

Contact Tracing in Navajo Nation Script

Introduction

“Hello, my name is (insert your name) and I am calling from the (insert facility name.) Could I please speak with (insert contact name)?”

Verify Connection to Patient

- If connected with contact, continue.
- If not connected with contact, ask when the best time to reach patient would be and end call.
- If person who answers is not the contact but offers to answer for the contact (aka surrogate interview):
 - **“Thank you for this offer, but if possible, it would be best to speak directly with name of contact.”**
- Determine when and how to speak to the contact. If not possible or person is not at home, follow up with respondent only after verifying they are the health proxy or receive verbal consent from the individual to speak with the respondent instead.
- Ways to verify the identity of the parent, guardian, or proxy (a person who can legally make decisions for a case/contact) include,
 - Calling the contact’s provider
 - Ask for the contact’s date of birth, address, date tested, where tested to show they know them
 - Ask your supervisor/lead trainer when in doubt
- Leaving a Message:
 - **“Hello, I am calling from the (insert facility name) regarding a public health issue. I will try to reach you again later. Thank you for your assistance.”**

Determine Language

Determine if language interpretation services are needed:

- **“Before I go further, what is your preferred language to communicate in?”**
- If you are not fluent in the preferred language:
 - **“Thank you for sharing that, I am going to have a Contact Tracer who speaks (insert language) give you a call back.”**

Explain the next steps + Confidentiality

- **“I am part of the COVID-19 contact tracing team. Contact tracing aims to identify individuals who have been around people with COVID-19 and may have been exposed to the virus. The goal is to give contacts the information they need in order to limit the spread of the virus that causes COVID-19. I will ask several questions to get all the information that is needed to best determine how we can help you and ask some basic information about your health. I also want to go over next steps in taking care of yourself and others in your home. I just want to make sure that you understand that all of the information we talk about today will be kept confidential and only people who need to know will have access to it. The information is only used to help us stop the spread of COVID-19 and make sure you are healthy. Everything is entered into a highly protected data base. This is a very important part of stopping the spread of the virus, and I appreciate your time and help to do this. Is now a good time to talk with me?”**
- If now is a good time, continue with the interview.
- Try to get the contact to do the interview while you have them on the line. If that is not possible, schedule a time and phone number to call them back then. Write down this information in the case note.

They may ask who they were exposed to:

- **“Unfortunately, I cannot tell you that information. I need to protect that person’s health information, just as I will protect yours.”**

Updated: August 13, 2020

Then move on. Do not disclose case information. Do not confirm, even if they guess.

Start the interview: Demographic Information

- **“Thank you. and please feel free to stop me at any time with questions,”**

Start interview.

- If interview questions are being answered by a surrogate record the surrogate’s relationship to the contact.
- Reminder: Never share case information with a contact.
- **“Can you first please confirm the spelling of your first and last name?”**
- **“Can you confirm your date of birth?”**
- **“What is your address?”**
- **If no physical address:**
 - **Could you please share the location of your home in case members of our team might need to deliver these items to you?**
- **“Which Indian Health Service (IHS) service unit are you with?”**
- **“Which community are you with?”**
- **“Can you please confirm the best number to reach you at?”**
- **“Is there an additional number we may also use to contact you?”**
- **“Do you have an email address?”**
- **“Can you confirm your gender?”**
- **“Can you confirm your race and ethnicity?”**
- **“Have you ever been tested for COVID-19?”**
- **If yes:**
 - **“Would you mind sharing the results with me?”**

At this time, please skip provider information questions.

Updated: August 13, 2020

- **“Could you share a little on your living situation? For example, do you live in a single family home or an apartment?”**
- **“Could you share with me the number of people that are living with you including yourself?”**
- **“Has anyone in your household tested positive for covid-19?”**
- **If yes:**
 - **“Is there a private bathroom that could be used by only you or would you be able to have the members of your household clean the bathroom immediately before / after use?”**
- **“What is your occupation?”**
- **“Have you been to the hospital recently?”**
- **“Are you currently staying in your own home?”**

Check for Symptoms:

“Please let me know if you have experienced any of the following symptoms:”

- Trouble breathing (or shortness of breath)
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

If yes, please instruct the person to seek emergency care at the closest urgent care or emergency room immediately and notify the clinical provider immediately.

If no, please continue.

- **“Have you experienced any new or worsening cough or fever or worsening or new GI symptoms including diarrhea, stomach pain, and/or vomiting?”**

If yes, please say:

Updated: August 13, 2020

- “If any of these symptoms worsen during the next 24 hours, please seek emergency care.”

“Have you had any of the following symptoms in the past 3 days?”

- Rigors (*chills*)
- Muscle aches
- Headache
- Back pain
- Fatigue (*feeling tired*)
- Runny nose
- Congestion
- Sore throat
- Loss of smell
- Loss of taste
- Wheezing
- Dehydration
- Seizures
- Other

“When did these symptoms start?”

Clinical Questions + Refer to Testing:

- “Do you have a weakened immune system for example due to cancer treatment, bone marrow or organ transplantation, immune deficiencies, HIV or AIDS, or prolonged use of immune weakening medications?”
- “Are you pregnant?”
- “It is important for you to get tested. Would you be able to get this done at healthcare facility or drive through?”
- - **If yes, please provide information from resource directory on testing sites near their location.**
 - We can provide that information for you. If you give me a moment, I can check my resource directory for the nearest testing site to you.

“Do you have any of the following pre-existing medical conditions?”

- Diabetes Type 1 or 2

Updated: August 13, 2020

- Cardiovascular disease or serious heart condition
- Chronic renal disease
- Chronic liver disease
- Current smoker
- Former smoker
- Neurological/Neurodevelopmental condition
- Hypertension
- Coronary artery disease
- Obesity
- Dementia
- Thyroid disorders
- Dialysis
- Stroke
- Hyperlipidemia
- Chronic lung disease (emphysema/COPD) or moderate to severe asthma
- Severe obesity (BMI≥40)
- Substance abuse or misuse
- Psychological/Psychiatric condition
- Autoimmune condition
- Other uncontrolled, underlying medical condition not mentioned

○ **If yes, please provide say:**

- Thank you for sharing that with me. Could you share a little bit more on this? For example, are you are on any medications for this or do you receive follow-up care for it?

At this time, please skip exposure information questions.

Review quarantine and monitoring requirements:

“People who are in close contact with someone who is positive for COVID-19 might start getting symptoms between 2 and 14 days after exposure. Some

people might not know for up to 2 weeks that they're sick with COVID-19 and this is why we are asking people to stay home and distance themselves from others so that they don't pass the infection to anyone else. So, we are asking you to quarantine, which means to stay at home and away from others. We are also asking you to monitor your symptoms for at least 14 days since the date of last contact with the positive person.

- “Since your last contact was on (View Date on CommCare), you will likely need to be quarantined until at least (View Date on CommCare).”
- Are you able to isolate yourself at home (or temporary housing) away from other household members for about 14 days?
- Do you have enough food to last until the end of you quarantine period?
 - If no, please ask:
 - Is there a friend of family member that will be able to do the grocery shopping for you?
 - If no, please ask how much food they have left and elevate to a case manager and makes notes in the case note.

Assess need for social supports and medical care:

- “Because you will not be able to go out in public, I want to ask if you think that you will need help with any additional supplies or resources that we have not mentioned during this time?”
 - If yes, please ask:
 - What are your thoughts on dealing with this challenge?

Resource Assistance Protocol:

1. Review resource list on the call and provide resources directly.
2. If resource is available, please provide address, phone number, dates or link to obtain resource.
3. Please encourage contact to find solution to getting the resource, such as suggesting if a family member or friend would be able to get that for them:

a. **“Is there a friend, neighbor or family member who can assist you with (insert resource)?”**

****If no resources available on resource guide AND if there are no support systems that could obtain the resource for the contact, you may say the following.**

- “I will make a note of [insert resource needed] and see if there might be a way to get that to you. We can’t guarantee it, but we will certainly see what we can do.”**
 - “Please let me know if you ever feel unsafe in your home, now or at any point during your home quarantine. Your safety is important to us.**
 - Being in quarantine may be challenging so if its ok with you, I would like to share with you some ways on that would protect you and other family members from being exposed while you are in quarantine.**
- 1. We ask that you stay in one room away from others, as much as possible. It is particularly important to stay away from people who are at higher risk of serious illness, such as those who have underlying medical conditions, are immunosuppressed, are over 65 years of age or may be pregnant. We can discuss alternate living arrangements for you or other people in your household if needed.**
 - 2. We ask that you use a separate bathroom. If this is not possible, clean anything you may touch in the bathroom after every use. This includes faucets and handles.**
 - 3. We ask that you always stay at least 6 feet from others and wear a facemask or covering if you are around others. Ideally, there should be a door that always separates you from others.**
 - 4. We ask that you use the inside of your elbow to cover your coughs and sneezes and to throw away used tissues right away.**
 - 5. We ask that you wash your hands often with soap and water for 20 seconds each time. If there is no soap and water, use a hand sanitizer with at least 60% alcohol**

6. It is best if you sleep in a private room and have food prepared by others and delivered to your door.
7. You should try to bag any garbage and leave it outside your door for pick up. It can be put in regular trash bin.
8. We also suggest that you have someone else take care of your pets if possible.
9. You may need to have someone else do your laundry. If possible, do not shake dirty laundry. This will minimize the possibility of dispersing the virus through the air. Launder items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry from an ill person can be washed with other people's items.
10. Please clean and disinfect clothes hampers according to guidance above for surfaces.
11. Please remember to ask family members and friends not to visit if they do not have an essential need to be in the home.
12. It is okay to walk outside of your house on your property, but you should remain six feet away from others and wear a mask. You should not leave your property, home or apartment except to get medical care. Do not visit public areas.
13. Your safety is very important to us so please let us know if you ever feel unsafe in your home, now or at any point during your home quarantine. It may also be difficult being in isolation and quarantine for many days, making it tough to maintain healthy, mentally so let us know if you would like additional resources to speak with a trained professional if you are ever feeling anxious or depressed.
 - a. If yes, please provide resource directly from directory.

Explain what to do if condition worsens:

- "I want to be sure we have a plan in case you start to feel sick and think you need to see a doctor. If you feel that you need immediate emergency medical care, do not hesitate to call 9-1-1. In addition to telling the operator about your emergency, you should tell the

operator that you have been exposed to COVID-19. Some signs of an emergency include:

- - Trouble breathing
 - Persistent pain or pressure in the chest
 - New confusion
 - Inability to wake or stay awake
 - Bluish lips or face
 - A severe injury

Review testing recommendations + Review Plans:

- “You may have also heard that a certain percentage of people who become infected with the virus that causes COVID-19 do not have symptoms. For that reason, we recommend that you be tested as soon as possible.”
- So, let’s review on some of things we discussed to make sure that I understood all that you shared:
 - Review plans, example below:
 - *So, let’s review on some of things we discussed to make sure that I understood all that you shared. 1. you will be checking with your sister to make sure you have enough food, 2. You’re open in speaking with a mental health professional and 3. If you have any symptoms, you will be reaching out to seek medical care, is that right?*
- “We will be calling you daily to check how you feel and if there is anything you need.”
- “Do you have any questions right now that I can help answer?”
- “If you have questions or need assistance, please write call this number:
_____ (COVID RN # on Resource Directory)”
- “Thank you and we will be reaching out again soon.”