



Durham Region Health Department FAX about...

For Health Care Professionals



COVID-19 Update #9

Durham Region Health Department is experiencing increased call volumes related to COVID-19. In an effort to ensure a timely response, our hours of operation have been extended.

Health care providers can contact Durham Region Health Department at 905-668-7711 ext 2996, seven days a week from 8:00 am – 8:00 pm. After hours please call 905-576-9991. **These numbers are for health care providers only. Please do not provide these numbers to your patients.**

Questions from the general public can be directed to Durham Health Connection Line at 905 668-2020 or 1-800-841-2729 Monday to Friday 8:30 am – 8:00 pm and on weekends 10:00 am – 6:00 pm.

Travellers who have returned from Hubei Province (China) or Iran need to:

- Contact Durham Region Health Department or their local health department within 24 hours of arriving in Canada.
- Isolate at home and monitor themselves for signs and symptoms of COVID-19 for 14 days after leaving the area of travel.
- Contact their health care provider and Durham Region Health Department if they experience symptoms of COVID-19.

Travellers who have returned from travel outside of Canada should:

- Monitor themselves for signs and symptoms of COVID-19 for 14 days after leaving the area of travel.
- Contact their health care provider and Durham Region Health Department if they experience symptoms of COVID-19 or think they may have been in contact with someone who has COVID-19.

As the list of impacted countries is rapidly evolving, health professionals are encouraged to consult Tables 1 and 2 in the daily [WHO Situation Report](#) to help inform their decision making around whether or not to test a patient for COVID-19. When assessing the need for testing, the areas of greater concern are countries that are experiencing spread within the community.

The Government of Canada has issued several travel advisories related to COVID-19. If clients have questions about their own personal travel plans, including travel plans for March Break, visit the [Government of Canada website](#). Durham Region Health Department will continue to monitor the situation and provide information as it becomes available. Information will also be posted on durham.ca/HCP.

March 11, 2020

905-668-2020 or 1-800-841-2729 | durham.ca/health

If you require this information in an accessible format, contact 1-800-841-2729.

