How It Works

A caller dials a toll-free number

A 2-1-1 Information Specialist answers

2-1-1 Information Specialist: “Are you sick or caring for someone who is sick?”

Caller is sick (or caring for someone who is) and is a member of a participating health plan or healthcare system that has a triage line.

2-1-1 Information Specialist transfers the caller to a poison center. A poison center clinician will triage patients, make recommendations, and provide access to antivirals (if appropriate), using a standard protocol.

Caller is NOT Sick

2-1-1 Information Specialist serves as an active listener, providing information and referring caller to public-health information sources.

Caller is NOT Sick

2-1-1 Information Specialist: “Are you sick or caring for someone who is sick?”

Caller is sick (or caring for someone who is) and not a member of a participating health plan or healthcare system or cannot reach their usual provider.

Caller is sick (or caring for someone who is) and is a member of a participating health plan or healthcare system that has a triage line.

2-1-1 Information Specialist transfers the caller to a triage line operated by their health plan or system.

Goals of Flu on Call™

Improve access to antiviral medications
Reduce the need for face-to-face encounters with providers
Reduce the surge on medical facilities

Flu on Call™ is only activated in a severe pandemic.

Core Flu on Call™ Partners

- American Association of Poison Control Centers (AAPCC)
- Association of State and Territorial Health Officials (ASTHO)
- Council of State and Territorial Epidemiologists (CSTE)
- National Association of County & City Health Officials (NACCHO)
- Public Health Management Corporation (PHMC)
- United Way 2-1-1
- U.S. Department of Health and Human Services Health Resources and Services Administration (HRSA)
- U.S. Department of Veterans Affairs (VA)

U.S. Department of Health and Human Services
Centers for Disease Control and Prevention

CDC