



Dear Milwaukee clinicians,

December 21, 2015

In collaboration with the Centers for Disease Control and Prevention (CDC), the City of Milwaukee Health Department will be testing a phone triage system called **Flu on Call™**, in January and February 2016. **Flu on Call™** is a national network of triage lines designed to be used during a severe influenza pandemic. Because no one can predict when the next pandemic will happen, the **Flu on Call™** system is being tested as part of seasonal flu response in Milwaukee County, Wisconsin, and in rural Nebraska. Callers from outside these service areas will be urged to contact their usual primary care clinics and/or will be directed to state and local health department resources.

**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™** are to provide accurate information about influenza, and to encourage people who may be ill with flu-like symptoms (especially those who are at higher risk for complications from influenza) to be seen at the most appropriate site of care.

We on the Clinicians' Advisory Group to the Milwaukee Steering Committee have reviewed the goals, communication tools, and logistical outlines of **Flu on Call™** and met last week with staff from the CDC, the City of Milwaukee Health Department, and other partner organizations to give input. Our consensus is that this test of **Flu on Call™** could benefit both patients and health systems as part of seasonal flu response in January-February 2016 and could help us prepare for a future outbreak of pandemic influenza.

The City of Milwaukee Health Department will announce the toll-free **Flu on Call™** telephone number to the public on January 12, 2016, and **Flu on Call™** will be available to support you and your patients beginning on that date. Patient materials are in development now, and will be available closer to the launch date. We invite you to share information about **Flu on Call™** with your patients in January-February 2016, when the service is open and operational. Please see the accompanying fact sheet for details about how **Flu on Call™** works. We will send more information including an infographic as we get closer to the launch on January 12.

If you have additional questions about **Flu on Call™**, information will soon be available at [www.milwaukee.gov/fluoncall](http://www.milwaukee.gov/fluoncall) or contact Marisa Stanley MPH, Infectious Disease Epidemiologist, City of Milwaukee Health Department, at 414-286-3521.

Sincerely,

A handwritten signature in grey ink that reads 'Paul Hunter MD'.

Paul Hunter MD, Associate Medical Director, City of Milwaukee Health Department  
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