

Script #5: Monitoring cases in isolation

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. **Feel free to let us know now if you would prefer the call not be monitored.** *Pause to give them an opportunity to opt out.* How are you doing today?

Let's discuss how you are doing today and what may have changed or any needs that you may have.

Check the symptom onset date or, if asymptomatic, the test date. The person is eligible for questions about ending isolation if 10 days have passed since this date

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 isolation?

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

Skip quarantine tracking for contacts in isolation.

Part 2: Isolation Tracking

How are you feeling today?

Are you having any current symptoms? *Mark down current symptoms in the monitoring record.*

If needed, remind them we are following how they are doing in home isolation but we are not clinical providers. If they do need advice, they should call their provider or in emergencies they should call 911.

If it has been less than 10 days since symptom onset (or test date for asymptomatic cases), mark this question as no and proceed to the next section.

If it has been at least 10 days:

It looks like you have met the 10 day mark for isolation. There are 3 criteria we need to discuss that the Massachusetts Department of Public Health uses to end the isolation period:

- 1) Have you spent at least 10 days in isolation since your first day of symptoms? If you were asymptomatic, then it is at least 10 days since your positive test.
- 2) Has it been at least **1 day (24 hours)** without fever? This also means you have not taken any fever reducing medications. These are medications such as Tylenol, Advil, Motrin, or Ibuprofen.
- 3) *If the person had symptoms:* Have you had significant improvement in your symptoms?

If all are true, the case can be closed with the reason "Isolation completed"

Thank you for your time and working with us to protect our communities from COVID-19.

Part 3: Referrals & Hospitalizations

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

- 1) **Provider**
- 2) **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.
- 3) **Hospitalization:** If the patient was hospitalized or discharged since last spoke, make note of that in the hospitalization section of the main record.

Part 4: Closing

Ongoing isolation

Thank you for your time and we will continue to check on you. Do you have any additional questions? Thank you for your time and we will be in touch.

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