**SHORT COVID-19 Initial Case Interview Script (**[**Form F-02719A**](https://www.dhs.wisconsin.gov/forms/f02719a.pdf)**)**

Before you begin the call, have the **Short** COVID-19 Initial Case Interview Form ([F-02719A](https://www.dhs.wisconsin.gov/forms/f02719a.pdf)) ready, saved to your computer, and fill out the top of the form (Interview Information section and if you are using WEDSS, WEDSS ID and outbreak ID) before calling the case. Note: If you are using WEDSS, for demographic/patient tab information that is already entered in WEDSS before you call (e.g. address, phone #, DOB), you can just confirm it and write “correct in WEDSS” on the form rather than retyping the information if it is correct.

As you prepare for an interview, try to put yourself in the shoes of the person with whom you will be speaking. They may feel fear and stress when learning about their positive COVID-19 test result. They may also be worried about how others in their community may view or treat them. Keep an open mind, be prepared to discuss their fears, and reassure the person you are speaking with that your conversation will stay confidential.

Goals:

* Check on the well-being of the case-patient.
* Gather information from the case about their demographics, risk factors, experience with the disease, and close contacts.
* Ensure that the case-patient understands public health guidelines for isolation (and quarantine for their contacts if needed).
* End the phone conversation with the patient understanding the next concrete steps they can take to keep themselves, their families, and community safe, along with showing gratitude for all they are doing to beat this virus

**Reminder**: Ask questions clearly and wait for a response.

**Items in bold and/or [bracketed] are notes for you, the interviewer.** *Items in italics are the suggested scripted language.*

**Pre-Interview Analysis:**

* If you are using WEDSS, review the WEDSS record
* Pre-fill the **Short COVID-19 Initial Case Interview** form with information available in the WEDSS record, if applicable
* Form: F-02719A

If you find that the case is past isolation, skip all questions shaded in tan.

**Calling the Case**

**If you are unable to reach the case-patient, or they are unavailable, you can leave the following message:**

*Hello, I’m trying to reach* **[name of patient]***. This is* \_\_\_\_\_\_\_\_\_ *from the [Insert School Name]. Please call me back at* \_\_\_\_\_\_\_\_\_*, regarding an important health matter. Thank you.*

**Introduction**

*Hello, my name is \_\_\_\_, and I’m calling from the [Insert School Name]. May I speak with* **[name of patient]***?*

*Hi \_\_\_\_\_. The reason I am calling is confidential in nature, so I do need to make sure I am talking to the correct person. Could I please have you verify your date of birth? (Use address or other identifiers if DOB is not listed in WEDSS, if applicable.)***(Verify you have the right person, match with WEDSS record if applicable).**

**If case is hesitant to answer/asks if call is about COVID**: *I’ll be happy to answer your questions, but before I answer anything, I’ll need to verify your date of birth to ensure that I’m talking with the right person.*

**If they ask why you need their date of birth, tell them**

*I want to make sure I am talking to the correct person. This is to ensure that we do not give out any confidential health information to the wrong individual.*

**They provide the accurate date of birth matching the WEDSS record incident (if applicable).**

*Thank you.*

*Before we get started, let me ask, what is your preferred language?*

**If case prefers to do the interview in a language that you do not speak, [insert local process].**

**Explaining the Call**

*First of all, I’d like to start off by saying that everything we discuss today is private and confidential. Again, my name is \_\_\_\_\_\_\_\_ and I’m calling from the [Insert School Name]. I’m calling because you recently tested positive for COVID-19. Were you aware of your positive test result? What has your health care provider shared with you already?*

**Give the case patient a few moments to answer, give feedback and ask any questions.**

**Provide them with any short explanations to their questions or correct any mis-information about COVID-19. Note if the provider gave them a longer isolation period than our recommendations, they should follow the provider’s recommendation.  If there are any questions you cannot answer or do not feel comfortable answering, feel free to tell them you don’t know the answer, but if they’d like you can follow-up with someone and get them the information they need either through a call back or an email. Direct them to call a healthcare provider with any medical questions.**

*I’d like to talk with you about your infection with COVID-19, answer any (other) questions you may have, and assure you that we are doing all we can to reduce the spread of this infection and you can help us with that.*

**Use other resources to answer further questions that are not medical advice.**

**You may also elicit conversation by asking**

* *What questions do you have right now?*
* *What are your concerns?*

*Are you in a comfortable location where you can talk privately?*

*Thank you.*

**[Reminder about demographic questions: The contact can decline to answer any specific questions. Our goal is to get as much information as the client is willing to give but not to force them to disclose anything they are uncomfortable disclosing. Empathize with the patient and remember that everyone has different comfort levels with these types of things, but also try to help the patient feel confident that their information is private.]**

**Form section: Case-Patient Contact Information [WEDSS tab: Patient]**

**[If you are using WEDSS, it is important to verify any available contact or demographic information for the case and gather any information that is not currently in WEDSS.]**

* *Would you spell your first and last names please?  Do you have a middle initial?*
* *Is that your legal name?*
* *Could you confirm your street address, city, and zip code?***[please confirm spelling of street and city if needed]**
* *Is this the best phone number to reach you? Is this a cell phone or a landline?***[note alternate or additional number if contact prefers a different one]**
* *What is your email address?***[confirm spelling if needed]**
  + **[If you are using WEDSS and contact asks why email is needed]:***If you’d like to provide an email address I can get you signed up for self-monitoring a little bit later in our conversation.  We want to make sure that you’re continuing to feel well, and self-monitoring is a really easy way to do that. You’d get an automated email twice a day, and you can simply click on a link and answer a few questions about how you’re feeling. We will also use your email address to send you any resources that you request after our call. So would you be able to provide an email address at this time?*
  + **[If you are not using WEDSS and contact asks why email is needed]:** *We will use your email address to send you any resources that you request after our call. So would you be able to provide an email address at this time?*
* *Do you identify as Hispanic or Latinx?*
* *What race do you identify with?* **[list if client is unsure]** *I could put White, Black or African American, Native American, Hawaiian/Other, Pacific, Asian or Other.*
* *Just to double check, I have your date of birth as XX/XX/XXX, is that right?*
* *What gender do you identify with?*
* **[If the case is female and between the ages 14-55]:** *Are you currently pregnant or were you pregnant at the time of your infection with COVID-19?* 
  + **[If yes]** *What is your estimated delivery date?*

**Form section: Laboratory and Clinical Information [WEDSS Tab: 2019-nCoV LabClinical]**

*I’d like to take a few minutes to talk with you about the virus, check in on your health and discuss how to keep you as healthy as possible and support you during this time. How does that sound?*

* *What date did your symptoms begin? Feel free to look at a calendar if that would help you remember. This would be the first day you noticed even mild symptoms.*
* **[If case has not had any symptoms]** *That’s great to hear. In that case, can I confirm what date you got tested (the test that was positive)?*

*I am going to go through a list of symptoms. Please let me know if you experienced any of the following:*

*Fever, cough, sore throat, shortness of breath, nausea, abdominal pain, loss of smell, fatigue, chills, headache, muscle aches, runny nose, vomiting, diarrhea* **[>3 loose stools/day]***, loss of taste***[If a fever is or was present, please record the highest temperature.]**

* *Were there any other symptoms you experienced that I did not ask about?*

*And how are you feeling today?* **If symptoms are improved,** *what was the first date you were fever-free for 24 hours (without using fever-reducing medications) and felt like your other symptoms were really improved?*

**Form section: Symptom Self-Monitoring [WEDSS Tab: Patient] – Skip if case is past isolation.**

*As part of public health’s follow-up with people diagnosed with COVID-19, we ask that people monitor and report their symptoms. This allows us to see how you are doing during your isolation period, so we can provide guidance if you develop symptoms or if your symptoms become severe or concerning. It also may help us determine when you have met the criteria to be safely released from isolation, which is important in reducing the spread of COVID 19.*

**[If you are using WEDSS]:**

*Typically symptom monitoring is done electronically where you receive an email twice per day at times that you indicate are convenient for you. When you receive the email, all you need to do is click on the link and complete a brief questionnaire that asks a series of yes/no questions about your symptoms. You simply click the appropriate response for each question and then click submit. The information you provides comes back to us so we can see how you’re doing. The process typically takes just a few minutes of your time, twice per day.*

*Does this sound like something that you would be able to do?*

*What would be the best email address to use for this?*

*What time would you like to receive the email in the morning? And in the afternoon or evening?*

**[If you are not using WEDSS or if the patient does not want to receive emails:]**

*If you would prefer not to do symptom monitoring electronically, you may receive phone calls from a public health professional to ask how you are doing. Do you have a preferred phone number that we would use for this?*

**Form section: Intervention [WEDSS tab: 2019-nCoV Intervention] – Skip tan questions if the case is past isolation.**

* *We recommend that you observe isolation. This means that you will need to stay at home for 10 days, plus 24 hours where you are feeling well – you haven’t had a fever and your other symptoms are markedly improved. If you aren’t feeling well by the 10th day, you would need to remain in isolation until you have been well for 24 hours. Isolation also means that you will separate from the others in your house as much as possible. That would mean not sharing a bathroom, kitchen, or other living spaces, wearing a mask if you need to be around others, and maintaining at least 6 feet of distance.*
* *Are you willing to practice isolation?/Are you already isolated?*
  + **[if yes, ask]** *What day did you start isolating?*
  + **Give guidance on last day of isolation.**

**[if past isolation]** *Did you isolate?*

* + **[if yes, ask]** *What day did you start isolating? And what was your last day of isolation?*
* *Did you/will you notify your employer that you need to isolate?*
  + **[If case has concerns about isolating and not going to work]:** *Would you like an official letter from public health that you can show to your employer?* 
    - **[If yes]:***I will get that letter sent to you. Would it be okay to send that to your email?*
* *Are you isolated at your own residence?* **If no,** *where are you isolated?*
* *Do you think you will be able to separate yourself from other people and from pets where you live?***(**[**Review home isolation instructions**](https://www.dhs.wisconsin.gov/publications/p02627.pdf) **and** [**living with someone with COVID-19**](https://www.dhs.wisconsin.gov/publications/p02800.pdf) **fact sheets)**
  + *Do you have your own bathroom you can use while isolating?*
    - **[if no,** [**review guidelines for disinfecting shared spaces**](https://www.dhs.wisconsin.gov/publications/p02618.pdf)**]**
* *Do you have any concerns about your safety at home while you are in isolation?*
* *Do you have needs related to any of the following resources while you are in isolation?*
  + *Food*
  + *Personal care items/medications*
  + *Bills*
  + *Cleaning Supplies*
  + *Other needs*
* **If they say yes to any of the above, please refer them to 2-1-1 resources.**
* *What can I help you with to make isolation go smoother for you?*

**Form section:  Contact Tracing [WEDSS tab: 2019-nCoV Intervention]**

* **Focus on infectious period. We are looking at the timeframe where a case-patient may have exposed people to their infection/illness and possibly spread the infection to them. – this is also called the ‘infectious period’.**
* **Stress the importance of identifying and locating all exposed contacts.**
* **Collect names, locating information, and exposure dates for their close contacts.**
* **Inform them that public health may attempt to reach their contacts to notify them of their exposure to COVID-19 and to provide them quarantine and symptom monitoring information. We will not disclose the name of the case.**

**Now you should walk through, day-by-day, with the patient their activities and people they had close interactions with. You should start 2 days before their illness began (or before they were tested for COVID-19 if asymptomatic) and work through until the date you are doing the interview or their isolation end date if they are already past isolation.**

**Use any combination of the following questions to help you gather information about the case’s activities.**

* *If we look at (x date) which is 2 days before your illness began, did you go anywhere that day?  In the morning (am hours)?  In the afternoon/evening (pm hours)?*
* *When you were at x location, who were you with?*
* *How many people were there?*
* *How many of them did you directly interact with?*
* *Who was/were the person/people you spent the most time with?*
* *Who was there a person who you interacted with more closely than others?*
* *Who else was there?*
* *Did you do anything else that day?*

**Repeat for each day through today or the case’s isolation end date if they are already past isolation. Once the case started isolating at home, it is not necessary to go day-by-day.**

**If the case went somewhere during their infectious period and potentially exposed others for whom they do not have contact information, collect sufficient information to allow for public health follow-up (e.g. name of activity/location, location details, contact information for someone who may have the contacts’ information, etc).**

**Document all close contacts, including household contacts, in the Contacts table on the form.**

**For each contact elicited during your conversation, talk through the nature of the interaction with the case-patient to determine if the person meets the definition for a close contact. For anyone who would be classified as a close contact:**

* *What is their name? Is that their legal name or a nickname?*
* *What language do they prefer to speak in?*
* *What is their phone number?*
* *How do you know them? (relationship to case-patient)*
* *What is their gender?*
* *What is their approximate age or date of birth?*
* *What was the last date you saw them?*
* *Where do they live?*
  + *Do you know their address? What city or state do they live in?*
* *Do you know if that person has been sick at all?*
  + *When did their illness start*? *Do you know if this person was diagnosed with COVID-19?*

**Document a brief description of the exposure interaction for each close contact on the form.**

**If they don’t know how to reach one of their close contacts:**

* *Is there anyone else who might be able to contact them?*

*Would you be willing to notify your contacts of their exposure and need to quarantine? This means that you will tell your close contacts to stay home for 14 days from their last contact with you. Public health still wants to be able to call everyone, but right now, we probably won’t be able to notify your contacts in the timely manner that they need. You can probably tell them much faster than we could. By reaching them, they can stay home which will help stop the spread of COVID-19 in our community.*

*I will give you a fact sheet with the information to send them and some talking points to use to make sure you tell them what they need to know. We understand that this can be a difficult conversation. If you don’t want them to know you have COVID, you can also use a website that will send them a message anonymously. Does this seem like something you could help us with?*

**If yes:**

*Thank you. You are really playing a key role in stopping the spread of COVID.*

*So, you will need to tell them to stay home for 14 days from their last day of contact with you. Even if they get tested for COVID, and get a negative test result, they will still need to quarantine for 14 days. I will send you a* [*fact sheet*](https://www.dhs.wisconsin.gov/publications/p02803.pdf) *with talking points and a* [*fact sheet*](https://www.dhs.wisconsin.gov/publications/p02598a.pdf) *about being a close contact that you can send to them. If they have any questions, they can visit the DHS website or call their primary care provider. And like I said before, the health department may be calling them during their quarantine period, so please ask them to answer that phone call. They would be doing a contact interview, similar to the conversation we just had. Do you have any questions about this?*

**If case has concerns about letting contacts know about the case’s diagnosis:**

*If you would prefer, you can notify your contacts anonymously through an online tool. You can just go to TellYourContacts.org and through that site, you can send an email or text message anonymously to let your contact know about their COVID-19 exposure. There are instructions on the fact sheet I will send you. Would you be willing to use that site to notify your contacts?* **If yes:** *Thank you. You are really playing a key role in stopping the spread of COVID.*

**If not comfortable notifying contacts:**

*Do you have any specific concerns about notifying your contacts?* **[Try to address concerns so case is willing to notify contacts.]**

**If still not willing to notify contacts:**

*Okay, thanks for considering.*

**Form section: Risk [WEDSS tab: 2019-nCoV Risk] – Skip tan questions if case is past isolation.**

*Ok, I just have a few final questions for you.*

**Residential Setting**

* *Are you currently living in stable housing that you own, rent, or stay in as part of a household?*
* *What type of housing do you live in?*
  + **If they live in an apartment/condo/duplex/townhome ask:** *Does it have a common entrance or shared spaces?*
  + **If they live in a congregate living setting, confirm the type of setting (e.g. dormitory, long-term care facility, jail, prison – see drop-down list on the form)**
    - **Ask:** And what is the name of the [congregate living setting]?
    - And is that the address you provided at the beginning of our conversation? [**Document the address on the form/in WEDSS.]**
* *How many other people live in the same home/apartment/condo?*
* *Do you have any pets or responsibilities caring for animals?*

**Current Occupation and Industry**

* *What type of work do you do?*
  + *What does the company you work for make or do?*
  + *What’s your employers name, address, city and state?*
  + *Where is your job performed? (at a job site, remotely, both)*
* *What was the last date you worked?*
* *Do you have any other jobs? If so, please list your other jobs and their names and locations and where the job is performed.*

**Education and Child Care**

* **[If the patient is a child]** *Does* ***patient*** *attend childcare outside of their home?*
  + *What was the last date they attended (in person)?*
  + *What is the name of the childcare center?*
  + *What is the address?*
* *Do you attend school/college/university as a student?* 
  + **[If yes]** 
    - *What is the name and location of your school/college/university*
    - *Do you attend school in person or distance learning? Or Hybrid?*
    - *What grade/year are you in?*
    - *What was the date you last attended in person school?*

**Wrap-up**

*I do have some fact sheets available that I could send you by email or mail. We have information on disinfecting at home, steps to take to protect your community, information about COVID testing, and lots more. Are you interested in those resources?*

**[If the client is interested in fact sheets, use your best judgement to determine which sheets would be most appropriate for their situation. You may also provide the contact with the DHS webpage with COVID information:** [**https://www.dhs.wisconsin.gov/covid-19/resources.htm**](https://www.dhs.wisconsin.gov/covid-19/resources.htm)**]**

**Continue with your wrap up:**

*Before I let you go, I just want to go over what we’ve discussed today. We’ve made a plan for you to isolate until* XX/XX/XXXX *and separate yourself as much as possible from others in your home.* **[Please go over the patient’s plan to notify their own contacts, if applicable. Then review with the patient any plan you have made to send resources/a work notice/etc. after the call].** *Just so you’re aware, there are some more concerning symptoms of COVID-19 to look out for. This would be extreme shortness of breath or difficulty breathing, bluish lips or face, a new sense of confusion, or the inability to be woken up. If you start to experience any of these, please call 9-1-1 right away and let them know about your COVID-19 diagnosis. Otherwise, just keep monitoring your symptoms and reach out to your doctor or local health department if you have any health questions.*

*I really appreciate you taking the time for this conversation, as this will be essential in our effort to slow the spread of this virus. I do hope you get well soon and stay safe. Have a great rest of your day!*

**After the call**

**Fill in data on health teaching and infection attribution based on your conversation with the case.**