

**Call centre for the management of COVID-19 cases and contacts,  
launched by the Ministry of Health**

As part of its efforts to better serve citizens on issues related to the management of COVID-19 positive cases and close contacts, **the Ministry of Health announces the operation of a call centre that will be available to citizens on a daily basis (Monday — Sunday) from 8 a.m. to 8 p.m.**

Citizens will be able to be served by calling the following telephone numbers, which are also indicated in the instructions sent via a text message to positive cases and contacts.

**Contact phone numbers: 22421600, 22495671, 22495666, 22421745, 22570588, 22514264, 22514258, 22514259, 22771923.**

It is recommended that citizens follow carefully the recorded instructions, before choosing to be referred to competent officials for the issues described below:

- For filling in and electronically entering data on the “Phase” platform **(Option 1)**
- For tracing issues and controversial laboratory test results **(Option 2)**
- For issues of self-isolation and release of positive cases **(Option 3)**
- For issues of issuance of a European Certificate of Disease (EUDCC Recovery) **(Option 4)**
- For issues of issuance of a European negative laboratory test Certificate (EUDCC Testing) or for sampling issues concerning contacts or issues relating to mobile units of the Ministry of Health **(Option 5)**
- For issues regarding the issuance the special authorization certificates for close contacts **(Option 6)**
- For transfer to free state quarantine or for laboratory test results required for operations and for prisoners or for emergency results **(Option 7)**

It is clarified that for general information on the decrees and measures in force, the call centre 1474 continues to operate between 08:00-20:00 (Monday — Sunday).

To report worsening symptoms and to transfer a positive COVID-19 case to the hospital, citizens should call the Ambulance Service via **112** or directly the Ambulance Service Call Coordination Centre on **22887171** (operating on a 24-hour basis (Monday — Sunday)).

Additionally, relevant information is also available on the website of the Press and Information Office <https://www.pio.gov.cy/coronavirus/categories/info>

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