



# Department of Health

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**DATE:** March 26, 2024

**TO:** Healthcare Providers, Hospitals, Nursing Homes, Diagnostic and Treatment Centers, Clinical Laboratories, Physician Office Laboratories, Medical Examiners, and Local Health Departments (LHDs)

**FROM:** New York State Department of Health, Division of Epidemiology

**Informational Message:  
COVID-19 and Vaccine Hotlines Ending after March 29, 2024**

Please distribute to inpatient and outpatient clinical staff in Epidemiology, Infection Prevention and Control, Critical Care, Family Medicine, Emergency Medicine, Infectious Disease, Nursing, Internal Medicine, Pediatrics, Intensive Care, Pulmonary Medicine, Pharmacy, Pathology, and Laboratory Services

### **Purpose**

The purpose of this notification is to communicate that operation of the Department's COVID-19 and Vaccine Hotlines will end at 5:00 pm on Friday, March 29, 2024.

### **Summary**

The New York State Department of Health's COVID-19 hotline [1-888-364-3065] and Vaccine hotline [1-833-NYS-4-VAX (1-833-697-4829)] will no longer be in service effective 5:00 pm on Friday, March 29, 2024.

During the past year, the number of calls to the hotlines has decreased. Additionally, on March 1, 2024, the Centers for Disease Control and Prevention (CDC) released [updated guidance for respiratory viruses](#), including COVID-19.

Patients/clients should not be directed to call the hotlines for general information about COVID-19 and/or information about COVID-19 vaccines after 03/29/2024. Individuals who call either hotline after that date will hear a recorded message explaining that the phone number is no longer operational and will be directed to this CDC webpage for additional information: <https://www.cdc.gov/respiratory-viruses/>.

Thank you for distributing this updated information about the COVID-19 and Vaccine hotlines.