



PRESS RELEASE

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USING THE 911 SYSTEM APPROPRIATELY

As COVID-19 cases continue to rise in San Bernardino County, our local hospitals are anticipating an increase in emergency room visits from the public; as such, this may also cause a strain on the 9-1-1 system. Calling 911 and being transported by an ambulance does not guarantee a member of the public a COVID19 test or a frontline spot in the emergency room. All patients transported to local area hospitals are triaged based on the severity of the injury and signs and symptoms.

Showing Symptoms?

To alleviate excess 9-1-1 calls, if you are exhibiting flu-like symptoms, we recommend the following prior to calling 9-1-1.

DO I NEED TO GET TESTED FOR COVID-19?



Are you experiencing:
Fever, Coughing
or
Shortness of Breath?



Call your physician

Doctor advises you to come in

Specimen is collected via swab and sent to lab to be tested

Doctor should have test results within 24 hours

Doctor identifies mild symptoms and advises home isolation

Isolate / Stay at home

You didn't get an immediate response, and you're experiencing severe symptoms?

Go to your local urgent care/ ER or call 9-1-1

MORE INFORMATION - Follow the California Department of Public Health: @capublichealth and www.cdph.ca.gov/covid19



Are you exhibiting COVID-19 or flu-like symptoms? Below are some important resources for medical advice, guidance and important information. As always, if you are experiencing any life-threatening emergency, please don't hesitate to call 9-1-1 to start emergency responders to your location.

San Bernardino County Resources:

San Bernardino County Public Information Line 909-387-3911, 9:00 a.m. - 5:00 p.m., Monday to Friday. Please note that this line is for general public information only.

San Bernardino County **2-1-1** is your one-stop connection to thousands of community services, staff to assist callers 24 hours a day. If you are outside the area or dialing 2-1-1 doesn't work at your place of business, you can always use 888-435-7565.

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