <p>Regional toll-free numbers</p>	https://bit.ly/3a5Z9Xj	19.03.20	<p>24 February - Lines 112/118 were saturated. March: To this end, regional toll-free numbers were established to answer questions about COVID-19.</p> <p>Information collected HERE on the 20th March.</p> <p>In Italy, on 16 February when there was still no confirmed case of COVID-19, around 5,000 calls were made to the 112 Centre in Milan. The first</p>		<p>The spot created by Rai for the Ministry of Health, in collaboration with the Presidency of the Council of Ministers, will be broadcast on all Rai channels, with Amadeus to raise awareness of good daily practices that help contain the risk of contagion from Covid-19 coronavirus. Also in sign language (LIS). Link: https://bit.ly/33B7T5f</p>	<p>31 January: Italy declares state of emergency. Link: https://bit.ly/3bGnhAq</p> <p>8 March: Italy quarantines north in drastic bid to slow virus spread. Link: https://bit.ly/3dKSKTG</p> <p>30 March: Italy to extend coronavirus lockdown until Easter as new cases fall. Link: https://bit.ly/2UPuAih</p>

	<p>The Regions have activated dedicated numbers to respond to requests for information:</p> <p>Basilicata: 800 99 66 88 Calabria: 800 76 76 76 Campania: 800 90 96 99 Emilia-Romagna: 800 033 033 Friuli Venezia Giulia: 800 500 300 Lazio: 800 11 88 00 Lombardy: 800 89 45 45 Brands: 800 93 66 77 Piedmont: 800 19 20 20 active 24 hours a day 800 333 444 active from Monday to Friday, from 8 to 20 Autonomous Province of Trento: 800 867 388 Autonomous Province of Bolzano: 800 751 751 Puglia: 800 713 931 Sardinia: 800 311 377 Sicily: 800 45 87 87 Tuscany: 800 55 60 60 Umbria: 800 63 63 63 Aosta Valley: 800 122 121 Veneto: 800 462 340</p> <p>Other useful numbers dedicated to the new coronavirus emergency: Abruzzo In the Abruzzo Region, the following numbers are active for the health emergency: ASL n. 1 L'Aquila: 118 ASL n. 2 Chieti-Lanciano-Vasto: 800 860 146 ASL n. 3 Pescara: 118 ASL n. 4 Teramo: 800 090 147</p> <p>Liguria In the Liguria Region, the emergency number coronavirus 112 is active.</p> <p>Molise In the Molise Region the following numbers are available for information or notifications: 0874 313000 and 0874 409000.</p> <p>Piacenza In the Municipality of Piacenza for information contact 0523 317979: active from Monday</p>			<p>case was confirmed on 17 February and on 22 February the centre had already received more than 10, 000 calls.</p> <p>Information collected HERE on the 20th March.</p>			
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	to Friday, from 8 to 18 and on Saturday from 8 to 13. Contact 112 or 118 only if strictly necessary.						
Latvia	<p>In charge: Centre for the Prevention and Control of Diseases</p> <p>If you develop flu-like symptoms such as fever, cough, difficulty breathing, you should immediately call the direct emergency number 113.</p> <p>If you have any questions regarding the novel coronavirus and COVID-19 please call Latvian Centre for Disease Prevention and Control (SPKC) help line (+371) 67501590 or 67387661</p> <p>Should you need consular assistance, call the emergency phone number of the Consular Department: +371 2633 7711 or send an e-mail to palidziba@mfa.gov.lv</p> <p>18 March: New line to call A new phone number, 8303, has been introduced that patients will be able to call in the future to apply for state-funded COVID-19 analyses.</p> <p>Laboratory testing calls to the new 8303 will be accepted daily from 9 a.m. to 6 p.m.</p>	<p>https://bit.ly/33GbhW0</p> <p>https://bit.ly/33GbK1e</p> <p>https://bit.ly/2Us1zZz</p>	19.03.20	<p>12/13 March: "We recommend that you do not use the emergency number 113 as a telephone hotline to obtain information about COVID-19, in order not to endanger other people in emergency situations."</p> <p>"Today, on the evening of March 12, we receive many calls to the emergency number 113! Many of them are not associated with deterioration in health or life-threatening conditions."</p> <p>Information collected HERE on the 22nd March.</p>			<p>13 March: Latvia declares state of emergency over Covid-19 until Easter. Link: https://bit.ly/39wM1tl</p> <p>25 March: State of emergency in Latvia will likely be extended. Link: https://bit.ly/2wJraps</p>
Liechtenstein	<p>In charge: Government of Liechtenstein</p> <p>If you have severe symptoms, you should call the state hospital: +423 235 45 32.</p> <p>There is a hotline for information: +423 236 76 82 (Mon-Fri, 8 a.m. - 6 p.m.)</p> <p>Hotline for Short-time work allowance - Office of Economics: +423 236 69 43 (Mon-Fri, 8 a.m. - 6 p.m.)</p> <p>Questions about school operations - school office: +423 236 70 40.</p>	<p>https://bit.ly/2WFbFTn</p> <p>https://bit.ly/2vQonKE</p>	24.03.20				

Lithuania	<p>In charge: Ministry of Health</p> <p>If you feel flu-like symptoms, such as fever, cough, shortness of breath or other respiratory problems, such as muscle pain or fatigue, please call immediately the Emergency Help Centre line 112 and follow medical advice.</p> <p>For more information, please call 8 618 79984 or send an email (24/7) to info@nvinc.lt.</p>	https://bit.ly/39ellgR	20.03.20				
Luxembourg	<p>In charge: Ministry of Health</p> <p>If you have symptoms: Contact your doctor.</p> <p>If your doctor is not available, call the HOTLINE: 8002 8080 If it is an emergency, call 112.</p>	<p>https://bit.ly/2Usg8N2</p> <p>https://bit.ly/2xool3Z</p>	20.03.20	<p>For the hotline: March 17: the phones rang 2,300 times. From 15th March - 18 March, the average has climbed to 2,000 daily calls.</p> <p>Information collected HERE on the 20th March.</p>			
Malta	<p>In charge: Government of Malta</p> <p>Coronavirus helpline (+356) 21324086</p> <p>If you have any symptoms of respiratory disease including fever, cold, sore throat or cough, contact Public Health authorities on (+356) 21324086 for advice and guidance.</p> <p>Helpline: (+356) 111 It is urged that 111 is only to be used to inquire about symptoms.</p> <p>For people returning from other countries call for advise +356 21324086 or 156</p> <p>For issues regarding quarantine, please send an email to quarantine.covid19@gov.mt</p> <p>If you are presently under quarantine and need help to get food or medicines, please call on 21 411 411.</p>	<p>https://bit.ly/2QyBtmJ</p> <p>https://bit.ly/3a6gAY1</p>	19.03.20	<p>12 March – “As of today, Malta’s call centre for coronavirus concerns will become five times larger, after complaints of callers not being able to get through to the number 111, Minister of Health Chris Fearné has announced.”</p> <p>Information collected HERE on the 20th March.</p>		<p>A group of NGOs are calling on those interested in volunteering to help operate the coronavirus helpline. Link: https://bit.ly/2Ww71h6</p>	<p>27 March: Malta Amends Lockdown Rules, Elderly And Chronically Ill Can Now Leave Home To Buy Groceries, Medicine And Other Necessities. Link: https://bit.ly/3dF4rvn</p>

	14 March - Tourism Authority launches new helpline for tourists - 21692447 Email: tourismcovid-19helpline@visitmalta.com					
Netherlands	Responsible: Government of Netherlands If you have a fever below 38°C or cold-like symptoms, stay at home. No need to call your doctor. If your symptoms are or become more severe (you have a fever above 38°C, you have a cough or experience shortness of breath), call your doctor.	https://bit.ly/2UeQc8H https://bit.ly/33OVzPe	20.03.20		A Cell Broadcast message was sent to the population to tell them to keep their distances from each other. https://bit.ly/33OVzPe	
Norway	In charge: Norwegian Institute of Public Health If you have mild respiratory symptoms you should stay at home, but you do not need to contact the health service for testing. If you have more serious symptoms, contact your doctor by telephone. If you cannot reach your doctor, ring the emergency out-of-hours clinic (116 117). -An information hotline is available on 815 55 015. Emergency numbers may only be used by persons who are acutely ill.	https://bit.ly/2WHkORJ https://bit.ly/2J8p8BP	24.03.20			
Poland	In charge: Government of Poland Helpline of the National Health Fund (NFZ) 24/7- 800 190 590 In addition to this helpline for all Polish people there were two lines activated for Polish people living or travelled recently to the Northern Italy: Lombardia: 800 894 545 Veneto: 800 462 340 Private clinical groups also have their own helplines for everyone: Grupa Lux Med - 22 338 19 03	https://bit.ly/2wd43Dr https://bit.ly/2wnRHlz private clinic groups: https://bit.ly/3dizDQz	19.03.20	13 March - helpline had already received 32.000 calls. Information collected HERE on the 20th March. "Several thousand calls a day regarding coronavirus are received by consultants of the National Patient's Telephone Information Service." Information collected HERE on the 20th March.	A special mobile application has been developed- STAY HOME activated in all Poland This app helps people to be located easily, call directly the helpline and order grocery for old/alone people. Link: https://bit.ly/399Q7HA	13 March - The country has been in a state of "epidemic threat." Link: https://politi.co/3bGaMoh

Portugal	<p>In charge: Ministry of Health Mainland Portugal</p> <p>Emergency helpline (24h): (+351) 808 24 24 24</p> <p>If you suspect you have COVID 19.</p> <p>If you have a question about COVID 19, please email atendimento@sns24.gov.pt</p> <p>Mainland Portugal non-medical support: 300 502 502</p> <p>If you have questions about quarantine medical absence leaves or need to provide assistance to relatives.</p> <p>Portuguese abroad/Portuguese that need help to return to PT: +351 217 929 755</p> <p>Azores archipelago emergency hotline (24h): 800 24 60 24</p> <p>Azores non-medical support: 800 29 29 29 - new line due to the corona outbreak</p> <p>Madeira archipelago emergency hotline : 800 24 24 20</p>	<p>Mainland: https://bit.ly/2U7aCAq</p> <p>Azores: https://bit.ly/3b7ssZI</p> <p>Madeira: https://bit.ly/2Umy3Ej</p>	18.03.20	<p>Mainland</p> <p>"The SNS 24 line reached a historic number of calls on Monday (2st March) shortly after confirmation of the first two cases of coronavirus in Portugal.</p> <p>On that day, SNS 24 line received 13,532 calls, of which 3,569 people gave up waiting for the service - "abandoned calls after 15 seconds".</p> <p>"Next Monday, 9th March, the SNS 24 line received 27,679 calls (new historic high). Only 10,940 calls were answered."</p> <p>SNS 24 line did not answer 54% of calls.</p> <p>Information collected HERE on the 18th March.</p> <p>Madeira</p> <p>28 February: The number of calls to the emergency line created in Madeira under the contingency plan for the coronavirus Covid-19 increased this week from 23 to 65, said the Secretary of Health today.</p> <p>Information collected HERE on the 18th March.</p>	<p>17 March</p> <p>The National Authority for Emergency and Civil Protection (ANEPC), in collaboration with the General Directorate of Health (DGS), is sending a warning to the population by SMS, in order to inform citizens about the risk situation related to COVID-19.</p> <p>https://bit.ly/2QEE8LA</p>	<p>New strategy:</p> <p>More staff</p> <p>In order to increase the "effectiveness of the line", DGS divided the health professionals who answer calls into three teams:</p> <p>1- Dedicated to citizens with symptoms of covid-19</p> <p>2- To track people with complaints not related to the new coronavirus</p> <p>3- Nurses focused on providing information</p> <p>Link: https://bit.ly/3dfbOJy</p> <p>11 March: "The SNS24, before Monday, allowed 200 calls to be answered simultaneously, on Monday 500 calls simultaneously and on Tuesday 1200 calls simultaneously. Regardless of human resources, technology needs to support this reinforcement of calls."</p> <p>Link: https://bit.ly/3dfbOJy</p>	<p>18 March - Portugal declares state of emergency over coronavirus.</p> <p>Link: https://politi.co/2JC5KgR</p> <p>29 March - "Portugal has even been, among the countries most affected by the new coronavirus, the fastest in reacting and taking restrictive measures, but, by comparing it with other countries, it is clear that there is more to attack the spread of the virus."</p> <p>Link: https://bit.ly/2R1JqkS</p>
Romania	<p>In charge: Ministry of Health</p> <p>Call for recommendations and other information on the TELVERDE line (information line) 0800.800.358</p> <p>Romanians abroad can request information about the prevention and control of the virus at their specially dedicated line +4021.320.20.20.</p> <p>Call emergency number 112 if at least one of the following symptoms occurs: cough, fever, difficulty breathing, sore throat.</p>	<p>https://bit.ly/2wBTNvp</p> <p>https://bit.ly/2QHusQR</p>	20.03.20	<p>On 20 March:</p> <p>In the last 24 hours, 1,604 calls were registered to 112 4,950 to the TELVERDE line (0800 800 358), open especially for informing citizens.</p> <p>Information collected HERE on the 20th March.</p>	<p>A Cell Broadcast message was sent with key instructions to the population.</p> <p>https://bit.ly/33Faxao</p>		

Slovakia	<p>In charge: Public Health Authority of the Slovak Republic</p> <p>Persons with symptoms should first contact by phone, not in person, their physician, the Public Health Authority (+421 0917 222 682) or the 112 - emergency line.</p> <p>On the official government website, they also list the call centres regional lines:</p> <p>Regional Public Health Office based in Banská Bystrica - 0918 659 580 Regional Public Health Office based in Bratislava - 0917 426 075 Regional Public Health Office based in Nitra - 0948 495 915 Regional Public Health Office based in Trnava - 0905 903 053 Regional Public Health Office based in Trenčín - 0911 763 203 Regional Public Health Office based in Košice - 0918 389 841 Regional Public Health Office based in Prešov - 0911 908 823 Regional Public Health Office based in Žilina - 0905 342 812</p> <p>Email: novykoronavirus@uvzsr.sk</p>	http://bit.ly/2WsBaxv http://bit.ly/2QuKWyo	19.03.20			<p>25 March - Slovakia to track coronavirus victims through telecoms data. Link: https://on.ft.com/3ayvO8g</p> <p>29 March - Lack of testing raises fears of coronavirus surge in eastern Europe. Link: https://bit.ly/2R0TFFI</p>	<p>12 March - Slovakia declares state of emergency due to COVID-19 Link: http://bit.ly/3dg42Py</p> <p>31 March - Slovak Premier Mulls Poll on Whether to Intensify Virus Lockdown. Link: https://bloom.bg/2UY6ke6</p>
Slovenia	<p>In charge: Government of Slovenia</p> <p>You can obtain information at 080 1404 (from abroad: +386 1 478 7550) every day between 08:00 and 20:00.</p> <p>If you have travelled from a coronavirus outbreak area or if you have been in close contact with a person who has travelled from such area and you have fallen ill, call your general practitioner or a doctor.</p>	https://bit.ly/33I5fL4	20.03.20			<p>Callers' questions are answered by senior students of the Faculty of Medicine under the supervision of suitable expert services/experts. https://bit.ly/33I5fL4</p>	

Spain	<p>In charge: Government of Spain</p> <p>Andalucía: 955 54 50 60 / 955 545 060 Aragón: 976 696 382 Asturias: 900 878 232 / 984 100 400 / 112 Canarias: 900 112 061 Cantabria: 900 612 112 Castilla y León: 900 222 000 Castilla-La Mancha: 900 122 112 Cataluña: 061 Ceuta: 900 720 692 Comunidad de Madrid: 900 102 112 Comunidad Valenciana: 900 300 555 Extremadura: 112 Galicia: 900 400 116 Islas Baleares: 061 La Rioja: 941 298 333 Navarra: 948 290 290 País Vasco: 900 203 050 Murcia: 900 121 212 Melilla: 112</p>	https://bit.ly/2whhzpE	19.03.20	<p>16 March - Catalunya "The collapse of 061 is such -up to 50 minutes of waiting- that 112 spend the day answering calls related to the virus."</p> <p>"According to union sources, 061 currently has 7,000 calls of this type pending return to people who say they have symptoms of COVID-19."</p> <p>Information collected HERE on the 19th March.</p> <p>18 March – "Calls to 112 have tripled and 57% are very inconsequential inquiries about Covid-19. The saturation of 112 with this health alert is very worrying."</p> <p>"With the evolution of infections, those calls to 112 will multiply if the citizen continues to be wrong when dialling the number. And from saturation you could go to collapse, which an emergency phone can't afford. On Monday (16 March) the 112 received 11,457 calls in Catalonia (the normal number is 4,500 a day) and 6,591 (57.5%) were for irrelevant queries associated with the coronavirus."</p> <p>Information collected HERE on the 19th March.</p> <p>From March 14 to 29, the victims' helpline received 3,382 requests, 18% more than in the same period of the previous month.</p> <p>Information collected HERE on the 1st April.</p>		<p>Some controversy for Catalonia being one of the few communities that charges to call the emergency number even during the outbreak Link: http://bit.ly/33uS0gQ</p> <p>23 March: In Spain they have launched apps as an alternative of calling. Link: https://www.coronamid.com/</p> <p>Spain's police are flying drones with speakers around public places to warn citizens on coronavirus lockdown to get inside Link: https://bit.ly/2xlvJWE</p>	<p>13 March: Spain imposes near total lockdown to fight coronavirus. Link: https://bit.ly/2QZNOAP</p> <p>13 March: Spain forced to tighten its coronavirus lockdown. Link: https://bit.ly/2w4u5bL</p>
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Sweden	<p>In charge: Public Health Agency of Sweden</p> <p>Information number (24h): (+46) 113 13</p> <p>National information number for major accidents and crises. Gives answers to general questions on coronavirus which are not symptoms or health-related, if you can't find the information online.</p> <p>Health advice by phone: 1177 Ring there or your health centre if you have symptoms, such as dry cough, fever and/or breathing difficulties and one of the following applies: you feel very sick; are over 80 years old or work in the health sector.</p>	http://bit.ly/2UnETK2	19.03.20	<p>Huge overload of the 1177 number. Therefore, questions about the virus are now referred to the national information number 113 13.</p> <p>Stated on their website: "extremely high volume of calls to 113 13. Waiting time longer than the usual."</p> <p>"Note that there is a high activity for both numbers, which makes that waiting time is long. Therefore, we ask you to first find information online in one of the links on the right of this page."</p> <p>Information collected HERE on the 19th March.</p> <p>Information provided by SOS Alarm by email on the 26th March 2020:</p> <p>"We have a higher level of incoming calls; + 23 500 so far in March (from 1st to 25th) on 112. Many questions around covid-19 and an increasing number of ambulance transports of suspected covid-19-cases (350 yesterday, compared to 200 one week ago)."</p> <p>On the 113 13-number we usually, in an every day, has around 30 calls a day.</p> <p>Now we have peaked at 35 808 incoming calls – and this in 24 hours on the 12 of March(!). A total of 216 000 incoming calls on this number so far in March up to yesterday."</p>			<p>30 March - No lockdown here: Sweden defends its more relaxed coronavirus strategy.</p> <p>Link: https://cnb.cx/2wTSCR9</p>
Switzerland	<p>In charge: Federal Office of Public Health</p> <p>If you have severe symptoms or if you are in a high-risk group, you should phone your doctor or health centre.</p>	https://bit.ly/33FoZ2b https://bit.ly/2WFahXu	24.03.20				

	<p>A COVID-19 info line is available on +41 58 463 00 00, 24/7. This line is for general information and does not provide medical advice.</p> <p>If you are planning to travel to Switzerland, are experiencing symptoms (shortness of breath, cough, high temperature) and have medical-related questions call: +41 (0)58 464 44 88.</p>					
United Kingdom	<p>In charge: Government of UK</p> <p>You do not need to call NHS 111 to go into self-isolation. If your symptoms worsen during home isolation or are no better after 7 days, contact NHS 111 online. The update to 111 online regarding COVID-19 was launched on 4 March.</p> <p>If you have no internet access, you should call NHS 111 (non-emergency number). Only call 111 if you cannot get help online.</p> <p>For a medical emergency dial 999.</p> <p>Jersey (Channel Islands)</p> <p>Coronavirus helpline on +44 (0) 1534 445566. The line is open every day from 8am to 8pm.</p> <p>In all UK, only call 999 in case of medical emergency.</p>	<p>https://bit.ly/2WG9HZm</p> <p>https://bit.ly/2UyIUg3</p> <p>https://bit.ly/2JnXsJn</p>	19.03.20	<p>111 Online service: More than one million people use NHS 111 online to get quick advice about coronavirus between 4 March and 9 March.</p> <p>At its peak, the service received more than 210,000 enquiries in a single day.</p> <p>Information collected HERE on the 19th March.</p> <p>Telephone calls to NHS 111 were up by more than a third compared with the same time last year, with an extra 120,000 calls to NHS 111 in the first week of March.</p> <p>Between Thursday 27 February and Thursday 5 March, NHS 111 answered 389,779 calls.</p> <p>Information collected HERE on the 19th March.</p> <p>London Ambulance announced on 18 March: They are receiving over 8000 calls a day into the 999 call centres. On a very busy day in London they usually receive around 5000 calls. 111 services are seeing 300 and 400% increase in calls.</p> <p>Information collected HERE on the 19th March.</p>	<p>https://bit.ly/3ah1Fu2</p> <p>Jersey</p> <p>'- Rise in calls to 999 by people who cannot get in touch with the hotline:</p> <p>https://bit.ly/2xosnlH</p>	

United States	<p>If you develop emergency warning signs for COVID-19 get medical attention immediately.</p> <p>Call 911 if you have a medical emergency: If you have a medical emergency and need to call 911, notify the operator that you have or think you might have, COVID-19. If possible, put on a facemask before medical help arrives.</p> <p>A national crisis like COVID-19 increases isolation and loneliness. Anyone can text HELLO to 741741 to reach a live, trained, human Crisis Counselor 24/7.</p>	<p>https://bit.ly/2xKtwVb</p> <p>https://bit.ly/2UFtHtW</p>	<p>03.04.2020</p>	<p>27 March, New York: 911 calls break record - 'September 11 was nothing compared to this'.</p> <p>Information collected HERE on the 3rd April.</p> <p>24 March: 911 Calls Dip 30 Percent as Chicagoans Stay Home Amid Coronavirus.</p> <p>Information collected HERE on the 3rd April.</p>		<p>Coronavirus Self-Checker -to help people make decisions about seeking appropriate medical care.</p> <p>Link: https://bit.ly/2xKtwVb</p> <p>CMPD sees increase in domestic violence calls during coronavirus pandemic.</p> <p>Link: https://bit.ly/2wQkypn</p>	<p>2 April - Governors in many states have ordered most businesses to shut and people to stay home.</p> <p>Guide to State Coronavirus Lockdowns.</p> <p>Link: https://on.wsj.com/2wYEmXt</p> <p>30 March - Trump extends US social distancing until April 30.</p> <p>Link: https://bit.ly/2Ra7e5Q</p>
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