

[NC 2-1-1](#) is now a resource for people to call for assistance related to the COVID-19 coronavirus. NC 2-1-1 is an information and referral service that families and individuals can call to obtain free and confidential information on health and human services resources within their community. NC 2-1-1 operates 24 hours a day, seven days a week, 365 days a year and resources are available in most languages.

Citizens can **text COVIDNC to 898211** to receive general information and updates about COVID-19. You can also sign up to get regular alerts on the rapidly evolving situation and NC's response.

NC 2-1-1 can refer callers to the organizations in their local community best equipped to address their specific health and human services needs including food, shelter, energy assistance, housing, parenting resources, health care, employment, substance abuse treatment, as well as specific resources for older adults and persons with disabilities, and much more. Simply **dial 2-1-1** or **TTY 888-892-1162** for assistance.

Due to anticipated high call volume, those seeking general information about COVID-19 are strongly encouraged to sign up for texts. People who are trying to locate specific services would benefit by calling.

NC 2-1-1 cannot provide direct medical services, and COVID-19 can only be diagnosed by a health care professional. If you suspect you or someone you care for may have symptoms or have been exposed to the virus, you should contact your health care provider. If you do not have a provider, you can reach out to [your local health department](#) for guidance.

People should only call 9-1-1 if they are experiencing an emergency. 9-1-1 centers across NC have been receiving general questions and other non-emergency calls related to COVID-19. **Please do not call 9-1-1 unless you have an emergency.**