

**CDC Smallpox Vaccination Hotlines and Communications Networks
For State Health Departments**

Feb 26, 2003

Telephone No.	Title & Description	Hours of Operation	Other
<u>Primary</u>			
404-639-8215	<u>Immunization Services Division:</u> Direct line to CDC on all smallpox vaccination program inquiries including vaccine administration, contraindications, scientific policies and guidelines. Receives inquiries regarding clinic operations, program management, vaccine shipment, and other general program questions. Forwards calls to other CDC offices whenever appropriate. Email questions may be submitted to: smallpox2@cdc.gov.	M – F, 8AM – 5PM, ET	Maintains internal 24/7 on-call system.
<u>Other Numbers</u>			
404-639-0459	<u>National Pharmaceutical Stockpile:</u> Receives requests for smallpox vaccine, VIG, and Cidofovir from appropriate CDC offices. Responsible for shipment of vaccine, consultation on vaccine handling, and security. Maintains data systems to monitor vaccine shipment, wastage, returns.	M – F, 8AM – 5PM, ET	Maintains internal 24/7 on-call system.
800-532-9929 (Option #4)	<u>PVS Help Desk:</u> Provides assistance with data management, data security, systems implementation, hardware and software, training, and obtaining digital certificates via SDN for the Pre-event Vaccination System (PVS).	M – F, 8AM – 8PM, ET	Maintains internal 24/7, on-call system.
800-822-7967	<u>Vaccine Adverse Events Reporting System:</u> Receives inquiries from States and public and private health care providers reporting adverse reactions from all US licensed vaccines. Routes smallpox vaccination calls whenever appropriate to Clinician Information Line or CDC Clinical Consulting Team.	M – F, 8AM – 6 PM, ET	
770-488-7100	<u>Emergency Operations Center:</u> Handles emergencies and basic inquiries on public health-related questions and concerns. Refers call to the CDC website and local/State Public Health Agencies; screens, routes, tracks and follows calls to CDC subject matter experts.	24/7	Maintains internal, 24/7 on-call system.

**CDC Smallpox Vaccination Hotlines and Communications Networks
For Physicians and Other Healthcare Providers**

Feb 26, 2003

Telephone No.	Title & Description	Hours of Operation	Other
<u>Primary</u>			
877-554-4625	<u>Clinician Information Line (CIL):</u> Receives calls from physicians and other health care providers regarding smallpox, smallpox vaccine and adverse events resulting from smallpox vaccination. Triage clinician calls regarding potential adverse events and routes calls to CDC Clinical Consulting Team for consultation regarding vaccine adverse events and release of VIG/Cidofovir when indicated. Directs clinicians to VAERS to facilitate completion of VAERS reports. ***Calls from clinicians regarding military personnel will be routed to the DoD Vaccine Clinical Call Center 866-210-6469. All calls will be sent to appropriate areas within the military system through this line.	24/7	
<u>Other Numbers</u>			
800-822-7967	<u>Vaccine Adverse Events Reporting System:</u> Receives inquiries from States and public and private health care providers reporting adverse reactions from all US licensed vaccines. Routes smallpox vaccination calls whenever appropriate to Clinician Information Line and/or the CDC Clinical Consulting Team.	M – F, 8AM – 6PM, ET	
Through EOC 770-488-7100 - or - Clinician Info Line 877-554-4625	<u>Rash On-Call System:</u> Receives reports of suspicious rash/fever illnesses and provides clinical and technical assistance. Forwards calls to the Clinician Information Line and/or CDC's Clinical Consulting Team as needed. EOC typically receives calls and transfers calls to Rash On-Call System. <u>CDC Clinical Consulting Team:</u> Provides clinical consultation to the Clinician Information Line and State Adverse Events Coordinators for reports of suspicious reactions to smallpox vaccine. Makes determination of need for VIG/Cidofovir and refers such calls to other CDC Clinicians for arrangements to ship VIG/Cidofovir to treating physicians.	24/7 24/7	Maintains 24/7 internal on-call system. Use CIL first. Maintains 24/7 internal on-call system.

**CDC Smallpox Vaccination Hotlines and Communications Networks
For Public Use**

Feb26, 2003

Telephone No.	Title & Description	Hours of Operation	Other
<i>Primary</i>			
888-246-2675	Public Response Service: Handles calls and emails from the general public, providing general information on smallpox vaccine and possible adverse reactions, as well as other public health issues. Designed to provide CDC-approved information during a biological, chemical or nuclear terrorism emergency. Has the capacity to respond to 1,200 contacts per day, and can modify hours if needed. Routes calls to CDC's Clinician Information Line according to protocol. Routes other emergency calls to CDC's EOC.	M – F, 8AM – 11PM, ET Sat-Sun, 10AM – 8PM ET	888-246-2857 (Spanish) 866-874-2646 (TTY) cdcresponse@ashastd.org
<i>Other Numbers</i>			
800-232-2522	National Immunization Information Hotline: Handles calls from the general public and public and private providers; offers basic information on 18 vaccine-preventable diseases and adverse reactions. Maintains database of non-profit clinics. Refers calls to subject matter experts through a National Immunization Program point-of-contact system, and to the Clinician Information Line, whenever appropriate.	M – F, 8AM – 11PM ET	800-232-0233 (Spanish) 800-243-7889 (TTY)
404-639-3534 800-311-3435	CDC Public Inquiries: Receives calls from all sources on public health issues. Answers inquiries and refers to appropriate CDC offices.	M – F, 8AM – 5PM ET	

**Department of Defense Vaccination Hotlines
For Military Personnel**

Feb 26, 2003

Telephone No.	Title & Description	Hours of Operation	Other
877-GET-VACC (877-438-9222) 703-681-5101	<u>Defense Department Military Vaccine (MILVAX) Agency:</u> Answers general questions about vaccines, vaccine policies, vaccine availability, and program administration. Also answers questions by email: (vaccines@amedd.army.mil). Proponent for DoD Smallpox Vaccination Program website: (www.smallpox.army.mil).	M-F, 8AM to 6PM ET	
866-210-6469	<u>DoD Vaccine Clinical Call Center:</u> For medical advice about personal smallpox vaccination responses or for physicians treating people recently vaccinated against smallpox (or their contacts). Provides triaged assistance to DoD beneficiaries and providers treating them, who are concerned about immunization healthcare and vaccine-associated adverse-event diagnosis, treatment and reporting. Coordinates with DoD Vaccine Healthcare Centers (VHC).	24/7	
202-782-0411	<u>DoD Vaccine Healthcare Centers (VHC):</u> Provides consultation services by email (askvhc@amedd.army.mil). In case of medical emergency, refer patient to local or regional clinical services. Follow-up case management, educational resources and confidential consultation about medical exemptions or adverse-event care available through the DoD VHCs.	M-F, 8AM to 5PM, ET	
888-USA-RIID 888-872-7443	<u>US Army Medical Research Institute of Infectious Diseases.:</u> Provides information about vaccinia immune globulin (VIG) or cidofovir to physicians caring for military personnel or their contacts. Handles inquiries from physicians regarding military personnel (or contacts) who received or are about to receive smallpox vaccine, to discuss potential role for VIG or cidofovir.	24/7	
<u>Payment information</u>	<u>Information for civilian healthcare providers for patients enrolled in a Military Medical Treatment Facility:</u> If a Reservist or Active Duty Military Member presents for a condition that may be an adverse event caused by a military vaccination, the provider may contact the military hospital or clinic where the member is enrolled for assistance with filing a claim for payment.		Local tel. No. varies.
888-647-6676	<u>Information for civilian health care providers for patients enrolled in TRICARE., Prime Remote, Reservists, and National Guard Members.</u> If a patient is enrolled in TRICARE Prime Remote, is Reservist or National Guard member, provider may contact the Military Medical Support Office (MMS) for assistance with filing a claim for payment.	24/7	