



Chisago County Health and Human Services Public Health Division



FOR IMMEDIATE RELEASE

(08/17/20)

Answer if your Health Department Calls

****MEDIA ADVISORY****

Have you or someone close to you tested positive for COVID-19? You should have gotten a phone call from a “case investigator” or “contact tracer” from the Minnesota Department of Health or a local public health worker. The purpose of the phone call is to give guidance on monitoring symptoms, quarantining to prevent spread, and more.

Case investigation and contact tracing is a core disease control measure employed by local and state health department personnel for decades, and is a key strategy for preventing further spread of COVID-19. Trained workers who call can answer your questions, and tell you about services and how to protect your family, friends, and community.

We recognize many people do not like to answer the phone if they don’t recognize the number, but during this time this call could be someone offering you important information regarding your health. We ask Minnesotans to please answer these calls and return voicemails from the Minnesota Department of Health or local health department. If they call from the state health department, they will have a 612 area code. If they leave a message, they will give a 651 phone number to call back.

The Minnesota Department of Health or local health department will not:

- Offer medication for treatment or prevention of COVID-19.
- Ask for Medicaid or other insurance information for billing purposes.
- Request personal financial information such as a social security number or driver’s license number.

Legitimate questions that will be asked include current health status, symptoms you may be experiencing, individuals you have been in contact with, places you have been in recent days and other health-related questions.

For the latest information about COVID-19 in Chisago County, visit [@ChisagoCountyPublicHealth](#) on Facebook or the [Chisago County COVID-19 Information Page](#).