<u>Script #4: Monitoring contacts in quarantine</u>

Hello _____, this is _____ calling back from the Community Tracing Collaborative. My representative ID is _____. Please note that this call may be monitored for quality and training purposes. <mark>Feel free to let us know now if you would prefer the call not be monitored.</mark> *Pause to give them an opportunity to opt out.* How are you doing today?

I see in your record that the last date of your quarantine is _____. Let's discuss how you are doing today and what may have changed or any needs that you may have.

Check the end date of quarantine and if the person will finish today if they have no new symptoms and no new positive test result.

Part 1: Monitoring Status

If they were referred to a provider:

Were you able to see your provider since we last spoke?

If they were referred but were unable to see a provider, inquire as to why and consider sending a referral to the resource coordinator to find a PCP or address other limitations.

Do you have everything you need to remain in quarantine?

If no, at the end of the interview proceed to the home assessment section to consider resource coordinator referral.

Part 2: Quarantine Tracking

If they were referred for a test:
Have you had a test for COVID-19 since we last spoke?

If yes, gather results for testing in main record.

If test positive, move to self-reported positive section in the main record and proceed to case investigation interview. If you are not trained in case investigation, check the box and save the record and send a task to the Case Investigator.

If no:

[For all people who have not been tested, regardless of symptoms]:

All contacts, regardless of symptoms, should be tested for COVID-19 if they have not done so already based on official DPH guidance dated May 11, 2020. You may choose to:

- o Call your PCP and ask for a test. Tell them you were contacted by the Massachusetts Department of Public Health and told you were exposed to the coronavirus. Tell them you were instructed to call them as soon as possible because you are eligible for a test.
- o You can also choose to go to any testing site on the mass.gov webpage if that's more convenient.

Send the CTC Test Pass to all contacts via email.
- o *Some PCPs will be able to easily arrange for testing. Some PCPs may not and a CTC Test Pass will be necessary. Send the CTC Test pass to everyone so contacts are prepared for either outcome.*

Suggest a site in the CTC Test Pass network (forthcoming)
- o *These are sites that have agreed to fast track anyone with a CTC Test Pass.*
- o *CTC Test Pass network sites will be listed in a forthcoming document.*
- o *Contacts will need to call the phone number listed to make an appointment.*
- o *If the contact does not live near a CTC Test Pass site, they can go to any of the testing sites listed on Mass.gov.*

[Mark referred to provider if done]

[If in a location with direct referral for testing: refer to test and mark if referred and agreed as appropriate]

Please also note that if you are tested and your test shows you have coronavirus, we will speak again to gather information about people you have been around since a few days before your symptoms started. That's good to think about now so your memory is fresh. From now on it will be important to separate yourselves from close contact with people and stay in your home.

Skip isolation tracking for contacts in quarantine.

Part 3: Symptom check

Are you experiencing any <u>new</u> symptoms since we last spoke? <mark>What current symptoms are you having?</mark>

If yes, check if any. <mark>Record all current symptoms.</mark>

If <mark>new symptoms</mark> → Because you are having new symptoms, we need to refer you for a test. This is true even if you have had a negative test previously, because sometimes it takes some days for people who have been exposed to COVID-19 to develop symptoms. This also means it takes some days for the test to turn positive. It's important to get a test. Even people who previously had a negative test can have a positive test later on.

Part 4: Referrals

Based on information gathered above, in the main record, record results and referrals needed:

1) ***If they had a test:*** *Record had a test in the referral section and record results in self-reported positive section for any results, positive or negative.*

2) ***Refer for testing:*** *if any <u>new</u> symptoms OR they have not been tested. Check if referred to provider and/or testing, and if agreed to test.*

3) ***Resource coordinator:*** *Perform home assessment if not yet performed. Check referred to resource coordinator. Don't forget to send the task to the resource coordinator to complete the referral.*

Part 5: Closing

The end date of your quarantine is _____.

Thank you for your time and we will be in touch.

If end quarantine date has arrived and person does not have symptoms, they can be released from quarantine.

If quarantine is complete, you can close the case with the reason "Quarantine Completed"