

Health Care Provider or Congregate Care Facilities Contacting Public Health for Notification of COVID-19 Positive Case or for Public Health Clinical Consultation

INTAKE FORM

The preferred method of communication for reporting positives in a congregate facility is by completing the [Residential Care Facilities Intake Form](#). A confirmation email with additional information will be sent to the facility point of contact.

EMAIL

If you have any questions or issues with reporting positives through the intake form in a congregate facility please email CoCoHelp@cchealth.org. Email is reviewed 7 days a week, 8:00am-4:30pm. If reported by email please complete a Confidential Morbidity Report (CMR), Subject: COVID-19 Case at "Name of congregate facility".

PHONE VERIFY

Please call (925) 313-6740, 7 days a week to reach the Communicable Disease Programs. For calls relating to COVID-19, this number is staffed 8AM-4:30PM. The phone tree structure is as follows:

- **Press 1** (English) or **Press 2** (Spanish)
 - **Press 1** –For calls related to **CORONAVIRUS**
 - **Press 2** –For any other communicable disease issue **NOT RELATED TO CORONAVIRUS** (*i.e.*- For any other questions or information regarding tuberculosis, acute communicable disease such as a non-covid (flu or norovirus) outbreak, animal bite, bat exposure, immunization, potential police officer exposure, etc.)
- For calls related to **CORONAVIRUS**
 - **Press 4** -If you are a Health Care Provider.
 - If you are not a public health department and reporting a positive COVID-19 result, email CoCoHelp@cchealth.org, as noted above, or **Press 5**. You may also FAX the CMR Form which can be found at <https://cchealth.org/cd/disease-reporting.php> to (925) 313-6465.
 - **Press 6** - If you are with another public health department calling regarding a case or a contact.

