

## How It Works



## A caller dials a toll-free number

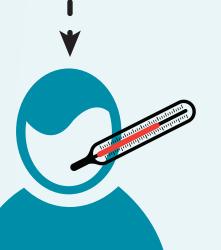


**Interactive voice** response (IVR) system asks caller to identify their state

**Callers from** nonparticipating states are referred to state resources

## A 2-1-1 Information Specialist answers:

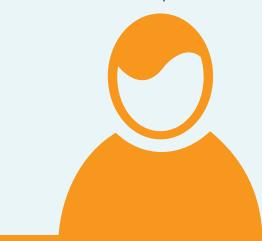
"Are you sick or caring for someone who is sick?"



Caller is sick (or caring for someone who is) and is asking for advice.

2-1-1 Information Specialist transfers the caller to a medical professional.

Medical professional triages caller, recommends where and when to seek face-to-face care, and provides access to antivirals, if appropriate.



Caller is NOT sick.

2-1-1 Information Specialist serves as an active listener, providing information and referring the caller to relevant information sources.

## Goals of Flu on Call®



Improve access to antiviral medications





Reduce the need for face-to-face encounters on medical facilities with providers



Reduce the surge



**U.S. Department of Health and Human Services** Centers for Disease **Control and Prevention**