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.

ETS was activated in Libya in OCTOBER 2018.

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

- 2,911 COVID-19 RELATED CALLS answered
- 667 calls received regarding COVID-19
- 113 calls were to confirm symptoms
- 97 callers had COVID-19 symptoms and were referred to NCDC

WEEKLY ANALYSIS (29 MARCH – 4 APRIL)

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