

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**

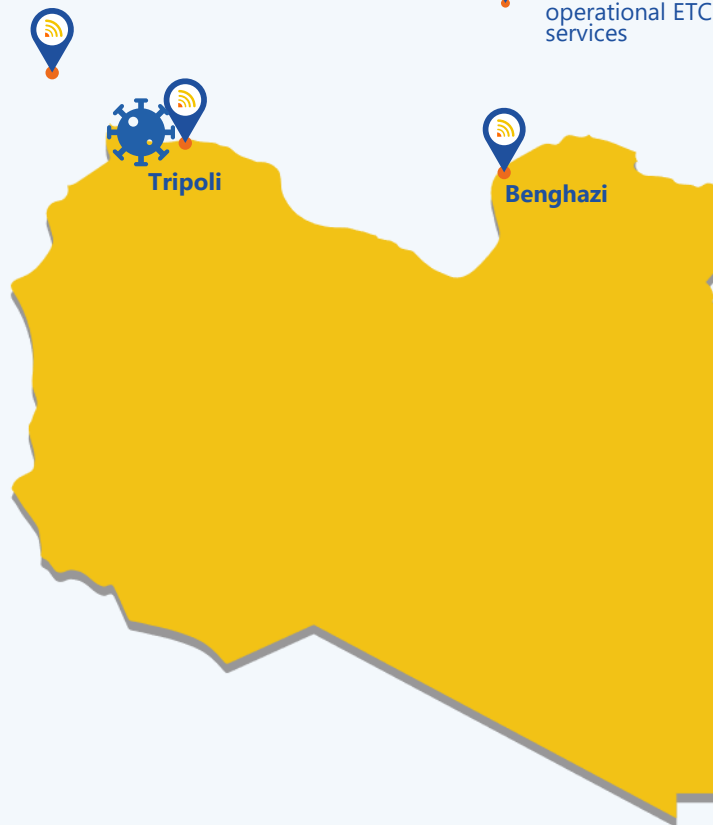
To date, the ETS-managed COVID-19 hotline has:



WEEKLY ANALYSIS (29 MARCH – 4 APRIL)

- ✓ **667** calls received regarding COVID-19
- ✓ **113** calls were to confirm symptoms
- ✓ **97** callers had COVID-19 symptoms and were referred to NCDC

Tunis



NATIONAL COVID-19 CALL CENTRE
Tripoli