

Contact Interview Script

If you receive voice mail, leave the following message:

“Hi, this is [interviewer name]. I am calling from Marion County Health department it is important that I talk with you. Please call me back at [contact number- Direct number]. I will be in the office [dates and times]. If I don’t answer, please leave a voicemail. I will get back to you as soon as possible. Again, this is [interviewer name] and my number is [contact number].”

Note: If there is no answer or the person’s voicemail is full, note this along with the day and time. After that, try again at different times. Please call three times.

If a person answers, begin with the script:

“Hi, may I speak with [contact name]?” (Or, “Am I speaking with [contact name]?”)

Note (if you know contact is a child): If the contact is less than 15 years old, “May I speak to the parent or guardian of [contact name]?”

Note (non-English speaker): If the person prefers a language other than English, “I will call you back with an interpreter.” After you have an interpreter on the line proceed with interview.

[If the contact is not the person who answered the phone, repeat above introductory info when contact is on the phone.]

“This is [interviewer’s name], I am calling from Marion County Health department. I am calling you because you may have come in close contact with a person with COVID-19. I am sure that you have questions, and I will do my best to answer them for you, but we need your help to stop the spread of the virus. I want you to know right away that I will not be asking for any financial information and I will not ask for your social security number. I will ask you to verify your contact information and your date of birth. I will also ask you questions about how you are feeling and whether you have symptoms of COVID-19. Anything you tell me is confidential.”

“I need to collect some information about you. I want you to know that the information you share with me will be used by public health officials and will not be made public. I will not ask you about your immigration status and your information will not be shared with immigration authorities or with law enforcement. Getting tested or getting treated for COVID-19 will not affect your ability to get permanent residency in the United States.”

Note: Do **not** name the COVID case the person was exposed to. If the contact is insistent, tell them that “public health investigations are confidential, and except for necessary public health staff, we will also be keeping any information you give us private.”

PART ONE

- A. "What is your preferred language?"
- B. Will you please verify your first and last name for me? How is that spelled?"
- C. Date of birth?
- D. What county do you live in?
- E. "Thank you. How have you been feeling?"
- F. "I am going to ask you about some specific symptoms. Will you tell me if you've noticed any of these since [date of contact with case]?"
 - Fever (100° or above is a fever): temp?
 - Cough Shortness of breath
 - Loss of sense of taste or smell Other:

(If applicable) "When did you first start feeling sick? If you need to check a calendar, that's fine. Do you still feel sick? Total days:

- G. What is your preferred phone number?
- H. Mailing address?

(If the person is temporarily relocated, homeless or has unstable housing, please ask for details about where they stay.)

Notes:

- I. If you work, where do you work?
- J. What kind of work do you do? **(skip if unemployed)**
- K. Do you have an email address that you check regularly?
- L. Do you have someone we could call if we need to reach you urgently?
- M. What is the phone number?

Note (unstable housing): "For now, please stay as close as possible to where you are staying. Try to stay away from other people as much as possible, including staying away from public places. When you do have to be around other people, please wear a cloth or disposable face covering."

Note (Health care worker): If contact identifies as a health care worker (HCW) and is **not experiencing symptoms** use the HCW script listed below. If two or more symptoms, use that script.

If contact has two or more of the listed symptoms:

PART TWO

“Thank you for sharing this information. Since you have symptoms, I am going to contact someone from your local health department, and I suggest that you notify your healthcare provider. The health department will call you back and ask you some detailed questions, provide you with guidance and answer your questions. You and your healthcare provider will discuss whether you should be tested or if you need to seek care.

For now, please plan to stay home and self-isolate. Do not go to work, school, or public areas. As much as possible, stay in a specific room and away from other people in your home. Also, limit contact with pets and other animals.

N. Do you have what you need to stay at home for now?”

(For example, do you have friends or family who can drop off groceries or medication, or can you or they order those things online or get groceries delivered?)

Notes: Click or tap here to enter text.

Note (unmet needs): “I’m hearing that you need some help with a few things. 211 Info may be able to help you find resources. You can call them at 2-1-1 or find them online.”

Note (over age 60 years or younger person with a disability): “Your local Aging and Disability Resource Connection may be able to help you find resources. You can find them online at ADRC.info@dhsosha.state.or.us or you can call 1-855-673-2372.”

Note: (if county resources available): “I will pass that information along and have someone get back in touch with you. In the meantime, if you need something right away, you can call 2-1-1 for resources.

- If you need medical care, call your healthcare provider before you go in. Tell them you have been in contact with someone with COVID-19 and you now have symptoms.
- If you need help finding a medical provider, call your local health department or 211.
- If you have a medical emergency, call 911. Tell them you may have been exposed to COVID-19. If possible, put on a cloth or disposable face covering before emergency medical services arrive or right after they arrive.

Someone will be in touch with you soon. Do you have any questions for me?”

Note (all symptomatic contacts): Hang up and notify a case investigator or LPHA.

If contact self-identifies as a health care worker:

PART TWO

“Since you may have come in contact with someone who has tested positive for COVID-19, there are some steps you can take to avoid spreading the disease to others. We will [mail] you a letter with this information as well.

Note (method of contact): Use whatever the contact has stated is their preferred method of contact.

“Please stay home until [last date of recommended quarantine]. You should not leave your home except to go to work or to receive medical care. You can continue to attend work as long as you have **no symptoms**. You can also go outside by yourself to get some exercise. Have someone else complete your errands, like grocery shopping.

“At home, please try to stay away from other people in your home by staying in a specific part or room of your home. Limit contact with pets and other animals.

O. Do you have what you need to stay home until [last date of recommended quarantine]?

(For example, do you have friends or family who can drop off groceries or medication, or can you or they order those things online or get groceries delivered?)

Notes:

Note (unmet needs): “I’m hearing that you need some help with a few things. 211 Info may be able to help you find resources. You can call them at 2-1-1.”

Note (over age 60 years or younger person with a disability): “Your local Aging and Disability Resource Connection may be able to help you find resources. You can find them online at ADRC.info@dhsosha.state.or.us or you can call 1-855-673-2372.”

(If county resources available): “I will pass that information along and have someone get back in touch with you. In the meantime, if you need something right away, you can call 2-1-1 for resources.

“When you leave your home for work or to get medical care, please wear a cloth or disposable face covering.”

If a contact has not had any (or has only one of the listed) symptoms:

PART TWO

“Since you may have come in contact with someone who has tested positive for COVID-19, there are some steps you can take to avoid spreading the disease to others. We will [mail] you a letter with this information as well.

Note (method of contact): Use whatever the contact has stated is their preferred method of contact.

“Please stay home until [last date of recommended quarantine]. This means you should not go to work or school, and someone else should complete your errands, like grocery shopping. You should not leave your home unless you need medical care. You can also go outside by yourself to get some exercise.

“At home, please try to stay away from other people in your home by staying in a specific part or room of your home. Limit contact with pets and other animals.

O. Do you have what you need to stay home until [last date of recommended quarantine]?

(For example, do you have friends or family who can drop off groceries or medication, or can you or they order those things online or get groceries delivered?)

Notes:

Note (unmet needs): “I’m hearing that you need some help with a few things. 211 Info may be able to help you find resources. You can call them at 2-1-1.”

Note (over age 60 years or younger person with a disability): “Your local Aging and Disability Resource Connection may be able to help you find resources. You can find them online at ADRC.info@dhsosha.state.or.us or you can call 1-855-673-2372.”

(If county resources available): “I will pass that information along and have someone get back in touch with you. In the meantime, if you need something right away, you can call 2-1-1 for resources.

“If you do need to leave your home to get medical care, please wear a cloth or disposable face covering.”

PART THREE

“Between now and [last date of recommended quarantine], please check yourself closely for symptoms.

- Take your temperature twice a day; once in the morning and once in the evening. If you don't have a thermometer, please buy or borrow one. If you can't get one, please make a note everyday of whether you feel feverish.
- Keep track of whether you notice any other symptoms.
- I, or another person from the public health, will contact you once a day to check in on you and record your temperatures and whether you've had symptoms.

P. “How would you like us to reach out to you? Phone Text

Q. “Is there a specific time you would you like us to contact you?

“If you start having symptoms, like a fever, cough, or shortness of breath, you might have COVID-19. You need to call the health department right away, even if your symptoms are very mild. You can reach the health department at **503-588-5621**. They can check your symptoms and help coordinate testing if you need it.

“If you need medical care, call your health care provider or clinic before you go in. Tell them you were in contact with someone who tested positive for COVID-19 and now have symptoms.

“If you have a medical emergency or are seriously ill, call 9-1-1. Tell them you were in contact with someone who tested positive for COVID-19 and now have symptoms. Put on a cloth or disposable face covering before medical personnel arrive, if possible.

“Here are some other ways you can keep others in your home from getting sick.

- **Wash your hands regularly;**
 - Use soap and water for at least 20 seconds, or if soap and water are not available
 - Use an alcohol-based hand sanitizer.
- **Avoid sharing personal items:**
 - Don't share plates, utensils, towels, or bedding without washing them thoroughly first.
- **Clean all “high-touch” surfaces every day:**
 - This includes counters, tabletops, doorknobs, bathroom fixtures, and phones.

"I will send you more information on these strategies. You can also Google Oregon Public Health COVID-19.

"As we discussed, you need to stay home from now through [last date of recommended quarantine]. If you do not have any symptoms by [last date of recommended quarantine], you will be able to go back to your normal activities.

"If your employer or school has questions about you having to stay home, we will send you a letter that explains what we've discussed today that you can share with them. There is more information about COVID-19 on the Oregon Health Authority's website.

"As I said earlier, public health investigations are private. Please do not share names or other information you may know about people who are being asked to stay home or other people who may have been in contact with them.

"Do you have any questions for me? Thank you for your time. Someone from the health department will contact you every day. It might be me or one of my co-workers. If you think of any questions, you can call the county health department at **503-588-5621**, or you can ask whoever contacts you.

Note (safety concerns): If you have concerns about the safety of this person, or other people in the home, contact your supervisor after the call to discuss your concerns. This call is about contact tracing. Please don't begin to investigate issues of safety. You and your supervisor can talk through next steps.