



STATE OF OHIO

Emergency Operations Center

NEWS RELEASE

www.ema.ohio.gov

John R. Kasich, Governor

Emergency Management Agency
2855 W. Dublin Granville Rd.
Columbus, Ohio 43235

FOR IMMEDIATE RELEASE

October 15, 2014

Contact: State Joint Information Center (614) 799-6480

ODH Activates Ebola Call Center

Providing 24-hour answers to questions Ohioans have about Ebola

COLUMBUS – The Ohio Department of Health is activating a 24-hour-a-day call center to answer Ohioans’ questions about Ebola and the recent events in Ohio in an effort to ensure Ohioans get accurate, timely information.

The number for Ohioans to call is 1-866-800-1404.

The call center, housed at the Ohio Department of Health, began operations at 6 p.m. today and will be staffed by public health nurses and other public health professionals, with infectious disease specialists available as needed.

“ODH’s call center will provide timely, accurate, credible information about Ebola and the state’s response,” said Dr. Mary DiOrio, state epidemiologist and interim chief of the ODH Bureau of Prevention and Health Promotion. “While initially 24-hours-a-day, the call center hours may be changed as call volume indicates.”

Any change in the call center hours will be sent to the media.

Ohio public health officials were alerted by the CDC Wednesday morning that a Dallas nurse who tested positive for Ebola was in Ohio Oct. 10–13.

NOTE FOR MEDIA: Media inquiries should be directed to the State of Ohio Ebola Joint Information Center (JIC) at 614-799-6480. The JIC will be open until 8 p.m. this evening, with regular JIC hours 8 a.m. to 8 p.m., as needed.

Chronology

Oct. 15: CDC responds to Gov. John R. Kasich’s request by agreeing to send staff to Ohio to help support Ohio’s state and local Ebola response efforts.

ODH activates Call Center to answer Ohioans’ questions about Ebola; Joint Information Center activated at the Ohio Emergency Management Agency for media inquiries.

ODH notified by CDC that Dallas nurse who tested positive for Ebola was in Summit County Oct. 10-13.

ODH deploys state epidemiologist Dr. Mary DiOrio and other staff to Summit County to assist with its efforts; participates in Summit County Public Health's news conference.

Gov. Kasich talks with US Secretary of Health and Human Services Sylvia Burwell, as well as CDC Director Dr. Tom Frieden. Kasich requests CDC staff to be deployed to Ohio to assist with patient contact work.

Oct. 14: Ohio conducts a tabletop exercise and preparedness seminar with health care partners representing hospitals, physicians, nurses, EMS responders and local health departments

July-Pres.: ODH shares Ebola preparedness guidance with health care providers and local health departments.

###