



**Contact: Eric McCoy, Public Information Officer**

[emccoy@surfcity-hb.org](mailto:emccoy@surfcity-hb.org)

(714) 536-5411

**For Immediate Release**

April 16, 2020

**Release Type**

Coronavirus Update #14

## **City Launches New Telehealth Service to Provide Residents with Medical Advice for Flu-Like Symptoms During COVID-19 Pandemic Beginning Friday April 17, 2020**

---

Surf City is now launching a Telehealth service for residents and those who work in essential businesses in the City of Huntington Beach, as one of many City initiatives to provide our community with critical resources to weather the coronavirus (COVID-19) pandemic. The Telehealth phone line will connect residents with licensed health care providers to review any symptoms that may be indicative of COVID-19 or similar respiratory illnesses and provide medical advice for the next steps for treatment. The Telehealth line will only provide advice and will not provide any type of diagnosis.

The new Telehealth service can be accessed by calling the City Service Call Center at (714) 536-5511. The service will be available from Monday to Friday from 9:00AM to 5:00PM.

This Telehealth service is provided at no cost to all Huntington Beach residents and those who work in Surf City. The program offers the community an additional resource during these challenging times. The service will be provided in partnership with Valiant Research and Training, Inc. and staffed by Registered Nurses, Nurse Practitioners and/or Physicians Assistants who can answer various questions and concerns specific to flu and COVID-19 like symptoms, such as shortness of breath, cough, and fever.

Our new Telehealth service is designed to reduce COVID-19 related fear and anxiety in the community, by providing advice from licensed medical professionals through a simple phone call. This service could help eliminate an extra trip to the doctor's office, and it also helps to support current Stay-At-Home Orders while limiting the community's exposure to COVID-19.

The Telehealth program also helps the City provide efficient services, by reducing the number of non-emergency calls to 911 dispatch centers and to provide helpful and appropriate medical advice for conditions that do not require a hospital visit. It should be noted that the medical staff will not provide a diagnosis to callers but instead will provide advice as it may relate to COVID-19.

This service does not replace the 911 system. If you have a life threatening emergency, call 911.

For more information regarding additional City services and updated information in regard to COVID-19, please visit [www.HBready.com](http://www.HBready.com)

###