

# Coronavirus Call Flow Diagram Version Draft v0.44 24<sup>th</sup> April 2020

**England:** Will receive this call flow.  
**Scotland:** Will not receive this call flow, calls route to NHS24 as normal.  
**Wales:** Have designed their own call flow. All calls to 111 in Wales have access to their coronavirus support and can also access the COVID-19 Response Service.  
**Northern Ireland:** Will receive a message with an option for information on coronavirus, which if selected routes the caller to the NHS 111 Northern Ireland Helpline for COVID-19 (provided by PHE for Northern Ireland).

## Changes highlighted in Orange

