

## Update on Department of Health (DC Health) Operating Status during COVID-19 Emergency - As of March 20, 2020

### What is our operating status?

DC Health remains open. We will continue to provide essential services; however, there may be changes to how some services are provided.

### How does this impact what we do?

- **DC Health Vital Records Division (DCVRD) and the Health Licensing and Regulation Administration Processing Center (HRLA)** will be open to the public, *by appointment only*, on Monday's and Thursday's from 9:00 am-1:00 pm beginning on Monday, March 23. Due to modified operations, we anticipate longer than normal wait and call hold times.

To make an appointment online with DCVRD or HRLA, visit [appts.dcvsim.com](https://appts.dcvsim.com). To make an appointment by phone with DCVRD, call 202-442-9289. To make an appointment by phone with HRLA, call 1 877-672-2174.

Visit <https://dchealth.dc.gov/vital-records> for more information on ordering certificates remotely. If a certificate amendment is required, e-mail [dcvrd.legal@dc.gov](mailto:dcvrd.legal@dc.gov) for information. Amendment requests will not be processed same day until further notice. DC Health staff will process amendment applications submitted by residents at the service counter; however, the amended certificate must be retrieved on the next service day or can be mailed.

### How does this impact our physical locations?

- **DC Health** - remains open Monday - Friday from 8:15 am - 4:45

### What else are we offering to meet your needs?

- DC Health has established a phone line, 202-576-1117, and email address ([coronavirus@dc.gov](mailto:coronavirus@dc.gov)) where residents can have their COVID-19 questions answered.

### What precautions are we taking to limit the spread of the coronavirus (COVID-19)?

Our employees are taking precautions to keep themselves healthy and limit the spread of infections like regularly washing their hands, cleaning facilities more frequently, and reducing close contact with each other and residents. Employees have been asked to let their supervisor know immediately if they feel sick.

Where should you go if you have questions?

For questions about any of the services we provide and information on any future changes, please contact us at [doh@dc.gov](mailto:doh@dc.gov). For more information, please visit [coronavirus.dc.gov](https://coronavirus.dc.gov).