

Director of Health visits DH's Emergency Hotline Centre (with photos)

The Director of Health, Dr Ronald Lam, today (April 23) visited the Department of Health (DH)'s Emergency Hotline Centre.

To better cope with the epidemic situation and facilitate the public to get hold of the latest conditions, to respond to and follow up related enquiries, as well as to assist in epidemiological investigations and tracing when necessary, the DH has enhanced the emergency hotline system and its capacity to handle more calls. The new hotline centre, located at a commercial building in Kowloon Bay, has expanded capacity compared to that of the original site at the Centre for Health Protection (CHP). A new hotline number (1830 111) will start operation today. Together with the two existing numbers (2125 1111/2125 1122), the public can call daily from 9am to 8pm, to make enquiries on COVID-19.

Dr Lam toured the hotline centre to understand its operation and was briefed by colleagues on their daily work concerning the handling of public enquiries. He thanked the staff members for their hard work in combating the COVID-19 pandemic and gave encouragement as well as recognition to their efforts.

Dr Lam said, "I express my heartfelt gratitude to all the staff members of the centre for their tireless efforts in providing quality hotline service to the public during the pandemic for over two years. At all stages of the pandemic, we will hold fast to our posts, strengthen the capacity of the Emergency Hotline Centre, and do our best in the anti-epidemic works."

The CHP hotline on COVID-19 commenced operation on January 22, 2020. As of 9am on April 22, 2022, the hotline has received a total of 1 774 495 calls. Apart from calling the hotlines for enquiries, the public could also visit the dedicated website (www.coronavirus.gov.hk) to obtain the latest information on COVID-19.

