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PRESS RELEASE 11-22-04
FOR IMMEDIATE RELEASE

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HEALTH DEPARTMENT NEEDS HELP ANSWERING FLU CALLS

PALM BEACH COUNTY, FL— The Palm Beach County Health Department has already answered over 10,000 phone calls from people seeking the flu shot as a preventive health measure this flu season. In an effort to keep this personal level of service operating to those in need the Health Department is seeking volunteers willing to donate time weekdays to answer phone calls.

Director of Volunteer Services Jeanette Hartzell said, "Being able to personally talk with people at high risk for complications from the flu and offering them prevention advice is very gratifying. Most of the people I have talked with have responded very positively toward the health department's efforts toward flu prevention."

Hartzell added that interested persons would need to follow some basic guidelines:

- Ability to remain calm and give reassuring messages that have been developed
- Experience handling telephone calls from the community
- Courteous telephone manners

If you are interested in becoming a volunteer, please contact the Volunteer Office at 561-355-3013. The phone service is expected to be active through December and any hours contributed would be a real service to the community.

We ask all callers to please be calm and patient when calling the flu referral and information line (561-712-6501) and Veterans are reminded they are eligible for the flu vaccine through the VA Hospital and should call for an appointment. -30-



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