

## COVID-19 Case Investigation Interim Script

### General Suggestions:

- A. The primary goal of leaving a text or voicemail is to get the case on the phone with you.
- B. Leaving a voicemail after the first call attempt is good practice – it allows the case to associate your number with a name and reputable agency, rather than as a spam caller
- C. It is okay to call the case more than once in the same day; this may help to indicate the urgency of your call
- D. It is a good idea to explore different modalities (e.g. text) if you are unable to contact cases by phone
- E. Texting can lead to conversation gains, but **DO NOT** text your case before the first call attempt, we recommend texting cases after your second call attempt

### Before calling review:

- [Use the current COVID-19 Report Form](#)
- [What to do if you have confirmed or suspected coronavirus disease \(COVID-19\) 1-pager](#)

### Leaving a Voicemail Message:

*"Hi this is [interviewer name] from [agency name]. I am contacting you about your recent illness. Please call me back at [predetermined contact number]. I will be in the office [availability]. If I don't answer, please leave a voicemail and I'll get back to you as soon as possible."*

### Case Interview Script for COVID-19

*Hi, this is [interviewer's name] calling from [agency name]. May I speak with [respondent name]? (or "Am I speaking with [respondent name]?")*

**IF THE CONTACT IS A LESS THAN 18 YEARS OLD, ASK TO SPEAK TO THE PARENT OR GUARDIAN OF THE MINOR FIRST.**

**Child variant:** *"I am calling because your child [child's name] has tested positive for COVID-19, and we are trying to gather information about his/her illness. We are trying to determine the source to prevent others from getting sick."*

**Option if child ≥13:** *"Or, if you think [child's name] would be better able to tell us about recent activities and contacts, we could speak with him/her. Which do you think is best?"*

**STILL GET CONSENT FROM BOTH GUARDIAN AND CHILD IF THEY ARE UNDER THE AGE OF 18.**

### Adult/guardian consented child:

*"I am calling because you tested positive for COVID-19. We are trying to gather more information about your illness and your activities before and after you became ill to aid in our understanding of this disease and to prevent future cases. Is now a good time for you? (If no, schedule a time to call back). First I am going to ask you a few questions to make sure the information we received is correct." (Confirm and complete demographics section.)*

### Clinical Information:

*"Next, I have a few questions about the duration of your illness and symptoms you may have experienced. You may respond "yes", "no", or "unsure" to any of the questions that I ask you."*

### Risk and Response:

*"Next I have a few questions about your usual activities and any potential exposures, such as travel or contact with someone who was sick in the 14 days before the onset of your symptoms, this time period would be \_\_\_/\_\_\_/\_\_\_ through \_\_\_/\_\_\_/\_\_\_." (Use Appendix A, Part I to elicit all activities day-by-day for the 14 days prior to the day of illness onset. Use memory aid to ensure all relevant information is collected for contacts.)*

**Transmission tracking:**

*“Now I’d like to talk about your activities around the time you became ill. I’m interested in any places, including your home where you had close contact with other people or times you were in a crowded setting. Based on the above questions, you told me your onset date was \_\_\_/\_\_\_/\_\_\_. It looks like that was a \_\_\_ day (e.g. Monday). Around what time did you first begin to feel ill?” (Use Appendix A, Part II to elicit all activities day-by-day from (and including) the day of illness onset until the day the patient was isolated. Use memory aid to ensure all relevant information is collected for contacts.)*

**Ending the call:**

- “That completes the questionnaire, thank you so much for your time and for assisting us with this important investigation.”*
- “I would like to send you an instructions document from DOH that will help answer your questions. Do you prefer to receive a link by phone or email?” Email: \_\_\_\_\_*
- “Do you have any questions for me? If you come up with any questions later on, would you like our phone number?” Give predetermined contact number*
- “Is it okay to contact you again if we have further questions?”*
- “Thank you again and have a great day.”*

If having trouble getting a hold of someone and want to leave a more motivating voicemail without saying exactly what you are calling about:

*“Hi this is [interviewer name] from [agency name]. I am part of a team that is investigating COVID-19 cases and it is important that I talk with you. Please call me back at [predetermined contact number]. I will be in the office [availability]. If I don’t answer, please leave a voicemail and I’ll get back to you as soon as possible.”*

**Text Messages:**

*“Hi this is [interviewer name] from [agency name]. I am contacting you about your recent illness. Please respond with the best time for me to call, or call me at this number [predetermined contact number] at your earliest convenience.*