



Quick Facts about the Milwaukee Flu on Call™ Demonstration Project

- **Flu on Call™** is an effort led by the Centers for Disease Control and Prevention (CDC) and its partners to establish a national network of telephone triage lines, staffed by information specialists and health professionals, designed to be used during a severe influenza pandemic.
- To ensure that this system is ready to use during a future emergency, **Flu on Call™** is being tested in January-February, 2016, as part of seasonal flu response in Milwaukee County, Wisconsin, in collaboration with the City of Milwaukee Health Department, the CDC and other partners, to assess its functionality for use during a severe pandemic.
- **Flu on Call™** information specialists and health professionals will follow a CDC-approved protocol to provide information and guidance to callers with flu-related questions or concerns.
- The goals of **Flu on Call™** include:
 - Providing accurate information about influenza (flu); and
 - Ensuring that people who may be ill with flu-like symptoms (especially those who are at higher risk for complications from influenza) are seen at the most appropriate site of care.
- People who contact **Flu on Call™** and who are not ill, but need information about seasonal flu, will be guided to appropriate information and resources by information specialists.
- People who contact **Flu on Call™** because they're sick (or caring for someone who is), will be able to talk to a healthcare professional.
- Callers who are sick with flu-like symptoms, and especially those who are at higher risk of flu complications, will be advised by the health care professionals to contact their primary care clinicians.
- Callers who do not have regular primary care clinicians will be given information on clinics in the community. **Flu on Call™** is not a replacement for medical clinics or practices and the relationships that patients have with their clinicians.

When will Flu on Call™ be used during a pandemic?

- **Flu on Call™** is designed to be activated only when large numbers of sick people are seeking care, and delays in care are likely. This activation of **Flu on Call™** in our community during January-February 2016, is only a test. **Flu on Call™** will not be used routinely for seasonal flu response.

Why is CDC conducting this Flu on Call™ Demonstration project now?

- CDC and public-health partners have conducted small-scale exercises with **Flu on Call™** over the past several years. The system is now ready to be tested in real time.

How do we know Flu on Call™ can work?

- **Flu on Call™** is modeled on successful statewide projects that were implemented during the 2009 H1N1 pandemic. For example, during the 2009-2010 H1N1 pandemic influenza response, Minnesota established the statewide **Minnesota FluLine**.
- The **Minnesota FluLine** fielded more than 27,000 calls between Oct. 29, 2009, and March 31, 2010 and reported high levels of caller satisfaction and no untoward events. [1]
- From 2013-2015, CDC, in collaboration with its partners, has conducted five exercises of the **Flu on Call™** system, making more than 2,000 simulated calls to test system functionality. These exercises were conducted successfully and indicated the feasibility of **Flu on Call™**.

1. Spaulding, A.B., et al., *Satisfaction and public health cost of a statewide influenza nurse triage line in response to pandemic H1N1 influenza*. PLoS One, 2013. **8**(1): p. e50492.