FOR IMMEDIATE RELEASE

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New COVID-19 Services in Wyandotte County Through 3-1-1 Call Line Announced
Assistance with clinical questions, social services, and business needs now available

Today, the Unified Government 3-1-1 Call Center and the Unified Government Public Health Department (UGPHD) announced expanded COVID-19 services that Wyandotte County residents and businesses can access by calling 3-1-1, or (913) 573-5311, Monday–Sunday, 8 A.M. – 5 P.M.

“We know our community members have a lot of questions about the impact of COVID-19 on their families, their health, and their work,” said Juliann Van Liew, Director of the UGPHD. “The new features of 3-1-1 help people get answers to those questions and connects them to much-needed services during a time that has created significant personal and financial stress for our residents.”

The 3-1-1 Call Center has three new components: a clinical call line for medical needs, assistance with social needs, and a line for business questions.

Medical Needs
The UG has partnered with The University of Kansas Health System to create a clinical call line for residents who have COVID-19 medical questions and needs. The call line is staffed by nurses and other staff from The University of Kansas Health System. Residents can call this line to speak to a trained professional if they:

- Are worried they may have COVID-19 and want to talk to someone about their symptoms
- Want to learn more about testing
- Have other medical questions about COVID-19 and want to speak to a health professional

The UGPHD is also coordinating with the Sharon Lee Family Health Care, which has a COVID-19 hotline, available at (913) 396-7070, weekdays from 9 A.M. – 7 P.M., and weekends from noon – 4 P.M. Both the Sharon Lee hotline and 3-1-1 will be available to serve Wyandotte County residents. Sharon Lee Family Health Care is in discussions with the UGPHD about providing volunteers and other assistance for the 3-1-1 line.

Social Needs
COVID-19 and the economy have put a strain on Wyandotte County families. The social needs line through 3-1-1 helps residents who are seeking a variety of services, including:

- Food assistance
- Access to health care and health insurance
A trained community health worker will respond to these calls and walk residents through the process of accessing the services they need. The UGPHD and The University of Kansas Health System have partnered to staff the social needs call line.

**Business Needs**

Area businesses can get their COVID-19 questions answered through 3-1-1. Staff can assist businesses seeking to better understand how the reopening process affects their business and what safety measures they need to take to protect their employees and clients. The business call line is staffed by the UG Economic Development Department.

If you are calling from Wyandotte County, simply dial 3-1-1 to access the call line. If you are calling from outside the county, dial (913) 573-5311. Learn more about the 3-1-1 Call Center at wycokck.org/311, and learn more about COVID-19 in Wyandotte County at wycokck.org/COVID-19.

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