



Macon County
Public Health

Public Information

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Press Release

Macon County Public Health Acknowledges Phone Issues

Macon County Public Health acknowledges issues with phone calls to schedule vaccination and testing appointments which are beyond our control. Macon County Public Health received over 500 live calls and an additional 300 voicemails in the past 24 hours requesting testing or vaccinations.

Health Director, Kathy McGaha said, "We apologize for the difficulty you may be experiencing with our phone system. The volume of calls for COVID-19 testing and vaccination has overwhelmed the county phone system".

Macon County IT is working very diligently with Frontier to resolve the system capacity in hopes of having the issues resolved today. McGaha added, "please bear with us as we work as quickly as we can to find a resolution".

The entire state of North Carolina is under a "Safer at Home" executive order, currently under phase three with masks required to be worn when social distancing cannot be maintained. Older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19; however, anyone of any age can become infected with this illness. Therefore, we ask that community members strictly follow the governor's orders and continue to practice social distancing, as well as safe hygiene measures such as hand washing and frequently cleaning touched objects and surfaces.

Symptoms for COVID-19 are fever, cough, other lower respiratory illness (shortness of breath). If you believe that you may have COVID-19, please call the Health Department at 828-349-2517. The call center is open Monday through Friday from 8:30am – 4:00pm, closing daily for lunch from 12:00pm – 1:00pm, until further notice.

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