

**FOR IMMEDIATE RELEASE**  
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## **EAST REGIONAL HEALTH OFFICE OFFERS COVID-19 INFORMATION LINE**

KNOXVILLE, Tenn. – The East Regional Health Office has created an information line for local residents and health care providers to call with questions or concerns related to the COVID-19 novel coronavirus. Tennessee Department of Health employees and Medical Reserve Corps volunteers will take calls starting Thursday, March 19.

The information line is **865-549-5343**, and is designed to provide callers with trusted information related to COVID-19. Residents with medical questions will be referred to their health care provider. TDH has additional information available at [www.tn.gov/health/cedep/ncov.html](http://www.tn.gov/health/cedep/ncov.html). The CDC has updated information and guidance available online at [www.cdc.gov/coronavirus/2019-ncov/index.html](http://www.cdc.gov/coronavirus/2019-ncov/index.html).

The information line will be open Monday through Friday from 8:00 a.m. to 4:30 p.m. Eastern time.

### **Recommended Precautions**

Tennesseans are encouraged to take routine precautions used in guarding against respiratory viruses:

- Wash your hands often with soap and water. Use alcohol-based hand sanitizer if soap and water are not available.
- Cover your mouth and nose with a tissue when coughing or sneezing
- Don't touch your eyes, nose or mouth with unwashed hands
- Stay home if you are sick
- Stay away from people who are sick
- Flu shots are available for free at your local health department.

### **COVID-19 Symptoms**

Most patients with confirmed COVID-19 infection have mild respiratory illness with fever, cough and shortness of breath. A smaller number of patients have severe symptoms requiring hospitalization.

Some people are at higher risk of getting very sick from this illness, including older adults and individuals who have serious chronic medical conditions such as heart disease, diabetes or lung disease. It's extra important for people in these groups to take actions to reduce their risk of getting sick with COVID-19:

- Take everyday precautions to keep space between yourself and others
- When you go out in public, keep away from others who are sick, limit close contact and wash your hands often
- Avoid crowds as much as possible
- Avoid cruise travel and non-essential air travel
- During a COVID-19 outbreak in your community, stay home as much as possible to further reduce your risk of being exposed



East Regional Office

For additional information, please visit <https://www.tn.gov/governor/covid-19.html>,

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Visit the Tennessee Department of Health online at [www.tn.gov/health](http://www.tn.gov/health).

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