



Hays County, Texas

<https://hayscountytexas.com/>

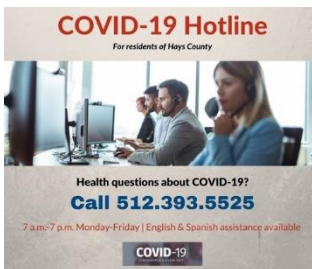
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Information for the News Media

March 23, 2020



COVID-19 Hotline Available for Hays County Residents

Hays County Courthouse, San Marcos, TX (March 23, 2020) -- To address a rising tide of questions and concerns about the Coronavirus Disease 2019 (COVID-19), the Hays County Local Health Department, in conjunction with the City of San Marcos, has established a call center to respond to questions from Hays County residents.

Residents may call the hotline at **512.393.5525** with non-emergency COVID-19 questions from **7 a.m. to 7 p.m., Monday through Friday**. Spanish speakers will be available. You can also check online for symptoms, prevention, and treatment at <https://www.cdc.gov/coronavirus/2019-nCoV/index.html> in English and Spanish.

Callers will be placed into an automated system when calling in to the hotline. If you are a Hays County resident, select one (1). You will then be placed in the queue for the next available operator to assist in answering any questions. Call Center personnel will answer frequently asked questions about symptoms, possible testing, and self-isolation.

If you are experiencing symptoms or concerned that you have been exposed to the virus, please call your health care professional to determine next steps. If you are experiencing an emergency, call 9-1-1.

Additional information about symptoms and prevention is at the [Texas Department of State Health Services](#) and the [Centers for Disease Control](#) which offers information in Spanish and Chinese as well as English. As in any emergency situation, www.HaysInformed.com, the countywide emergency notification blog, has a rolling list of important information regarding COVID-19.

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