

Wisconsin H1N1 Clinician Hot-Line

Number – 877-393-4161 (H1N1)

Fax -- 608-261-8381

Hours -- 8:00 am to 5:00 pm weekdays

Location – B 251 1 W. Wilson St.

Purpose

1. Provide a central point for technical assistance to clinicians about H1N1.
2. Triage clinicians' questions to others such as:
 - DPH physicians
 - Liaisons in other divisions in DHS or other state agencies.

Staff:	Activities
DPH registered nurse	<input type="checkbox"/> Answer phone calls from clinicians including questions about vaccine use. <input type="checkbox"/> may respond to panflu emails <input type="checkbox"/> Respond to questions about ordering vaccine and ancillary supplies
Immunization program staff	<input type="checkbox"/> Respond to questions about ordering vaccine and ancillary supplies
Students, office assistants	<input type="checkbox"/> enter data about the call center activities <input type="checkbox"/> Fax and copy material.

Staffing:

- 2 - 8 hour shifts Monday - Friday
- Started October 6, 2009.

Script for all calls:

You have reached the **Wisconsin H1N1 Clinician Hot-Line**.

- For questions about the status of vaccine and ancillary supply orders press “1.”
- For all other questions press “2.”

Script for calls on hold:

Someone will be with you shortly. If you would like general information hang up and call 211 or go to the web site: pandemic.wi.gov.

Script for calls received when the call center is closed:

The Wisconsin H1N1 Clinician Hot-Line is closed. For vaccine order status information email: DHSH1N1Vaccine@wi.gov. For other information please call your local health department or local hospital for assistance. To hear this message again press: “#”

Revised by Yvonne Eide 10-08-09

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