

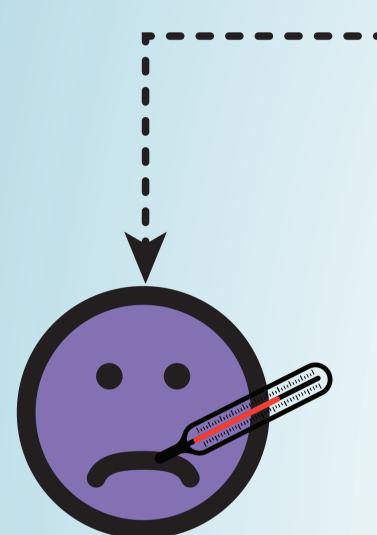
How It Works



A caller dials a toll-free number

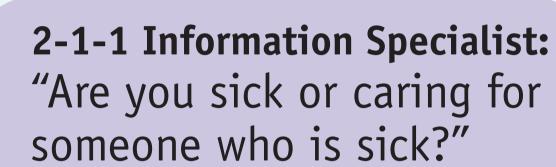


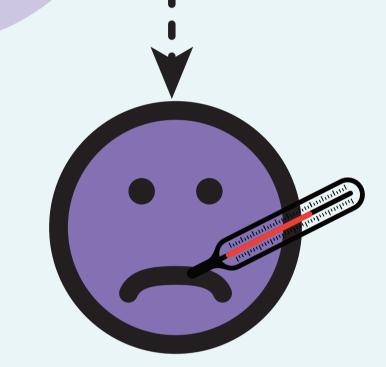
A 2-1-1 Information Specialist answers



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.

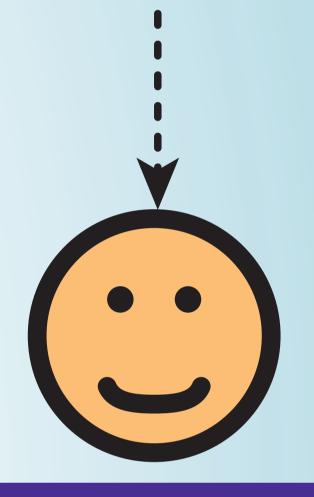
2-1-1 Information
Specialist transfers the caller to a triage line operated by their health plan or system.





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

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 publichealth information sources.

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.



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

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)