



To Protect, Promote and Prioritize the Health of
Our Entire Community

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A New Milestone for the DCHD Information Line

The Douglas County Health Department (DCHD) established its COVID-19 Information Line in February when the first Americans were brought back from China at the start of the pandemic. To state it mildly, the Information Line at (402) 444-3400, has been a tremendous success, and this week received its 25,000th call.

The total as of November 19 is 25,209 calls with call No. 25,000 coming in early Tuesday. The Info Line has answered 1,541 calls in Spanish as well as calls in Karen, Nepali, Burmese, Kannada, and Vietnamese plus calls from people who are deaf/hard of hearing.

As the number of COVID-19 cases has increased, the Info Line's workload has increased. During November the staff has been responding to 128 calls per day, an increase from the 90 calls per day fielded in October and the 65 calls per day that were taken in September.

The DCHD Information Line is staffed seven days a week from 8:30 a.m. until 4 p.m. by a dedicated group of nurses and other medical and public health professions. Those include a respiratory therapist and an EMT/Medical student. Several staff members are retired DCHD employees who returned to public service from their retirements.

On Thursday, November 19, DCHD reported 978 new cases of COVID-19 that were received as of midnight the past day. The total number of cases in Douglas County now is 33,968 since the pandemic began in March.

In the past 14 days, DCHD received reports of 388 cases from K-12 schools including 184 staff and 204 students. There are 413 individuals in quarantine and 1,553 people being self-monitored.

During the past day, DCHD has received one new death certificate related to the pandemic. We have lost one woman over 80 years of age. The total number of deaths in the county connected to the pandemic now totals 281. The Health Department has confirmed 17,539 county residents have recovered from COVID-19.

According to our most recent report received today, medical and surgical beds are at 81% occupancy with 277 beds available and adult ICU beds are occupied at an 80% rate with 67 beds available. There were 418 individuals hospitalized who have been diagnosed with COVID-19, with 118 of them receiving adult ICU level care. There are also 36 more persons of interest (generally waiting for test results). Forty-two individuals who were confirmed or suspected of having COVID-19 were on ventilators.

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