MEDICAL ADVISORY
Decommissioning of COVID-19 Reporting Backline

TO: Family Physicians
Infectious Disease Physicians
Medical Laboratories
Infection Control Professionals
Hamilton Police Services
Hamilton Fire and Emergency Services
LTCH Administrators/Directors of Care

FOR YOUR INFORMATION

Central West Medical Officers of Health
Academy of Medicine
Dr. Richard McLean, VP Medical, Hamilton Health Sciences
Dr. David Higgins, President, St. Joseph’s Healthcare
Dr. Peter Fitzgerald, President McMaster Children’s Hospital
Dr. Hugh Fuller, Chief of Staff, St. Joseph’s Healthcare

FROM: Michelle Baird, Director Epidemiology, Wellness & Communicable Disease Control, Healthy and Safe Communities, Hamilton Public Health Services

DATE: May 30, 2022

In March 2020, Public Health Services instituted a backline for medical professionals, hospitals and local laboratories to report new and concerning COVID-19 cases and to access COVID-19 Public Health Professionals directly. As we adapt to the new Provincial directions for COVID-19 surveillance and are moving to Monday to Friday for regular business operations, the need for this backline has diminished. We will be decommissioning our 905-546-2424x2000 backline as of May 30, 2022.

Hamilton Public Health remains responsive to concerns about COVID-19 and has alternate methods of connecting directly with public health staff. Highest-risk settings are still able to report cases and outbreaks via our Outbreak line and our on-call services.

Health Care Providers are still able to access Public Health Services during business hours (Monday – Friday, 8:30am-4:30pm) with questions and concerns about COVID-19 through our Infectious Disease Line:
• 905-546-2063
Highest risk settings that are looking for information and to report cases in their facilities can contact Hamilton Public health through our Outbreak line during business hours (Monday-Friday, 8:30am-4:30pm):
• 905-974-9848 option 6

After business hours, calls that cannot be addressed on the next business day can be directed to the City’s Contact Centre for the COVID Manager on-call and/or the Public Health Inspector on-call:
• 905-546-CITY (2489)