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RELEASE**

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## City Offers New Hotline to Field COVID-19 Questions

**EL PASO, Texas** – The City of El Paso Department of Public Health (DPH) is now offering information about COVID-19 via (915) 212-6843 or (915) 21-COVID.

The hotline will be operational effective immediately from 7:00 a.m. to 8:00 p.m. Monday through Friday and 10:00 a.m. to 6:00 p.m. Saturday and Sunday.

This new system will allow the 2-1-1 Texas call center to focus on referrals to services for those impacted by business closures and unemployment.

“This new hotline will be focused on answering questions about the disease itself and critical information regarding the COVID-19 impact to the members of our community,” said Ruth Castillo, DPH Preparedness Manager.

Local call takers will be up-to-date with information tailored to the El Paso Region. Callers will have the option to speak to someone in either English or Spanish and a language line is also available to translate more than 240 languages via this new number.

For more information, visit [www.EPStrong.org](http://www.EPStrong.org).

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