



For Immediate Release
Public Service Announcement

February 5, 2024

Gallup Service Unit Implements Call Directory to Main Number 505-722-1000

Gallup, New Mexico — Effective February 9th, the Gallup Indian Medical Center Information Technology Department will be introducing a new automated Call Directory for all incoming calls to the GIMC main line, (505) 722-1000. The greeting and options will be in both English and Navajo. This Call Directory will allow incoming callers to select a number option for specific departments and to by-pass the operator. **An operator will still be available for assistance if the specific department needed is not an option.** At anytime during the call, select "0" to connect directly to an operator. Gallup Indian Medical Center receives an abundance of calls daily and this new call directory will help alleviate callers having to wait or remain on hold for an excessive amount of time.

Directory Options will be:

Select #1: Nurse Advice Line

Select #2: Walk In Primary Care Clinic (WIPCC)

Select #3: Emergency Department

Select #4: Pharmacy

Select #5: Outpatient Clinic

Select #6: Behavioral Health Clinic (BHS)

Select #7: Purchased Referred Care (PRC)

Select #8: Intensive Care Unit (ICU)

Select #9: Medical Records/Correspondence

Select "0" anytime to connect to an operator

If you have any questions, please contact Pamela Jimm, Gallup Service Unit Public Information officer at (505) 722-1401.