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## IMPORTANT MESSAGE

### Demobilization of Florida Flu Information Line

The Bureau of Immunization would like to bring to your attention the following information distributed by the Office of Communications. I apologize for any duplication in information, however, we want to ensure all immunization stakeholders receive this important information.

Dear Healthcare Provider:

It has been a pleasure working with you throughout the 2009-10 H1N1 event, and greatly appreciate the collaborative partnership that was formed. Together, our sustained commitment made it possible for Floridians to receive medical consultation about the H1N1 virus, and timely feedback that was not only accurate but accessible. Now, as the H1N1 flu season comes to an end, we are gearing up for the demobilization of the Florida Flu Information Line on July 31. This process will involve the deactivation of all three call centers – the Public Call Center, the Healthcare Call Center and Adverse Reactions Call Center.

Beginning July 31 through August 31, callers who dial the 1-877-352-3581 Flu Information Line will hear a voice recording announcing the deactivation and instructing them to contact their local county health department for additional guidance and medical consultation. This systematic approach ensures continuity of service and the effective integration of H1N1 responses into health department functions.

Below is the voicemail that callers will hear:

Thank you for calling the Florida Flu Information Line.

If this is an emergency, hang up and dial 911.

The live operator and automated features of the Flu Information Line have been discontinued.

**\* VFC BLAST FAX 07/28/2010 \* VFC BLAST FAX 07/28/2010 \***

VFC Program Providers

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If you have general questions about H1N1, or if you are a healthcare provider seeking medical consultation, contact your local health department for additional information. If you have received an H1N1 vaccination and think you may be having a medical problem, please contact your healthcare provider immediately.

Phone numbers and addresses for Florida's 67 county health departments are available at [www.myflusafety.com](http://www.myflusafety.com), along with general flu information.

Thank you again for calling.

Goodbye.

Thank you,

Florida Vaccines for Children Program

**\* VFC BLAST FAX 07/28/2010 \* VFC BLAST FAX 07/28/2010 \***