

### **Approved Voicemail Script: Outreach calls**

Hello, my name is *[insert team member name]* and I'm calling from Partners In Health, working with the COVID-19 Community Tracing Collaborative. We need to speak with you and will call you back again soon. Your phone will indicate 'MA COVID TEAM' or a number starting with 857. You are also welcome to call us back at (857) 305-2728 or (833) 638-1585.

We look forward to speaking with you!

### **Approved Voicemail Script: Follow up & Monitoring calls**

Hello, my name is *[insert team member name]* and I'm calling from Partners In Health, working with the COVID-19 Community Tracing Collaborative. We are following up with you and will call you back again soon. Your phone will indicate 'MA COVID TEAM' or a number starting with 857. You are also welcome to call us back at (857) 305-2728 or (833) 638-1585.

We look forward to speaking with you!