

Norton Healthcare Post-Acute Statewide Help-Line

In Collaboration with the KY Department for Public Health



URGENT NEEDS: (502) 446-2680 or (877) 435-7219 (HELPC19)



NONURGENT NEEDS: nortonsnfconsult@nortonhealthcare.org

The Norton Healthcare Post-Acute Call Center will serve as a resource for nursing home facilities related to:

- Infection Prevention
- Employee Health
- Personal Protective Equipment
- Process Implementation
- Pastoral Care

The call center is open 24 hours a day, seven days a week to connect post-acute facilities to Norton Healthcare subject matter experts who will consult on:

- CDC-driven best practices to prevent the spread of COVID-19
- Facility operations related to infection prevention, care coordination, employee health and PPE application
- Patient management related to the inpatient intake process, transition back to post-acute care and telehealth

This group is made up of advanced practice nurses, nursing, care management, pastoral care, infection prevention, performance improvement, and administrative support staff.

There are two ways to contact the Norton Healthcare COVID-19 Call Center, depending on the urgency of your need:

- For urgent issues that need to be addressed quickly, call **(502) 446-2680 or (877) 435-7219 (HELPC19)**
- For non-urgent issues that can be addressed within four hours, email nortonsnfconsult@nortonhealthcare.org.

Call center representatives will contact the appropriate Norton Healthcare subject matter expert to address your need. Subject matter experts will consult with you via teleconference, Zoom or an on-site visit.

