



Loudoun County, Virginia

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NEWS RELEASE

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New Operating Hours for Loudoun COVID-19 Information Line

Effective this week, Loudoun County will change the hours of operation for the COVID-19 information line to Monday through Friday, 9:00 a.m. to 5:00 p.m., excluding holidays when Loudoun County government administrative offices are closed. This change eliminates weekend call center operations.

Residents may continue to call the COVID-19 Information Line at 703-737-8300 during weekday hours for assistance with vaccination appointments and for COVID-19-related information.

As the number of people receiving COVID-19 vaccines continues to rise and the rate of cases declines, utilization of the information line by the public has significantly declined on weekends, prompting the scaling back of operations.

Outside of the county's hours of operation, callers to the COVID-19 Information Line will be forwarded to the Virginia Department of Health's COVID-19 information line when available. The statewide call center operates Monday through Saturday, 8:00 a.m. to 6:00 p.m. Residents may contact the statewide information line directly call calling 877-VAX-IN-VA (877-829-4682).

In addition to contacting the county by phone, anyone who needs assistance or has questions related to COVID-19 may send an email at any time to health@loudoun.gov. The Health Department will respond to emails as quickly as possible.

For the latest information on vaccination efforts in Loudoun, including how to schedule an appointment to receive a COVID-19 vaccine, visit loudoun.gov/covid19vaccine.

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