

## SUGGESTED SCRIPT: PATIENT DIAGNOSED WITH COVID-19

This document is meant to serve as guidance for contact tracing staff. Please note that the script below is a suggestion and staff are encouraged to modify as needed to achieve the desired outcomes.

### Introduction

- “Hi, this is [staff name] from the Monroe County Department of Health. I’m calling to speak with [COVID-19 patient name]. To confirm that I’m speaking with the right person, please tell me your date of birth.”
  - Patient responds with correct date of birth.
- “Thank you. I am calling about your recent illness, the corona virus (or COVID-19). We are trying to gather more information about your illness and your activities after you became ill to aid in our understanding of this virus and to help stop the spread.”

### Demographics

- “First I am going to ask you a few questions to make sure the information I received is correct.”
  - Confirm and complete the patient demographics section of the database, including telephone number and email address.

### Medical

- “Next, I have a few questions about the duration of your illness and any symptoms you are experiencing—or have experienced in the recent past. What date did the symptoms start (if any)? What symptoms did you have?”
  - Input the symptoms onset date into the patient information section of the spreadsheet.

### Contacts

- “Lastly, I have a few questions about your usual activities and any potential exposures, such as at work or home or church or contact with an individual—or individuals—since the date your symptoms started through today. This time period would be \_\_\_/\_\_\_/\_\_\_ through \_\_\_/\_\_\_/\_\_\_”
  - For each of the instances provided, gather the first name, last name and phone number of each individual the patient was in close proximity with (i.e., within 6 feet). Input this information into the contact section of the spreadsheet—below the yellow row.
- “We will be reaching out to the contacts you provided to assure proper follow up.”

### Isolation Order

- “I am serving you an order of Isolation on behalf of the Commissioner of the Monroe County Department of Public Health because you have tested positive for COVID-19. This means you need to remain in your home and you cannot leave under any circumstance except to seek medical care. Isolation means that whenever possible that you remain away from others in your home. Preferably a separate sleeping arrangement and separate bathroom. This is to reduce exposure to your family. If you are unable to use a separate bathroom you should clean it the best you can in between each use. “read from Guidelines of Isolation. You need to stay at least 6 feet away from others in the household, do meticulous hand washing and sanitizing especially if you need to share a bathroom or other common areas in the home. You may go in your yard only if you can maintain a distance of at least 6 feet from your neighbors. If you live in an apartment, you may not leave because you may not be in the common areas of the building where others might be such as the elevator. Practice meticulous hand washing and disinfect frequently touched surfaces in the home. One of the Monroe County Department of Public Health nurses will contact you to release you from isolation. You should let your primary care provider know either by phone or through the patient portal and certainly if your symptoms are worsening. In an emergency please call 911.”

### ***Home Assessment***

- Do you have what you need in order to carry out this order? The previous question -Patient states: I need “groceries, meds, etc” Do you know someone that is able to go to the store for you and drop it off at your door? Most places deliver now
- IF they have no support. “Another member of our team will reach out to you shortly to help”, wrap around care can continue to help brain storm. Send Patient referral directly to Wrap Around Care by emailing [dfa2a26.sm.monroe.wraparound.care.request@dfa.state.ny.us](mailto:dfa2a26.sm.monroe.wraparound.care.request@dfa.state.ny.us).

### ***Introduce Datos App***

- “We want to keep communication as simple and easy as possible. What kind of smartphone do you have? What’s the number?” If they don’t have one. “Who in your household has a smartphone.” If they have a smartphone, “We are using a phone based app to keep in touch with you during your period of isolation. It’s very easy to set up and use. Later today, you will receive a text message with a link to download the app and you user name and temporary password. Then it will prompt you to create a new password. Make sure you follow the prompts to turn on the notifications. We will be communicating with you via the app.” If no smartphone, let them know they will receive a daily phone call. Select App checkbox in database if the patient agrees to use the app.

### ***Closure***

- “You will be sent an Order of Isolation later today via email, app or mail. Do you have any questions for me? The Isolation Release Team will also be reaching out to you when you are eligible. Please call 585-753-5555 with your questions. Thank you very much for the information and your time. Get well soon.”

See [here](#) for information on contract tracing and its importance.