

## Letter to the editor

### Hotline for Zika virus

#### *Línea de atención telefónica sobre el virus Zika*

Dear editor:

The publication *Hotline for Zika virus*<sup>1</sup> is very interesting. Díaz-Menéndez et al.<sup>1</sup> concluded that “The implementation of call devices that provide confirmed and reliable information on diseases associated with great alarm are of significant public health interest, as they reduce the number of unnecessary medical consultations and save on medical costs”. We would like to discuss and shares idea on this issue. In fact, the hotline advantage can be expected. Nevertheless, the availability of the phone in remoted rural area in several developing countries where Zika virus exists is limited and this can be the big limitation of using hotline service. Also, if there is a cost for calling, it might be a big problem for the poor in the rural community to assess the hotline service. In addition, the knowledge of the practitioners who give the consultation has to be checked and validated. Of interest, during the early phase of outbreak in our setting, Thailand, most of the medical personnel still lack for knowledge on disease and might not be able to give correct information to general people.<sup>2</sup> Finally, an interesting problem that should be discussed is the system to prevent the nuisance calls which is a common problem observed in hotline service that is corresponding to the emerging disease<sup>3</sup>.

### Authorship contributions

Joob 50% Wiwanitkit 50%.

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None.

### Conflicts of interest

None.

### References

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2. Wiwanitkit S, Wiwanitkit V. Zika virus infection, do medical personnel know about the situation? *Ann Trop Med Public Health.* 2016;9:361–2.
3. Wiwanitkit V. Emergency calls for swine flu: how to deal with nuisance calls? *J Emerg Med.* 2011;41:676.

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