**SHORT COVID-19 Contact Interview Script**

As you prepare for an interview, try to put yourself in the shoes of the person you will be speaking to. They may feel fear and stress when learning about their exposure to COVID-19. 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 conversations will stay confidential.

Goals:

* Check on the well-being of the contact.
* Ensure that the contact understands public health guidelines for quarantine (and isolation if needed).
* End the phone conversation with the contact 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

**Calling the Contact**

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

*Hello, I’m trying to reach* **[name of contact]***. 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 contact]***?*

*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 contact 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 you do not have their date of birth, you may also ask them to verify their last name, the spelling of their last name, or their address, if you have it.]**

**[Contact is hesitant to give DOB/asks why that is needed]**: *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 or otherwise confirm their identity with information matching the WEDSS record incident.**

*Thank you.*

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

**If contact 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 am calling today to let you know you have been exposed to COVID-19. Is this something you were already aware of?*

**[If contact asks who exposed them]** *To protect the privacy of others, I can’t disclose anything regarding the exposure, but what I can tell you is you were exposed to COVID-19 on XX date.*

**[\*Note: You cannot tell the contact any information about the case-patient, nor can you explicitly state any details about their exposure other than the date. Other information could lead them to identify the case without explicit permission from the case. Some people will be able to deduce who they might have been exposed by, and if they speculate who and where, just say that you cannot confirm any information.]**

*I'm calling from the Contact Tracing team with the [Jurisdiction Name]. My primary purpose in calling is to check on you to make sure you’re feeling okay and to provide you with answers to any questions you may have. I will also offer you some resources and guidelines. Do you have some time to talk right now?*

*The information I have here is that you were exposed to COVID on XX/XX/XXXX. I am going to recommend that you quarantine to ensure that you stay well and limit the spread of the virus as much as possible. For you, the last date of that quarantine will be XX/XX/XXXX. We will talk more in detail about what this means a little later. What questions do you have for me now?*

*Well, to get started, I’m just going to ask a few questions about you. Again, everything we discuss today is private and confidential.*

**[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: Contact’s Information [WEDSS tab: Patient]**

* *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?* **[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?*
* *Thank you.*

**Form section: Demographic Information [WEDSS tab: Patient]**

**[You will want to ask each one of these with a decent pace, and possibly group a few questions together at a time. If you are using WEDSS, it is important to verify any available demographic information for the contact and gather any information that is not currently in WEDSS.]**

* *What is your date of birth?* **OR***Just to double check, I have your date of birth as XX/XX/XXX, is that right?*
* *What gender do you identify with?*
* **[If a contact is female and between the ages 14-55]:** *Are you currently pregnant?*
  + **[If yes]** *What is your estimated delivery date?*
* *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.*

**Form section: Symptoms [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?*

*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?*
* **[If contact has had symptoms]:**
  + *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.*
  + *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]**

*As part of public health’s follow-up with people exposed to COVID-19, we ask that people monitor and report their symptoms. This allows us to see how you are doing during your quarantine 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 quarantine, 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: Isolation and Quarantine [WEDSS tab: 2019-nCov Intervention]**

*Okay, so for this next part of our conversation we’re going to talk about quarantine and what that means.* **\*READ THROUGH CLOSE** [**CONTACTS NEXT STEPS SHEET**](https://www.dhs.wisconsin.gov/publications/p02598a.pdf)**\***

**[If contact has NOT had symptoms]**

*Your last exposure date is XX/XX/XXXX/is today, and your last day of quarantine will be XX/XX/XXXX. This means you can go back to your normal activities on XX/XX/XXXX* **(the day after the quarantine ends)***. Do you feel you’ll be able to quarantine following those guidelines?*

**[If contact HAS had symptoms]**

*Your last exposure date is XX/XX/XXXX/is today and you’ve also had some symptoms. This means you need to quarantine until XX/XX/XXXX* **(later date of isolation/quarantine end date or earliest possible end date if still symptomatic)***. This means staying home and separating from 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. You can go back to your normal activities on/at the earliest on XX/XX/XXXX* **(the day after the isolation/quarantine ends)***. In order to stop quarantining on that date, you will need to have been fever-free for 24 hours and have your other symptoms be markedly improved. Do you feel you’ll be able to quarantine following those guidelines?*

*Have you already been quarantining?*

**[if yes]** *What day did you start quarantining?*

*Did you already/will you let your employer know about your quarantine?*

* **[If contact has concerns about quarantining and not going to work]:** *Would you like an official letter from public health that you can show to your employer?* 
  + **[if yes]** *Will you be able to wait a day or two to receive that letter or will you need it more urgently?*
  + *I will get that letter sent to you. Would it be okay to send that to your email?*

**[If the client hasn’t provided an email address, or does not want the letter emailed, let them know the letter will be mailed to their home address and note this in WEDSS if applicable]**

*Are you quarantining at your own residence?* **If no,** *where are you quarantined?*

*Do you have any concerns about your safety at home while you are in quarantine?*

*Do you have needs related to any of the following resources while you are in quarantine?*

* + *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 other resources can I connect you with to help you during your quarantine?*

**Form section: Risks [WEDSS tab: 2019-nCov Risk]**

**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* ***[contact]*** *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?*

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

**Form section: Residential Setting [WEDSS tab: 2019-nCov Risk] – Only ask residential questions if contact has had symptoms at any time since their exposure.**

* *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?*

**Wrap-up**

*I do have some fact sheets available that I could send you by email or mail. We have information about disinfecting at home, next steps after an exposure to COVID-19, information about COVID-19 testing, and lots more. Are you interested in any of these 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:**

*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 awakened. If you start to experience any of these symptoms, please call 9-1-1 right away and let them know about your COVID-19 exposure.*

*Before I let you go, I just want to go over what we’ve discussed today. We’ve made a plan for you to quarantine at home until* XX/XX/XXXX *along with practicing good hand hygiene, wearing a mask, and staying socially distanced from others after you finish your quarantine. Keep monitoring your symptoms and be sure to reach out to your doctor or local health department if you have any health questions.*

*I really appreciate you taking the time to talk with me today, as it’s essential in our efforts to slow the spread of this virus. Have a great rest of your day!*

**After the Call: Fill in data on health teaching based on your conversation with the contact.**