

NYS Coronavirus Hotline Guide

Phone Number: 1.888.364.3065

Options:

1) Coronavirus Testing Intake Line

- **Call if you wish to be tested AND meet a combination of the following criteria.**
 - **You have at least two of the common symptoms associated with COVID-19 (Fever, Cough and/or Respiratory Distress).**
 - **You have had immediate contact with a confirmed COVID-19 positive individual or someone currently under a Department of Health or doctor ordered quarantine (not just someone who seems sick or is under a self-imposed quarantine, but an individual who was confirmed positive or under a medically ordered quarantine).**
 - **You have symptoms and are a member of a vulnerable population (compromised immune system and/or over 60 years old).**
 - **You have recently travelled (within the last two weeks) out of the country.**

2) For New Rochelle residents ONLY.

3) If you wish to obtain NYS information about Coronavirus and COVID-19. For more localized Suffolk County information please utilize 311.

If you are calling to try and schedule testing by selecting option one (1) please note the following:

- 1) You will likely need at least a half hour to wait on hold.**
- 2) You will need to provide information about yourself, your health history, and symptoms to the operator.**
- 3) You will not receive an appointment on the call. Your information will be provided to an office that handles scheduling and they will follow-up with you in a day or two.**
- 4) You will have an in-home testing option where someone will come to you and take the necessary samples or an out-of-home option.**