

## Script #1: You've been Diagnosed With COVID; Who are your contacts?

### Tips:

- It may be helpful to use a calendar or specific dates (holidays, weekends, etc) to help patients recall activities.
- You will not be giving clinical advice but you will be asking about symptoms. We hope this will help break the ice. If you feel nervous at any point you should refer them to their provider.
- Fear can slow down someone's ability to recall contacts. Providing reassurance and gentle prompts may help put the patient at ease. It is ok to redirect to a different part of the script and come back to items if they are stuck.
- Remember to be compassionate and empathetic. These are individuals who have learned just recently (or while on this call) that they were diagnosed with this virus. They may feel scared about this or about the possibility of having exposed others to the virus.

### Section 1: Introduction and confirming identity

*Make sure to assign yourself as owner and move the case status to 'Outreach Underway' once you are working on the case. If you do not reach the person, leave a voicemail and send yourself a task to remind yourself to call them back.*

Hello, my name is \_\_\_\_\_ and my representative ID is \_\_\_\_\_. I am calling from the Community Tracing Collaborative. The Collaborative is working with Partners In Health and the Department of Public Health in Massachusetts on the COVID-19 response. 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.***

Can I confirm that I am speaking with [insert name]?

*If yes, ask them to confirm their address and date of birth. You should not read this information to them. If no, ask to speak to that person. [Note for cases <18 years you should ask to speak to the guardian]*

Thank you for confirming this information.

**Do you identify as deaf or hard of hearing?**

***If yes → What is your preferred method of communication?***

You were recently tested for COVID-19 and your test result has come back positive, meaning that you are infected with the coronavirus or COVID-19. We are calling everyone who has tested positive in the state to collect some information important to the response to COVID-19.

Do you have time to speak with me now?

*If yes ☑ Continue. If No ☒ get a time to call back (consider setting a task)*

COVID-19 is a new virus and is in almost all countries in the world. It can cause many types of symptoms but mostly affects the respiratory system, causing fever and cough. It spreads from an infected person from when they cough, breathe, sneeze or touch a surface that other people then touch. COVID-19 is extremely contagious, and it spreads very easily through contact. Luckily, most cases are mild or moderate and most people don't need to be in the hospital. Some cases can get more serious and cause pneumonia and breathing difficulties. I am not

a doctor or nurse, and cannot provide you with medical advice. If you need additional information, please speak with your clinician.

Have you already spoken with a doctor or a nurse about your test results?

*If yes, continue*

*If no,* To assess your symptoms and risks you should speak with a clinician. It is important that you contact your health provider.

*If person brings up clinical questions or concerns:*

I am not able to answer any clinical questions you have. If you believe you are having a medical emergency, you should call 911. Otherwise, you should contact your primary care doctor's office. If you don't have a doctor to go see, we will refer you to one of our resource coordinators who can try to help set you up with a practice accepting new patients. We are working to negotiate access with trusted medical practices across the state but may not be able to support all cases. If none of these options are available to you, you can go to the emergency room.

The state of Massachusetts is working to stop the spread of COVID-19. To do this, we need to **talk about two important items** with you.

**First**, we need to call the people you have been in contact with and let them know that they should be evaluated. Your name will not be disclosed to the contacts we call.

**Second**, if you are living at home, it is critical that you self-isolate immediately in order to protect your friends and family, so that nobody else is infected.

## **Section 2: Confirm person details.**

**Before we start**, let's make sure we have your correct contact information. We also need a few more details about you and the symptoms you have had. The information will be provided to the Department of Public Health and your local board of health. We will not share it with anyone else. The information we collect about you and the symptoms you have had is for the Department of Health to help them learn about the epidemic overall, not for other specific actions. **Some of the things we collect are important for reasons of equity, because this pandemic is not equally affecting all members of society. We want to understand this so so that we can understand inequities, identify gaps, and improve programs that serve all of our communities.**

*Collect or complete all of the information in the **Person Details Section** (access this from the Contact Details section at the top left of your screen).*

- *Address*
- *Additional phone numbers [be sure to enter town/city into the city field and state into the state field]*
- *Email address*
- *Race and ethnicity [required]*
- *Gender [required]*
- *Preferred language*
- *Next of kin information [this should be the guardian for cases <18 years]*
- *Occupation and employer information [select "other" if occupation not found and enter details into "other occupation" field]*

*[Save your edits and now proceed to the middle section of the screen]*

### Section 3: Positive Outreach Case Details

*Indicate whether the person is a health care worker and/or if they are currently residing in a congregate setting (nursing facility, prison, group home, etc). If yes start procedure to notify Local Board of Health*

### Section 4: Symptoms

Have you had any symptoms?

*If no, mark and proceed to next section (do not complete other symptom questions). Note: when some symptoms are present, you do not need to select “no” for those which are not.*

When was the first day you felt any symptoms at all? Even if these were minimal symptoms like being extra tired or a runny nose, we want to be sure to capture the first day you felt symptoms.

*Indicate the symptom onset date*

Do you still have symptoms?

*If no, indicate the date the symptoms resolved.*

I’m going to ask you a list of symptoms that you may have had at any point to see which of these you have experienced or that you may currently still be experiencing.

*Do the yes/no list of symptoms*

### Section 5: Clinical

1) Have you been hospitalized during your illness?

*If no, select “no” and proceed directly to the question about underlying illness.*

*If yes, select “yes” and then fill in the hospital details (hospital name, dates of hospitalized and discharge). Were you admitted to the ICU during this time?*

2) Do you have any other health conditions?

*If no, select “no” and proceed directly to the “exposure information” section.*

*If yes, select “yes” and scroll down the page to the separate “underlying illness” section below home assessment. Enter information for each health condition in the pop-up and save.*

*If patient is pregnant, select pregnancy from dropdown, and include number of weeks pregnant [gestational age] in pregnancy detail field.*

*If “other” is selected, include additional information in the appropriate free text field.*

*Once all conditions have been entered, scroll up for the section on “exposure information”*

### Section 6: Exposure Information

I also have a few questions about where you might have been exposed, which helps the Department of Public Health gather information about the epidemic. Exposure to the virus is often several days – and up to two weeks – before you developed symptoms.

Do you know where you may have been exposed to the virus? Potential places include: someone you live with, a close friend or colleague, your workplace, a healthcare setting, a community event, or travel. Often it is from

someone in your house, but it also helps to think about crowded places you've been, or people you've been talking to in close range for prolonged periods. It's also possible that you don't know, but even if you have a suspicion and aren't sure, that will be helpful information. Are there any other details you would like to provide about your possible exposure.

Are you connected to a higher education institution, such as being a student, staff, or on faculty?

*Fill in the exposure information section.*

## Section 7: Creating New Contacts

*Remember we are trying to collect every single contact! If the person has contacts, proceed to the section for adding contacts. If the person has no contacts, check the box and proceed to the home assessment and isolation instructions*

One of the most important things that we can do as a community in Massachusetts to stop the pandemic is contact tracing. We need your help to do this. We are talking to everyone who is diagnosed, such as yourself. We need to notify individuals you came into close contact with while you were contagious and urge them to be hypervigilant about developing symptoms. They also should get tested whether they have symptoms or not. This will help them protect themselves and their families, and we want to make sure they receive the help they need to do that.

During this process we do everything we can to keep your diagnosis, specifically, confidential, but sometimes that may not be possible, for example for activities where there was only one other person present.

We'd like to get the names and phone numbers of everyone you've been in close contact with – being very comprehensive is really critical, so this will be a detailed conversation. We also need to know which day, or your best estimate, of when you were in contact with the individuals so we can do our best to support them.

Do you have any questions before we start?

*We recommend you start with everyone OUTSIDE the home. Go into great detail! This interview should take awhile since people are out of their homes and at work! Then, when you arrive at the case's household: go to the bottom and unclick the box that sends it to the queue. This will keep all of the people in the household together in your list rather than sending them to the queue. You can then speak with contacts immediately after the case.*

*For each contact created, fill in the 'create contact' form with as much detail as possible:*

- Name
- Home phone
- Type of exposure [other high risk indicates if you think this may need special attention]
- Date of exposure [This is very important. It determines the length of quarantine in the event the contact does not know they have been exposed]
- If the contact has been informed that they've been exposed (for example family or friend of the case). Encourage them as you go to inform their contacts in order to protect them, and to pick up the phone when we call.
- If required information is not available but there is any possibility of finding the information you can fill in with 'X' and indicate in description how we can locate the missing information (e.g. if we have email but not phone)

*This is an example script of obtaining contacts in a comprehensive way:*

We know that your symptoms started on \_\_\_\_\_ [*insert date*]. We are going to think through everyone you have been around since 2 days before that, meaning \_\_\_\_\_ [*insert date*]. [*If no symptoms, use 2 days before the test date*]

Think back quickly to where you were that day and your life since then. Don't worry, we will go into detail.

Please note that if any of the people we talk about don't speak English as their first language.

I want to think about people you are around routinely in your daily life: your family, friends, and coworkers. We will also discuss anyone you've been within 6 feet (2 meters) for 15 minutes or more. Sometimes, we come across situations where you may have visited a place – a business, a party, a class, a place of work – where you might not know everybody's names you came into contact with. That is ok, and it's very common these days. We can note that down and see if it makes sense for us to work together to identify those people as well so they can be informed, get tested, and protect their families as well. Let's walk through some scenarios to identify your close contacts.

*[All are since 2 days before symptom onset. Create new contact for each as you go]*

- **Workplace:** Have you been at a job? **If yes**, let's go through your *coworkers* one by one.
  - Who do you share an office with?
  - Who do you have regular meetings with?
  - Who is your boss? Who reports to you?
  - Who do you eat meals with when you're at work?
  - Let's now go through others you interacted with at work one by one:
    - Do you have customers or clients you know by name?
    - How do you travel to work?
  - Do you have another job you've been to? **If yes, repeat work questions**
- **Social Events:** Let's think through social or recreational things you've done.
  - Have you had a meal at anyone else's house recently or had someone to your house for a meal?
  - Have you met with any friends to go shopping or do any sports or anything fun recently?
  - Have you attended any parties?
  - Have you been to a place of worship such as a church or mosque or temple?
  - What did you do last weekend?
  - Have you been to any restaurants recently?
  - Do you go to a gym or exercise classes?
  - Have you been to any gatherings or social events?
  - Have you been to any sporting events, or concerts, or any other event where there were a lot of people?
- Have you been to a school?
- Have you been to a health appointment or health facility, (other than where you got your test for COVID-19)?
- Let's look at your calendar together. Have you done anything unusual?
  - Any air travel?
  - Any road travel – car road trips, bus, trains?

- Has anyone visited you from out of town?
- Have you been shopping in the last two weeks?
- **Household members or close friends:** Tell me what family members and friends you have seen.
  - Who lives in your household?
  - Has any family visited you at home?

We do encourage you to let your contacts know about their exposure. In particular, if you can let them know we will be calling, they may be more likely to answer their phone. It's important we speak with them for a few reasons. First, they are eligible for a test for COVID-19, whether they have symptoms or not. Second, we want to be sure to help them protect their friends and family. We know that all of this can sound scary, but we also know that the only way to beat this pandemic is to work together as a community to stop it. The more contacts we find and get tested early, the more cases we can prevent. Thank you for helping us help our local communities.

*Remind them that information is only shared with the Department of Public Health.*

#### **Consider contact tracing for all members of household at this point.**

*[If relevant, continue direct to do the contact tracing for the members of the household right now. Uncheck the "Send to Contact Trace Queue" box. You can open new records in tabs to capture the information for each individual contact and closing out those records.]*

#### **Section 8: Home assessment and isolation instructions**

*Do this section for cases and contacts staying at home for isolation / quarantine.*

Next, I'd like to talk about helping you stay safe during your illness. This can either be done at home or at a isolation recovery center which the state has set up for those who are interested and meet the criteria for admission. I have some questions about your home that I would like to ask you. We can also talk about what isolation means and how to reduce the risk that nobody catches the virus from you. I am going to ask several questions about your situation. I want to be clear that I will guarantee that we will try to get you the help that you need. However, in certain situations, we cannot guarantee that your community has the resources that you need.

**Where are you planning to isolate?**

**If relevant → How are you planning to travel there?**

*Each section maps on to the items for social support referral in the CRM. Please consult the Social Support Referral Guidelines for suggested questions and priority level*

#### **Food**

*The purpose of this section is to prevent people from breaking quarantine or isolation to access food or baby formula.*

Over the next 2-3 weeks, do you have reliable access to Food? This means that you have enough food to last you and/or your family through isolation and quarantine.

**Support for Chronic Medical Conditions and At-Risk Household Members**

*The purpose of this sections is to understand how other illness/es impact their isolation / quarantine period. They may have already identified underlying illnesses for themselves. What do they need to stay home?*

I'd like to ask you about medical conditions you or others in your household may have that might make it challenging to isolation / quarantine at home. Do you have any medical conditions for which you might need support?

Do you live with anyone who:

- Is more than 65 years old?
- Has chronic conditions such as: diabetes, chronic kidney disease, chronic lung disease, liver disease, or cardiovascular disease?
- Is immunocompromised (e.g. HIV, cancer patients receiving chemotherapy, patients on immunosuppressant drugs)?
  - Has extreme obesity?
  - Is on dialysis?
  - Has received a transplant?
  - Is pregnant?

*(If any yes, mark in the CRM:)* Because some people are more at risk for serious illness from COVID-19, we recommend that, if possible, you take extra care to stay separate from them during the isolation period. We are going to talk about strategies for safely isolating together today.

### **ADLs & Mobility**

What assistance do you need with your daily activities such as bathing, moving around your house and preparing meals?

Do you have someone at home who could help you with your daily needs?

*If no caregiver available, ask:*

- Are you able to meet your daily needs while in isolation or quarantine such as preparing meals, cleaning, taking medications, with a plan to call for help if needed?
- Does your caregiver have masks or can they get them? They would need a mask if they need to be within 6 feet (2 meters) of you in order to help you.
- Are you able to manage your medications on your own?
- *If no, ask:*
  - Do you have a caregiver who can help you to take your medications? Are you normally the primary caregiver for anyone else in your home or elsewhere?
  - *If yes:* is that person also ill with coronavirus?
  - If that person is not already ill, is there someone else who can fill this role for you while you are ill and isolating?
  - Are YOU a caregiver for someone in the household? Is there someone who can replace you while you isolation/quarantine?

### **Specific Household Items**

Let's talk about some necessities that can help keep your home clean. Over the next 2-3 weeks, do you have reliable access to Infection prevention and control supplies- soap, water, disinfectant?

### Social Connectness

Over the next 2-3 weeks, do you have reliable access to:

- Identified network of family, friends, and other social networks?
- Way to connect with social networks while in home isolation?

### Housing

I'd like to ask you a few questions about your living situation.

- Do you have a separate room for sleeping and daily activities where you can stay away from others in your household?
- Do you have a separate bathroom that you can use? If no, do you or someone you live with have the ability to clean bathroom after each use?
- Do you have the ability to make your food separately from the others in the household?
- Do you have someone who is able to prepare and bring food to the place in the house where you will stay?

### Medication

Let's talk about any medication needs you might have for the next 2-3 weeks.

### Safety Concern (see domestic violence,, Elder and Child abuse protocols for language)

How are you and your family coping during this time?

### PCP Referrals

Next I'll be gathering some information about your access to healthcare.

Do you have a PCP?

Do you have health insurance?

Do you have a way to get to your appointments or for testing?

Other:

- Do you have reliable access to a phone service or other means of communication that will last for next 2-3 weeks on case of an emergency?
- Do you need help with child or elder care?
- Do you need help with any work related discrimination or issues due to isolation / quarantine?
- If it is possible, are you interested in spending your time in isolation/quarantine at a recovery or isolation center?

Do you feel you are safely able to isolate at home?

*This question is very important. Please make sure to ask this question and mark the answer in the CRM. It is important that we know if people are safe .*

Thank you for answering my questions. To reiterate, I cannot guarantee what will happen next, but by providing this information, the Resource Coordinator will have a sense of your situation.

*Indicate if person is referred to resource coordinator. Make sure to ask for their consent before doing so.*

*Indicate Social Assistance Needs from the list*

*Don't forget to send one task for all needs to the resource coordinator.*

### **Section 9: Home Isolation Instructions**

Let's review some tips for self-isolating at home.

#### **Home Isolation Instructions**

To protect the people you care about, you must isolate yourself from others for at least 10 days but sometimes longer because we have to wait for the virus to clear from your body. Before you finish isolation, you have to meet 3 criteria: first, it has to have been at least 10 days since you first felt sick, second, you have to have gone **one day** without fever (without the use of fever-reducing medicines like Tylenol), third, you have to have shown improvement in **your symptoms**. Let's review things you can do to take care of yourself

- Stay hydrated and drink plenty of water
- Stay away from caffeine and alcohol
- Get plenty of rest. If you are currently working out of the house you now need to stay home, if you are working at home take it easy or stop working so you can give your body rest needed to help recovery.
- You should seek healthcare if symptoms worsen. Make sure to call in advance if seeking medical care so sites can be prepared to receive the case.

These are things you can do to keep others safe:

- Do not leave your home except for urgent medical care. If you must leave, wear a mask as available. Make sure to call the provider before you go and tell them you are diagnosed with COVID-19. Do not take public transportation, ride shares, or taxis.
- Keep 6 feet from other people at all times.
  - If you have a mask, you should wear it at all times when around other people, but you really should not be around other people and still need to stay 6 feet away.
  - Anyone you come in contact with in your household should wash their hands often and wear a mask if possible whenever they are in close contact with you. If this isn't possible, limit your time with them to 5 minutes or less.
- Do not have visitors in your home.
- Avoid touching your face as much as possible
- You will need to sleep alone in a separate room if possible.
- If possible, use a separate bathroom.
- You should use your own plate, bowl, and utensils – do not share food with anyone
- **Avoid sharing other personal household items (combs, toothbrush, cups, sheets/blankets etc.). You do not need to wash your laundry separately, but use warm water and make sure to disinfect surfaces;** bleach can be used but is not needed.
- Cover your mouth with tissue when coughing or sneezing and throw the tissue away
- Wash your hands frequently throughout the day with soap and water for at least 20 seconds.
  - Before and after preparing food for yourself (*do not prepare food for others*)
  - Before and after eating
  - After going to the bathroom
  - After sneezing, blowing your nose, or touching your face

- Wipe down surfaces that you touch frequently with disposable cloths using bleach if possible or household cleaners. Your bathrooms should be cleaned every day using a household disinfectant. Wear gloves while cleaning if possible.
- Your gloves, tissues, masks, and other trash should be put in a bag, tied closed, and put with other household trash.
- Anyone you come in contact with (including anyone in your home) must watch themselves for fever, cough, and other symptoms.
- We also can email you additional instructions.

There is also more information at [mass.gov](http://mass.gov) in the COVID-19 section or at [mass211.org](http://mass211.org).

Our team would like to follow up with you during the follow up period. This would be very quick calls simply to make sure you are doing ok and if you have any additional questions that we can assist with. You will receive phone calls from this same number.

Again, my representative ID is \_\_\_\_\_, if you need to call back for anything.

*If person insists on not receiving these, log a call with this in the comments.*

#### **Outreach Outcome**

*At the end of the case, please submit the outcome of the outreach:*

- *Completed (move status to 'Monitoring and Support')*
- *Partially completed (move status to 'Monitoring and Support' or 'Closed' as appropriate)*
- *Referred to LBOH (send to supervisor)*
- *Couldn't be reached (will close case automatically)*
- *Refused interview (will close case automatically)*
- *Note: Contact diagnosed with COVID-19 is only for contacts who self report a positive test for COVID-19; see protocol.*

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