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MEDIA ADVISORY

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Calls to 211 referral service must come from local area codes

The county Department of Public Health has received an influx of calls from residents with questions about the H1N1 flu. Residents are encouraged to call 2-1-1, a non-profit information and referral service for basic questions about the H1N1 flu and vaccination clinics. However, calls must be made from either a land line or cell phone with a 951 area code. Calls from a 760 area code must be located in Riverside County in order to get routed to the local 2-1-1 service.

If residents have cell phones with area codes outside of Riverside County, they can call the local 2-1-1 through the following toll-free number: 1-800-464-1123.

Volunteers with 2-1-1 are trained to answer frequently-asked questions about the H1N1 flu and have updated information on vaccine availability. The 2-1-1 call center is not able to provide medical advice. People with specific medical concerns should contact their medical providers or call the county's Department of Public Health at (888) 246-1215.