

Protocol for case/contact who declines to speak with us/thinks we are 'spam', etc.

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 information?

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 information?

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 information?

4. Offer for them to speak with your supervisor.

- Provide warm hand-off.

5. Offer to call again.

- Schedule call. Record should remain in "Outreach Underway" until meets criteria for closing for declining.

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