

**Texas Information and Referral Network  
and  
Texas Department of State Health Services  
H1N1 Project  
September 18, 2009**

**Purpose/Background**

The purpose of this project is to establish the 2-1-1 dialing code as the access point for H1N1 information. The Health and Human Services Commission/2-1-1 Texas Information and Referral Network (TIRN) in conjunction with Texas Department of State Health Services (DSHS) has established a joint call center protocol that will allow for the dissemination of general and clinic information deemed necessary to respond to an H1N1 public health emergency. Utilization of an existing call center infrastructure such as the Texas Information and Referral (TIRN) aligns with interim guidance provided by the Centers for Disease Control regarding Managing Calls and Call Center during a large-scale influenza outbreak.

**Project Timeline**

September 25, 2009 to July 31, 2010.

**Roles & Responsibilities**

**HHSC/TIRN - 2-1-1 Texas Area Information Centers**

2-1-1 is the access point for all calls related to H1N1 (general and medical inquiries). Information and Referral (I&R) Call Specialists will be responsible for responding to inquiries from the general public regarding to the following:

- Location of vaccine clinics
- Providing general information about the symptoms of H1N1
- As necessary assist with dispelling myths
- As necessary, provide school closure information

Additionally, 2-1-1 Texas I&R Call Specialists will be responsible for the transfer of calls to DSHS medical staff for callers requesting or determined to need clinical education about H1N1.

Prior to providing callers with general information about the symptoms of H1N1 2-1-1 Texas I&R Call Specialists will be required to inform the caller the information provided is not intended to be medical advice or a diagnosis.

**DSHS Medical Staff**

Medical staff provided by DSHS will be responsible for responding to requests for clinical H1N1 information from the general public and professional staff (school officials, healthcare workers etc) regarding the following:

- General medical guidance about H1N1 including laboratory information

- Vaccine Information for professionals and provider institutions/organizations (registration, ordering, receiving, administration, reporting)
- As necessary assistance with dispelling myths

Additionally, DSHS medical staff will be responsible for the transfer of calls to 2-1-1 Texas for callers requesting or determined to need community based information. Should the call volume necessitate the need, medical staff will be able to assist with the provision of community-based resource information found in the 2-1-1 Texas Knowledgebase (KB).

#### Data Collection

All calls handled by 2-1-1 Texas Call Specialists and DSHS medical staff must be entered into their respective H1N1 documentation systems. Both data collection tools have been modified to ensure needs data is identical. Additionally, both systems have been modified to capture/record transferred calls. The 2-1-1 Texas KB has been modified to capture transfers to the DSHS medical staff; the DSHS H1N1 system has been modified to capture transfers to 2-1-1 Texas.

#### Reporting

Reports will be generated for each system on a routine basis as requested by DSHS and or HHSC.

#### Calls

2-1-1 TIRN will begin servicing H1N1 calls on September 25, 2009. Calls will be handled by the statewide pool of 2-1-1 Texas Call Specialists. The H1N1 call platform will be set-up in the following manner:

- All callers will hear a message directing them to Option 6 for H1N1 information. After selecting Option 6, the caller will receive a recorded message directing to choose Option 1 to speak with a general information Call Specialist or Option 2 to speak with medical personnel
- Option 1 will be answered by a 2-1-1 Texas I&R Call Specialist and Option 2 will be answered by DSHS medical staff.

**Note:** Should a caller enter into the 2-1-1 system in any other manner seeking H1N1 information (vaccine location, etc) or other community based information related to H1N1, the 2-1-1 Texas Call Specialist will enter the call into the 2-1-1 H1N1 data collection system.

#### Transfers

When callers state the need, or it is determine the caller needs (clinical education), the call must be transferred to the designated extensions to speak with a DSHS medical staff. If a caller selects the option for clinical education or assessment and later requests information regarding H1N1 community-based resources the caller will be transferred to the extension designated for a statewide pool of 2-1-1 Texas Call Specialists for further assistance.

#### Knowledgebase

Each AIC will work with local public health office(s) in their designated region to collect indigent healthcare resources and available H1N1 vaccination clinic location information for entry into the 2-1-1 Texas KB.