ONEIDA COUNTY HEALTH DEPARTMENT

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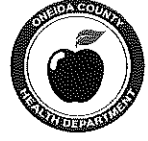
"PROMOTING & PROTECTING THE HEALTH OF ONEIDA COUNTY"

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News Release

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For Immediate Release

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315-798-5229

County Health Department Adds New Phone Line for COVID-19 Information

The Oneida County Health Department has now added a new phone information line specifically dedicated to questions about COVID-19.

The public can now call 315-798-5431 for questions they have about COVID-19. All other clinic-related questions, including Hepatitis A, TB, or immunizations will continue to be answered by calling 315-798-5747. If you have questions about COVID-19, you may also call the New York State Department of Health Hotline for Coronavirus Information at 1-888-364-3065.

"We understand that the community has questions," said Director of Health Phyllis Ellis. "Sometimes it can be difficult to decipher between what is fact, what is opinion and what is rumor. The Oneida County Health Department continues to stay up to date with the most accurate information and guidance from the CDC and NYSDOH."

Both CDC and NYSDOH websites provide a lot of information and guidance. Information can be found at www.cdc.gov and https://www.health.ny.gov/diseases/communicable/coronavirus/

Guidance that remains constant at this time:

- Wash your hands with soap and water for at least 20 seconds – sanitizer containing at least 60% alcohol if soap and water are not available
- Avoid touching your eyes, nose, and mouth
- Avoid close contact with people who are sick
- Stay home if you are sick
- Avoid crowds
- Cover cough or sneeze with tissue then dispose of tissue in trash
- Clean and disinfect objects and surfaces
- Practice social distancing when you are out (6 feet)

If you are experiencing any symptoms of COVID-19, fever, cough, shortness of breath, call your healthcare provider and wait for direction. If you are experiencing severe symptoms and believe you may have been exposed to COVID-19, call 911 and inform dispatch.

ADMINISTRATION	SPECIAL CHILDREN SERVICES	ENVIRONMENTAL HEALTH	CLINICAL SERVICES
ADIRONDACK BANK BLDG., 5TH FL.,	ADIRONDACK BANK BLDG. 5TH FL.,	ADIRONDACK BANK BLDG., 4TH FL.,	406 ELIZABETH ST. UTICA, NY 13501
185 GENESEE ST. UTICA, NY 13501	185 GENESEE ST. UTICA, NY 13501	185 GENESEE ST. UTICA, NY 13501	TEL: (315) 798-5748 • FAX: (315) 798-1057
TEL: (315) 798-6400 • FAX: (315) 266-6138	TEL: (315)798-5249 •FAX: (315) 731-3491	TEL: (315) 798-5064 • FAX: (315) 798-6486	