

# PUBLIC SERVICE ANNOUNCEMENT

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## Health Unit Launches COVID-19 Dedicated Toll-Free Phone Number 1-844-478-1400

NIPISSING & PARRY SOUND, ON – As of Wednesday morning, the North Bay Parry Sound District Health Unit's COVID-19 call centre has a new toll-free phone number ([1-844-478-1400](tel:1-844-478-1400)). Individuals looking to book a COVID-19 vaccine appointment or discuss general, or school concerns related to COVID-19 are now to call the toll-free number.

The change to a dedicated COVID-19 line was made in an effort to improve the call experience and open phone lines for those trying to reach other departments in the Health Unit. Upgrades include:

- No more dropped calls when in the queue.
- Technology enhancements that will inform anticipated wait time, position in queue and provide callback functionality.

The Health Unit is also working to increase the number of staff working the call centre. For COVID-19 vaccination booking, individuals who are able to book online are still encouraged to do so to help keep lines available for those who have questions or are unable to book online.

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