



**Figure 1.** Total Call Volume to the New Jersey Poison Information and Education System after implementation of the New Jersey Coronavirus Hotline from when the hotline was initiated January 2020 until October 31, 2020.

**Table 2.** Call volume throughout the day (24-h period) to the New Jersey Coronavirus Hotline. ([Table view](#))

<i>Time of day</i>	<i>Time range</i>	<i>Frequency</i>	<i>Valid percentage (%)</i>	<i>Confidence interval</i>
Early Morning	4:01 am–6:59 am	33	4.2	[0.03,0.06]
Morning	7:00 am–11:59 am	217	27.6	[0.25,0.31]
Afternoon	12:00 pm–6:00 pm	372	47.4	[0.44,0.51]
Evening	6:01 pm–7:59 pm	83	10.6	[0.09,0.13]
Night	8:00 pm–4:00 am	80	10.2	[0.08,0.13]

Two call categories comprised the majority of calls during the study period: Testing for COVID-19 (How and Where) (31.9% of calls) and General Questions/Symptoms (36.8% of calls). Call categories based on week were analyzed using a binomial regression in order to identify calls associated with a corresponding week of the pandemic. The sample of data had corresponding values for weeks 7–17 of the study. Certain weeks show specific call categories with significance occur around the time of specific events during the pandemic in New Jersey (Figure 2). The call category “What is Open in New Jersey” became significant association during week 8; during that same week, a statewide curfew and stay at home order were put in place. During week 9 the CARES act was signed into law in the United States; in week 11 the call category “State Unemployment and Work Benefits and Benefits from the CARES Act of 2020” showed a significant association on our hotline. The first significant association to the hotline for the call category “Nursing Home Facilities” occurred during week 12, the same week the reports of increased cases and deaths noted in nursing homes was reported by media outlets.

