

Contact Protocols



Jefferson County Department of Health

Disease Control Department - Sexually Transmitted Disease (STD) Division

The Jefferson County Department of Health (JCDH) Disease Control Department - Sexually Transmitted Disease (STD) Division utilizes a strict protocol to contact people in a confidential manner.

A JCDH staff representative may contact you in person, via a phone call, by letter or by various other means so that you can receive information in the most efficient and confidential way possible.

If you are contacted in person, the JCDH staff representative will have proper identification to verify he or she is a JCDH employee.

If you are contacted by phone, the JCDH staff representative will always give their name and a phone number where their identity can be verified. If a voicemail message is left, the staff representative will leave their name and a callback number. Confidential information will NEVER be left on a voicemail.

Any letters received from JCDH will be on official JCDH letterhead and will contain a staff member's name and contact information.

If you have questions or think you have been contacted by our STD Division, please feel free to call (205) 930-5570 or (205) 930-1175 and request to speak with a Disease Intervention Specialist.