LIBYA • COVID-19 CALL CENTRE

1 CALL CENTRE launched on 16 February 2020. Named Tawasul, meaning ‘dialogue’ in Arabic

Libya’s National Centre for Disease Control (NCDC) requested the call centre be used as the NATIONAL COVID-19 HOTLINE

With thanks to funding from ETC partner, GOVERNMENT OF LUXEMBOURG

To date, the ETS-managed COVID-19 hotline has:

- **359 CASES REFERRED TO NCDC**
- **4 CALL CENTRE OPERATORS**
- **8,043 COVID-19 RELATED CALLS**

DISSEMINATING HEALTH INFORMATION & OFFICIAL GUIDELINES TO THE POPULATION

Tripoli

COVID-19 CALL CENTRE

Benghazi

7 May 2020

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