



**Joint Information Center - JIC Release No. 6  
March 16, 2020, 12:45 p.m. (ChST)**

**Unverified Messages Circulating; DPHSS Medical Information Phone Lines Available**

The Joint Information Center is aware of unverified messages circulating on social media and chat groups. The community is reminded that this is a rapidly evolving situation. With any change in status, anticipate timely notification. Residents are advised to only share official notices and information to avoid the spread of misinformation.

Rumors circulating about local telecommunication companies shutting down due to a potential COVID-19 are **false**. GTA, IT&E, iConnect, and Docomo each confirmed this rumor is untrue for their respective companies.

**DPHSS Hotline Numbers for Medical-Related Questions**

If you have flu-like symptoms and cannot consult a doctor by phone, you can call these numbers and speak to a registered nurse. Because call volume may vary, please limit calls to medical guidance regarding COVID-19:

- (671) 480-7859
- (671) 480-6760/3
- (671) 480-7853

These numbers are operational daily, from 6 a.m. to 10 p.m. and are specific to medical-related questions, only.

**Call Your Doctor if Experiencing COVID-19 Symptoms**

If you think you have been exposed to COVID-19 and develop a fever and symptoms, such as cough or difficulty breathing, do not attempt to go directly to your healthcare provider unless it is an emergency. Instead, call your healthcare provider in advance for medical advice.

If you do not have a regular healthcare provider, you can call ahead to DPHSS Northern or Southern Public Health Centers to report symptoms and get guidance from the clinicians.

If sick, stay home. Do not go to work, school, or public areas, and avoid using public transportation, ride-sharing, or taxis. Do not entertain visitors in your household or visit others. If sick, separate yourself from other people and animals in your home. If sick, do not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home.

**Guam Census**

All non-essential government services including the 2020 Census of Guam is suspended

for 14 days. Effective immediately, all 2020 Census of Guam field operations are suspended and the Tamuning Census office is closed to the public.

**Stay Up to Date with Reputable Sources**

It is important to note that the situation can change quickly. The community is reminded to only share official notices and visit the following links for the most up-to-date information:

- CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- DPHSS website: <http://dphss.guam.gov/2019-novel-coronavirus-2019-n-cov/>
- GHS/OCD website: <https://ghs.guam.gov/coronavirus-covid-19>

For media inquiries, contact the Joint Information Center at (671) 478-0208/09/10 Monday through Friday, 8 a.m. - 5 p.m.

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