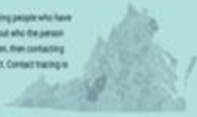


## COVID-19 Contact Tracing: Be Informed - Avoid Scams

**What is Contact Tracing?** The process of contacting people who have tested positive for the virus, asking questions about who the person has been in contact with and where they have been, then contacting those individuals to alert them of possible contact. Contact tracing is done by the health department and helps to:

- stop or slow the spread of the virus,
- let others know about possible exposures,
- share information about testing and treatment, and
- understand more about the virus and what can be done about it.



### Who will contact me?

- A representative from the health district where you live. You can look up your health district at the link below.



### How will they contact me?

- By phone, from your local health district, or by email, from an ending in "vdh.virginia.gov" with instructions for you to call a VDH phone number.
- No emails will be sent with links to click.
- No text messages will be sent.
- Parents or guardians will be present for calls with minors.



### What will they ask?

- For a list of people you were with and places you have been within 48 hours of symptoms beginning.



### What will they do with that information?

- VDH will only disclose where the general area that contact occurred such as at a store, at work, or through a personal contact.
- VDH will not identify who tested positive because of privacy laws.

## How to Avoid Contact Tracing Scams

- 1 Write down the caller's information, hang up, and call the main Virginia Department of Health line at 804-644-8141. Ask the operator to transfer the call to your health district.
- 2 Ask the caller to verify their email address. It should end in @vdh.virginia.gov.
- 3 VDH will not contact you via text message.
- 4 Emails from VDH will not include a link. Do not click on any links sent to you related to contact tracing.
- 5 VDH does not require any payment or fees related to contact tracing.

**Note:** The Department of Health will be persistent in attempting to contact you as they work to protect the health of all Virginians. You can expect multiple calls until you are reached.

### Useful Links:

[www.vdh.virginia.gov/coronavirus](http://www.vdh.virginia.gov/coronavirus)  
[www.vdh.virginia.gov/local-health-districts/](http://www.vdh.virginia.gov/local-health-districts/)  
[www.ftc.gov/coronavirus](http://www.ftc.gov/coronavirus)

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