

COVID Contact Tracing SMS Policy

The Georgia Department of Public Health (DPH) uses Short Message Service (“SMS”) text messaging via cellphone for multiple purposes related to the dissemination of public health information about COVID-19, including reaching out to individuals recently diagnosed with the virus and/or their close contacts. In some instances, DPH will use “short codes” for SMS, short five to six digit codes that may appear on the cellphones of recipients of the DPH Contact Tracing COVID-19 SMS messages instead of the longer 9 to 10 digit phone numbers.

Message and data rates may apply. You may receive multiple messages per day. For help, reply HELP. To opt out, reply STOP. Carriers are not liable for delayed or undelivered messages. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

Using SMS, DPH provides COVID-19 positive individuals and/or their contacts with advice and support regarding infection, isolation and quarantine, how to protect their own health and that of others. DPH also collects personal information from such individuals about their COVID-19 symptoms, health, isolation and quarantine plans.

All personal information collected by DPH is protected in accordance with the Georgia Personal Identity Protection Act, O.C.G.A. § 10-1-910 et seq., and related laws, using an array of administrative, technical and physical security measures. Information collected by DPH via SMS may be shared with the appropriate local health department or other authorized entities for specific purposes related to contact tracing and the support of COVID-positive individuals in a manner consistent with state and federal privacy laws.

Please see our privacy policies here: <https://dph.georgia.gov/notice-privacy-practices>. If you have any questions, please call our Georgia DPH Contact Tracing hotline at 888-357-0169.