

Protocol for case refusing to give information re: contacts

1. Address concerns around confidentiality:

- Explain that the CTC received their information from the Massachusetts Department of Public Health
- Confirm that we only work with and share information with the Massachusetts Department of Public Health
- Confirm that we do not give their information to anybody else
- Confirm that we do not share information with immigration or ICE

Ask: May we now talk about your contacts?

2. Ask questions to clarify concerns:

- Ask: What concerns do you have about this process?
- Ask: Would you like me to share more information about COVID-19? Contact tracing? *[Materials exist on Salesforce to email them]*
- Ask: Can I offer you information about safely self-isolating/quarantine? *[Materials exist on Salesforce to email them]*

Ask: May we now talk about your contacts?

3. Offer additional support and documentation:

- If a person has access to a computer:
 - Provide website: <https://www.mass.gov/info-details/learn-about-the-community-tracing-collaborative>
 - Send an email from the Salesforce CRM about self-isolation/quarantine
 - Provide links to stories about the CTC. For example: [CBS Boston \(video\)](#); [Boston Herald](#), [WBUR](#)
- Provide the in-bound phone number: 857-305-2728. Ask them to call back. Tell them that you will not be the one to answer.

Ask: May we now talk about your contacts?

4. Offer them to speak with your supervisor. Provide warm hand-off

5. Offer to call back again.

- Schedule call.
- During follow-up call, ask about symptoms & additional needs. Ask again about contacts. IF they refuse to give contacts, outreach outcome is 'partially complete'. If they refused to be followed through isolation, CLOSE CASE for "Declined" and send TASK to supervisor to notify them.

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