Coronavirus – known contact to a confirmed case of Coronavirus Messaging Guide

(As of 3/18/20)

# Contact

Note: if they are returning a call from either a text or message you have left, start by thanking them for calling you back and start by verifying their identity.

## First contact if you reach them by phone

*Hi is this\_\_\_\_\_\_\_\_\_\_\_\_\_\_?*

*My name is\_\_\_\_\_\_\_\_\_.*

*I work with Public Health Madison & Dane County.*

They respond

*Just to be sure I’m talking to the right person could you please verify your date of birth?*

They respond

*Thank you.*

*As I said, my name is\_\_\_\_\_\_\_\_\_\_\_ and I work at the Local Public Health Department here in Madison and Dane County.*

*Part of my role is to reach out/contact people who may have been exposed to infectious diseases and that is why I’m contacting you now.*

*Is this a good time to talk?*

*Just so you know everything we talk about is confidential and I am happy to email you information on our agency privacy practices.*

*You were identified as a contact to a positive Covid-19 case with exposure on \_\_\_\_\_\_\_\_\_\_\_.*

*Are you feeling sick? Specifically having any symptoms of sore throat, cough, shortness of breath, fever, feeling feverish, headache, abdominal pain, diarrhea, chills, muscle aches, vomiting?*

*Any other symptoms?*

*When did symptoms start?*

*Were you tested for COVID-19?*

*If you have been tested and results are not back yet, it is important to remain isolated while you wait for test results. Please keep in mind that isolation helps prevent the spread of disease and protects you, your family, friends and community from getting exposed to a potentially life threatening infection.* (or some similar wording/motivational interviewing!).

*Have you traveled recently (anywhere in the world, including in the United States)?*

*Where do you work and what do you do there?*

*Are you a student? Where?*

*Who’s in your household?*

Based on your exposure, we’d classify you as (medium or high risk exposure). Based on this we have recommendations on how to keep yourself and others healthy” and then go over the self-quarantine and self-monitoring guidance based on risk exposure.

If contacts develop fever and/or respiratory symptoms, they should call their health care provider and report their symptoms and exposure to a positive COVID-19 case. Ensure individual has a plan for seeking health care. If seeking emergency care and/or transportation client should inform providers that they have been exposed to COVID-19 and wear a mask during transport if they have one available.

*We can provide you a letter to give to your place of employment; it doesn’t have to say why you need to stay home. You are not required to tell your employer why you need to stay home, the sharing of your health information is your decision.*

Ask them for their email; let them know we will be sending out HIPPA, notice of exposure letter with risk category, and possibly COVID fact sheets and respiratory infection fact sheet. This email may go to your junk mail folder, so please check for that. (Despite information on these fact sheets, we will not be calling people every day for symptom monitoring)

Give them your weekday contact information.

Give them these instructions for weekends and after hours: Call your provider if your symptoms worsen

*If you have been tested already, we will call you with your results, which can take at least 48 hours. If you do test positive, we will work with you to notify contacts and assure proper follow up. Do not notify contacts without our guidance*”

**\*If client is in a facility find out**:

What facility client is in.

What is client in the facility for? (long or short term)

Does client have a private room?

Does client need nursing or aide assistance?

If yes how often

Does client have other staff members in room (therapy, chaplain etc)

Does client eat in room or community room?

Does client receive meds?

If yes how (room or community room)?

If **short term like rehab**-

What is client in rehab for?

Is client close to discharge date?

If client was home, would client be able to take care of themselves during self-quarantine?

Would they have groceries, enough meds, ability to ambulate, perform self-care throughout quarantine period.

Who else would be in the house with client if they were to discharge home?

*Do you have any questions for me? Just a reminder, we ask that you not share this information in order to best protect the safety and privacy of everyone involved.*

*Thank you for your time!*

When talking to LTC facility please see[..\LTCF\Medium Risk Contacts LTCF Guidelines 2020-03-15.docx](file:///C:\Users\Ikarnabi\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\LTCF\Medium%20Risk%20Contacts%20LTCF%20Guidelines%202020-03-15.docx) for guidelines for precautions.

This is what the facility needs to go by. If they cannot d/t whatever circumstances confer with Amanda to see what we can best come up with that aligns most closely with this document.

My normal contact at these places will be a Nurse Admin, Director of Nursing, or an Administrator at a facility.

[Low Risk](https://www.dhs.wisconsin.gov/publications/p02598b.pdf)

[Medium Risk](https://www.dhs.wisconsin.gov/publications/p02598a.pdf)

[High Risk](https://www.dhs.wisconsin.gov/publications/p02598.pdf)