Public Information Emergency Response Call Tracking

Time of call: _____ a.m. p.m.

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Nature of call:

Specific information contained in stock materials:

- ❏ Disease or illness-related
- ❏ Treatment-related
- ❏ Prevention-related
- ❏ Clarify recommendations
- ❏ Current status of the incident
- ❏ Hot topic 1_____
- ❏ Hot topic 2_____

Request for referral:

- ❏ For more health information
- ❏ For medical attention
- ❏ Other _____

Feedback to agency:

- ❏ Complaint about specific contact with agency
- ❏ Complaint about recommended actions
- ❏ Concern about ability to carry out recommended action

- ❏ Report possible cases or markers (e.g., dead birds for West Nile or increased absences from place of employment)
- ❏ Rumor or misinformation verification (briefly describe)

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Outcome of call:

- ❏ Calmed caller based on scripted information

Referred caller to:

- ❏ Health expert outside the department
- ❏ Personal doctor or health care professional
- ❏ Emergency room
- ❏ Red Cross or other non-government organization
- ❏ FEMA or state emergency management agency

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Action needed:

- ❏ None
- ❏ Return call to: Caller's name: _____ Telephone number: _____
  Gender: M F

  Return Call urgency:
  - ❏ Critical (respond immediately)
  - ❏ Urgent (respond within 24 hours)
  - ❏ Routine

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Call taken by: _____ **Date:** _____