



News Release

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Contact: [DOH Communications](#)

Get answers to your questions about Monkeypox virus (MPV): Call 1-833-829-HELP

Washington 211 call takers can provide information and answer questions on MPV; assistance is available in 240 languages

OLYMPIA – People across Washington can now call 1-833-829-HELP for the latest information on Monkeypox virus (MPV). This call center is an expansion of DOH’s efforts to expand information to Washingtonians. Two weeks ago, DOH activated their Incident Management Team to dedicate their time and efforts to the growing cases of MPV.

Through an ongoing partnership with Washington 211, call takers will answer questions about MPV risk factors, vaccine information, testing and treatment from 6:00 a.m. to 10:00 p.m. Monday, and 6:00 a.m. to 6 p.m. Tuesday through Sunday and [observed state holidays](#). Callers can continue to dial 1-800-525-0127 and press # to be transferred to a Washington 211 specialists. Language assistance is available in 240 languages. Call takers will not be able to schedule vaccine appointments.

“As we navigate the MPV outbreak in Washington state, we cannot underestimate the need for our community members to address their questions and concerns,” said Umair A. Shah, MD, MPH, Secretary of Health. “We are pleased to partner with 211 to meet this crucial need.”

The best thing you can do to protect yourself against MPV is to know the risks and take precautions. Despite misinformation, we want to be clear that anyone who has close contact with a person with an infectious rash can get MPV; it is not exclusive to any community. MPV can also spread through touching objects, fabrics and surfaces that have been used by someone with MPV, and contact with respiratory droplets during prolonged face-to-face contact. If you have an unexplained rash, cover it, avoid skin-to-skin contact with others, and see a health care provider. They will determine what testing and treatment may be available. If you’ve been exposed to

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someone with MPV, contact a health provider or your local health jurisdiction to discuss whether you are eligible for vaccination. More information is available on the [Washington State Department of Health MPV information page](#).

The [DOH website](#) is your source for *a healthy dose of information*. [Find us on Facebook](#) and [follow us on Twitter](#). Sign up for the DOH blog, [Public Health Connection](#).

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