

ISOLATION AND QUARANTINE 'WHAT IF'

WHAT IF Scenarios	Protocol
Case/contact needs additional resources in order to effectively isolate or quarantine	<ul style="list-style-type: none"> Assign a task to a CRC with detailed needs. See the Guidance on Social Support Referral, Documentation and Priority on questions to ask and how to prioritize. Keep ownership of the case/contact.
Case/contact refuses to isolate or quarantine (or refuses to hear those instructions)	<ul style="list-style-type: none"> Don't get angry. Don't lecture. Be patient. Try to figure out the reason they refuse to follow the instructions (e.g. they need to work, need food). Consult with CRC to figure out a plan. “OK, I understand but can I call you back and check on you in two days?”. Log task to call back. If they continue to refuse, create task to escalate to a supervisor to refer to LBOH.
Isolation/quarantine time period/window has already passed.	<p>CASES: Proceed as usual, collecting relevant data, symptoms, and contacts.</p> <ul style="list-style-type: none"> IF they meet clearing isolation criteria: log the call, close the case. IF they do not meet clearing isolation criteria: continue to follow up daily during isolation period until criteria met. <p>HCW CASES: Proceed as usual - referring to High-Risk Cases/Contacts Protocol.</p> <p>CONTACTS: let them know their 14-day period has already passed and quarantine is complete. Close the case.</p>
Date of exposure is unknown for the contact	<ul style="list-style-type: none"> Contact originating CI to find out if there is a sense of date. If date is unknown to CI, use isolation start date of originating case. If isolation start date is unknown, use date of outreach to case (date the contact was created in CRM).
Contact lives with a positive case that is not the originating case	<ul style="list-style-type: none"> Ask about the quarantine procedures that they are implementing. Provide appropriate information about quarantine. Remember the start date for 14-day quarantine for a contact begins when the case clears isolation. Check if the case has had case investigation by searching for them in the CRM. If they are in the CRM as a contact, then change to “self-reported positive” and start case investigation.
What if a case finishes isolation but lives with someone who has just become positive? Do they require another 14 days of quarantine?	<ul style="list-style-type: none"> No. Most likely this person is now immune, at least for several months. No further quarantine is necessary. But it's important to still maintain distance from infected people.
We talk about using a symptom-based strategy to clear people from isolation so how do we handle asymptomatic cases?	<ul style="list-style-type: none"> If a case is asymptomatic, the date of the positive test is used to determine their isolation period. They should isolate for 10 days from their test date and then be cleared, (assuming they do not have fever or respiratory symptoms).

ISOLATION AND QUARANTINE 'WHAT IFs'

WHAT IF Scenarios	Protocol
<p>What if a case has finished isolation but tells me that they were retested and they are positive?</p>	<ul style="list-style-type: none"> • There are a few issues: 1) If they have met our symptoms-based criteria, we can close the case. The CTC uses DPH guidelines for a "symptom-based strategy" to determine the length of isolation so the test does not impact our isolation period (regardless of result: we can <u>ignore</u> the test result). 2) The case should talk to their PCP or occupational health department who ordered the test. Sometimes doctors and occupational health departments of hospitals use a "test-based strategy" that requires two negative PCR tests at the end of isolation and they should consult them for advice about this. CTC does not interpret or interact with these test results. 3) We can still send them our letter re clearing isolation but it must be based on the symptom-based strategy as above. If they are a HCW, they will need to follow their occupational health department's guidelines regarding returning to work.
<p>How can we clear a person with asthma from isolation if they continue to have respiratory symptoms?</p>	<ul style="list-style-type: none"> • Remember the third criteria is that symptoms have improved - meaning that respiratory symptoms that occurred during their illness need to have improved. If the person's symptoms are the same now as they have always been in their normal lives, they meet the criteria.
<p>What if the case never had any respiratory symptoms and their major symptoms have cleared up but they still have some minor lingering symptoms after 10 days.</p>	<ul style="list-style-type: none"> • They can be cleared. Remember: cases are cleared based on meeting 3 criteria: 1) it has been at least 10 days since symptoms started; 2) it has been at least 24 hours without a fever (w no fever reducing medications) and 3) symptoms are improved
<p>Can I clear a contact from quarantine before the 14 days if they test negative?</p>	<ul style="list-style-type: none"> • A negative test does NOT change a person's quarantine (or isolation) window.
<p>What happens if a contact develops symptoms while still in quarantine?</p>	<ul style="list-style-type: none"> • If a contact develops symptoms, they must get tested to clear quarantine. If they test negative, they will clear quarantine 14 days after their <u>last exposure date</u>, same as normal. If they test positive, they become a case and their isolation starts from the symptom onset date.
<p>A positive case was hospitalized during their isolation, and the household member who is a contact has been quarantined for over a week. Does the quarantine start over again for the household member when the positive case returns from the hospital?</p>	<ul style="list-style-type: none"> • Remember that quarantine starts on <u>date of last exposure</u>. So, in this case, if the case returns home from the hospital before it's been 10 days after symptom onset, this means they will still be infectious (they are in the isolation period). So, if the case is in the isolation period AND comes into close contact with the contact... the quarantine period starts over. • If the case comes home but is able to fully isolate from the other household contacts (on a different floor / in a different room, no shared bathroom, not sharing meals), the exposure clock does not need to start over. • If the case comes home after finishing isolation (symptom-based criteria), then the clock on quarantine does <u>not</u> start over. • If you are not sure, the default is that the quarantine for household contacts begins when the case ends isolation.

© 2020 Massachusetts Health Connector. This material was developed by Partners In Health for the Health Connector on behalf of the Commonwealth of Massachusetts' Department of Public Health. All rights reserved.