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Public Health

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# Press Release

## Macon County to Close Vaccine Call Center, Calls to Go to Health Department

On June 18<sup>th</sup>, Macon County will be closing the COVID Call Center. The Macon County COVID Call Center opened January 16<sup>th</sup> to handle the high volume of calls in response to the launch of public vaccination efforts for COVID-19.

With the closing of the call center, members of the public who wish to receive the COVID-19 vaccine or need tested for COVID-19 are encouraged to call the Macon County Health Department directly at 828-349-2081, where they can then schedule an appointment for either testing or vaccination.

Kathy McGaha, Macon County Health Director, said of the closing, "We are so thankful for the community members who stepped up to help our community and make the vaccine call center possible. This is not the end of our push to have Macon County residents vaccinated against this deadly virus, but we are beginning to incorporate our COVID-19 response with the important work we do every day."

With generous support from Drake Enterprises, Macon County was able to launch a dedicated call center that could handle the demand for lifesaving vaccines. The call center was also able to hire temporary positions to staff the call center with funds made available by the Macon County Board of Commissioners, in addition to realignment of existing Macon County employees, and Macon County citizens who volunteered their time to help their community.

Integral to the opening of the vaccine call center was County Manager, Derek Roland. Mr. Roland was able to mobilize various county agencies, to assure the success of the call center. "The success we had at the call center would not have been possible without Mr. Phil Drake and his willingness to donate his facility, staff and equipment. In addition, the hard work and dedication of Sheriff Robert Holland, Tammy Keezer and all those employees and volunteers at the call center, whether it be disseminating information or registering individuals for vaccines, directly resulted in Macon County having one of the highest per capita vaccination rates in the state. As a Macon County citizen, I will never be able to thank these individuals enough for the excellent job they have done. As Macon County Manager, it is an honor to work alongside these individuals each and every day."

The last day the Vaccine Call Center will be active will be Friday, June 18<sup>th</sup>, 2021 at 4:00pm. Those who wish to schedule an appointment after that time are asked to call Macon County Public Health at 828-349-2081. The Health Department is open Monday through Friday from 8:00am to 5:00pm.

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