



# COVID-19

## Coronavirus Disease 2019 (COVID-19)

### Training: How to Conduct Contact Tracing

JUNE 2020  
Version 1.2



# Contact Tracing Training Guidance



- This training supports the Public Health Emergency Officer (PHEO) and Installation Public Health efforts in broadening the contact tracing capabilities to prevent the spread of COVID-19.
- As a best practice, this training should be provided by Installation Public Health to provide oversight of the process and to conduct mandated reporting requirements identified from contact tracing.
- Training should be directed by designated medical personnel who are identified as the Contact Tracing Team Lead by the PHEO or Installation Public Health Officer (like the Public Health Nurse).
- Contact tracing team members should be selected based on criteria set by the local Public Health in coordination with unit leadership.
- This training may be updated/modified as needed based on new guidelines and revised or new contact tracing forms.

**Contact Tracing Training Package Instructions are provided with this training.**

**Bottom line up front:**

- If this presentation is being used to teach others, refer to the presenter notes included to emphasize the slides.
- If you are using this presentation for yourself, review the presenter notes.
- Training has been divided into four Modules. Throughout the presentation, there will be short videos and practical exercises. These practical exercises will refer to the example documents that are part of this training package.
- To be fully prepared, have these documents ready and in hand before you begin the training presentation.

## By the end of this training, you will be able to:

- Describe what COVID-19 is, how it is spread, and what symptoms to look for and report.
- Identify resources for COVID-19 education and additional information.
- Describe how contact tracing reduces outbreaks and prevents the spread of COVID-19.
- Conduct a contact tracing interview.

# Prerequisite Training



## Review the Senior Agency Official for Privacy (SAOP) Guidance for Protecting COVID-10 Information

- This document provides guidance using best practices when handling personally identifiable information (PII).

## System of Records Maintained in Response to Public Health and Safety

- In quick response to the changing situation regarding COVID–19, the Office of the Secretary of Defense (OSD) is modifying the System of Records Notice to include the necessary information needed in order to decrease the community spread of this disease within the DoD community. Personally identifiable information (PII) should not be publicly disclosed.
- Examples of information covered under the Privacy Act during this Public Health Emergency include:  
PII to include but not limited to an individual’s full name, DoD Identification Number, date of birth, duty station, home and email addresses, telephone numbers, and travel and health-related information. (A full list is available in the presenter notes)
  - Additional guidance and information may be found at: <https://www.govinfo.gov/content/pkg/FR-2020-03-26/pdf/2020-06344.pdf#page=1>

## Determining Need to Know

- In support of unit readiness, consider AR 40-502 and guidance for access to the Medical Readiness Portal in determining "need to know." <https://medpros.mods.army.mil/Portal/SPA/Shared/Components/HelpCenter/portal/ViewDocument.axd?id=81>
  - Access to the Medical Readiness Portal includes: Unit Commander, Unit Commander Designee, Unit Command Support Staff, Battalion Commander; Brigade level and General Officer: Commanders, Senior Enlisted Advisor, Support Staff.

# Communication Techniques





## What is An Interview?

- An interview is a conversation between two persons in which one person questions another person. In this case, you will be verifying information and asking for additional information.
- Interviewing techniques to consider:
  - Everyone has their own natural way of talking to people.
  - Do you talk differently to friends than strangers?
  - Differences in talking to people of generations other than yours?
  - Slang versus proper language versus texting language.
- Your task is to record information from the person you are calling, not to be an expert at answering COVID-19 questions.
  - Don't guess. Provide them with the COVID-19 hotline, have them contact their provider, or you can contact Public Health to get a correct answer and then call them back.



## Improving Your Communication Skills

- Be Prepared. (*Complete training and review your materials*)
- Respect your audience and be polite to everyone. (*Remember who you are calling “Sir/Ma’am”*)
- Be aware of the language you use talking to others.
- Simplify and stay on the message. (*Remember the purpose of the interview, follow your script*)
- Take time to respond. (*Acknowledge the question, think about your response, then respond*)
- Actively listen and take notes; acknowledge that you are listening. (*“Mmm-hmm, ok, I see”*)
- Prepare for standard questions. (*Review your materials or recommend the COVID-19 hotline/provider*)
- At the end of the conversation, thank them for their time.

## Active Listening

- Strong and effective communication skills are essential in a field where emotions can be high.
- Good listeners are attentive. They don't interrupt others.
- Defer Judgment. You are not making any decisions or diagnosis. Get them connected to their provider.
- Respond Appropriately.

This builds strong relationships, and it's an invaluable communication skill.

## During the Interview:

- Use the forms to collect information. This will help to keep you organized and answer all questions.
- Explain to the person you are interviewing that you will be recording information on forms and may need to pause for a moment to write.
- The person may tell you a full story with a lot of details. This is a way for them to begin putting the timeframe together. Listen closely for information and do not interrupt.
- Once the person has stopped talking, ask specific follow-up questions that will help you in filling out the forms.

## MODULE 1

- What is COVID-19
- Basic Concept of Contact Tracing

## MODULE 2

- How to Conduct Step 1: Contact Identification

## MODULE 3

- How to Conduct Step 2: Contact Notification

## MODULE 4

- How to Conduct Step 3: Contact Follow-up
- COVID-19 Resource Packet

# Module 1



# What is COVID-19



# Coronavirus Disease 2019 (COVID-19)



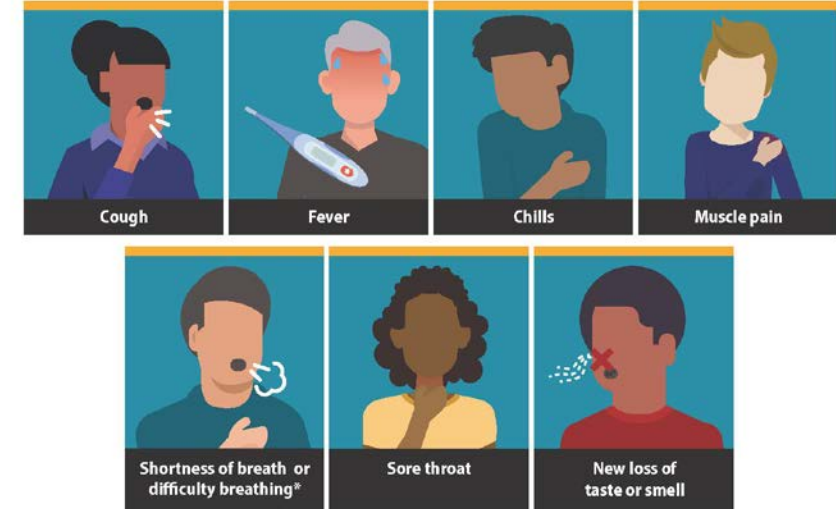
- COVID-19 is a disease caused by the newly emerged coronavirus called “SARS-CoV-2”.
- COVID-19 is spread from an infected person to others through:
  - The air by coughing, sneezing, talking near other people.
  - Close personal contact, such as touching or shaking hands, or within 6 feet of another person for more than 10 minutes.
  - Touching an object or surface with the virus on it; then touching your mouth, nose, or eyes before washing your hands.
- Because the COVID-19 virus spreads easily, we are now in a Public Health Emergency in which very large numbers of people are infected and getting sick.
- The World Health Organization declared the COVID-19 outbreak a pandemic on 11 March as the virus is spreading in many countries across the world.



- A wide range of symptoms have been reported from mild symptoms to severe illness.
- People with the following symptoms or combinations of symptoms may have COVID-19.
- Most common symptoms:
  - Fever
  - Cough
  - Shortness of breath
- Symptoms recently added by the CDC: chills, repeated shaking with chills, muscle pain, headache, sore throat, and new loss of taste or smell.

## Symptoms of Coronavirus (COVID-19)

Know the symptoms of COVID-19, which can include the following:



Symptoms can range from mild to severe illness, and appear 2-14 days after you are exposed to the virus that causes COVID-19.

**\*Seek medical care immediately if someone has emergency warning signs of COVID-19.**

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.



[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

317MG-4 May 20, 2020 TG 04 188

## What is Social Distancing?

- Social distancing, also called “physical distancing,” means keeping space between yourself and other people outside of your home.
- Social distancing helps limit contact with infected people and contaminated surfaces.
- To practice social or physical distancing:
  - Stay at least 6 feet (2 meters) from other people.
  - Do not gather in groups.
  - Stay out of crowded places and avoid mass gatherings.

## Why Practice Social Distancing?

- COVID-19 spreads mainly among people who are in close contact (within about 6 feet) for a prolonged period (more than 10 minutes).
- Spread happens when an infected person coughs, sneezes, or talks, and droplets from their mouth or nose are launched into the air and enter the mouths or noses of people nearby.
- Recent studies indicate that people who are infected but do not have symptoms likely also play a role in the spread of COVID-19.
- It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or eyes.

## Stay at Home Order

Local authorities may issue stay at home guidance or orders to reduce the number of people that can be exposed to a highly infectious disease like COVID-19. These are strategies to help suppress an epidemic or pandemic and **protect the public by directing residents to stay home** except for essential tasks or going to work in essential businesses.

## Quarantine

Quarantine is used to **keep someone who *might* have been exposed to a contagious disease away from others** to help prevent possible spread of the disease. It separates and restricts the movement of people who may have been exposed (for example, when traveling or after contact with an infected person) **to see if they become sick**. These people may have been exposed to the contagious disease and do not know it or they may have the disease but do not show symptoms.

## Isolation

Isolation is used to **separate sick people from healthy people**. Isolation may be at a hospital, at home or other locations deemed appropriate. In the home, anyone sick should separate themselves from others by staying in a specific “sick” bedroom or space and using a different bathroom (if possible).

# Basic Concept of Contact Tracing





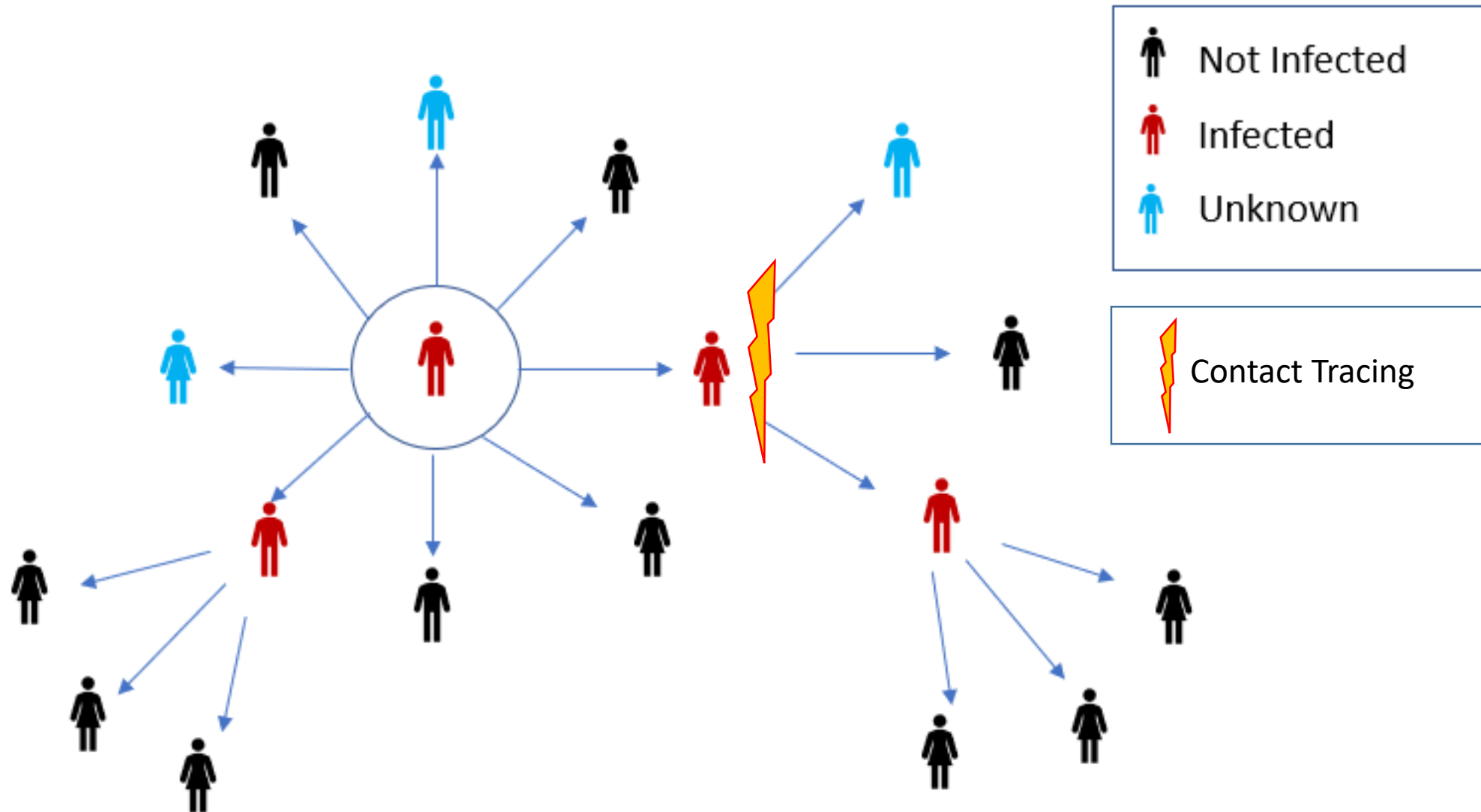
# Watch: How Contact Tracing Works Video



<https://www.dvidshub.net/video/746113/coronavirus-and-contact-tracing>

- During this COVID-19 public health emergency, one of the best methods to use is contact tracing. This is detective work that requires you to find each sick person and then figure out who they recently interacted with.
- This will help keep new cases of the virus from spreading.
- When people are notified, they could have been exposed and instructed to stay home and watch for symptoms. This helps to prevent the spread of disease if they later develop symptoms. Contact tracing breaks the cycle of transmission.

# Why Contact Tracing Works





# 3 Steps of Contact Tracing



When a person gets sick, they are interviewed by public health personnel to make a contact list of other individuals who they might have exposed.

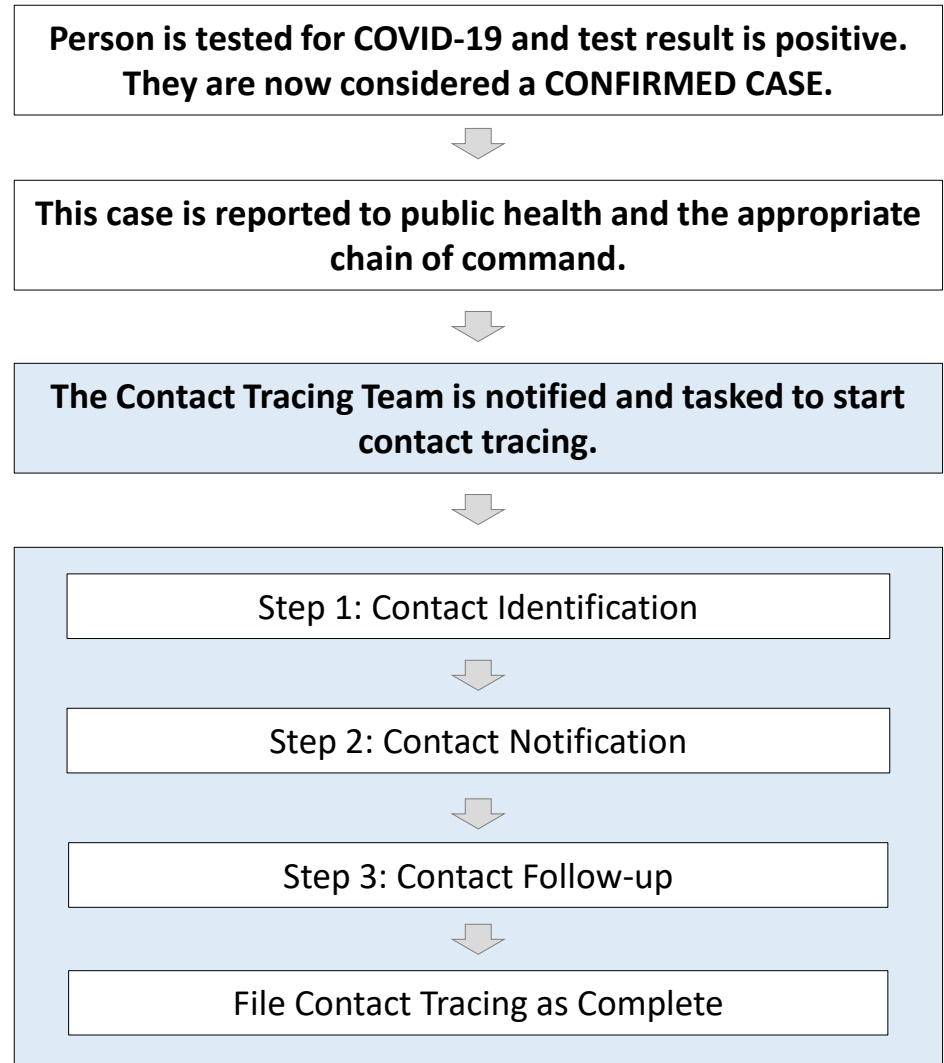
The contact list is then used to “fan out” and ask those contacts to watch for any symptoms and/or direct them to quarantine.

- 1. Contact identification:** When someone is positive for COVID-19, they become a confirmed case. This case must be interviewed to identify contacts (people) and activities starting 2 days before symptoms started. All persons considered to have contact with the confirmed case will be listed as a contact.
- 2. Contact notification:** From the list created in step 1, all contacts will need be notified that they may have been exposed to COVID-19.
- 3. Contact follow-up:** Regular follow-up may be needed with all contacts to monitor for symptoms and provide additional information about COVID-19.

# Overview of Contact Tracing Procedures



- This is the flow of information and how the process works locally.
- These steps describe how the Contact Tracing Team will be notified and what the Contact Tracing Team does after they finish tracing.



# Module 2





# How to Conduct Step 1: Contact Identification

The following is designed to provide guidance when interviewing someone who has been identified as positive for COVID-19.



# Be Prepared: Set Up Your Workstation



Preparation is the key to success.

Before you begin, make sure you have the following items within reach:

- Copies of the Contact Tracing Tool
- Contact Tracing Interview Script
- Extra pieces of paper for note taking
- Office supplies: pens, pencils, stapler, folders
- Calendar (for easy visibility of dates)
- COVID-19 Hotline contact information (for on-the-spot questions that cannot be answered)

\* Before you call, it is helpful to write down the name of the person you will be speaking to so you can refer to the right name during the conversation.

# Using the Contact Tracing Tool



- Use the Contact Tracing Tool or locally developed form to take down information.
- This will help to keep you organized during the interviewing process.
- Write clearly. Repeat back information as needed to make sure you heard the message.
- Have additional note pages on hand if you need more room for notes.
- It is ok to say, “I am writing down this information as you talk. Could you please repeat or say that slowly? Thank you.”

**Contact Tracing Tool to Identify the Close Contacts of a Confirmed Case**

I

I. Interview Information			
Confirmed Case of COVID-19: Name Last: _____ First: _____			
Phone number: _____ Email: _____			
Date of interview: MM / DD / YYYY			
Interviewer Name Last: _____ First: _____			
City, State, Zip Code /Local Health Department: _____			
Who is providing information for this form? <input type="checkbox"/> Confirmed case <input type="checkbox"/> Other, specify person (Last, First): _____			
Relationship to confirmed case: _____			
** Do you authorize release of your name when close contacts are contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No*			
<small>*If No, Explain: Your information will be used to identify anyone we may need to contact and recommend quarantine. If we have your permission to use the information you share today, we will be able to better understand who may have been in contact with you and who may have been exposed to COVID-19.</small>			
II. ACTIVITY HISTORY BEGINNING ON THE DAY OF SYMPTOM ONSET			
Please list all activities, places visited, and travel you participated in starting the 2 days before your first symptom FROM: MM / DD / YYYY THROUGH: today's date: MM / DD / YYYY.			
	AM Events/Locations	PM Events/Locations	Notes
2 days before symptoms started MM / DD / YYYY			
1 day before symptoms started MM / DD / YYYY			
Date of symptoms started: MM / DD / YYYY			

CASE Last Name, First Initial: \_\_\_\_\_ Page \_\_\_ of \_\_\_

**Contact Tracing Tool to Identify the Close Contacts of a Confirmed Case**

	AM Events/Locations	PM Events/Locations	Notes
1 day after symptoms started MM / DD / YYYY			
2 days after symptoms started MM / DD / YYYY			
3 days after symptoms started MM / DD / YYYY			
4 days after symptoms started MM / DD / YYYY			
5 days after symptoms started MM / DD / YYYY			
6 days after symptoms started MM / DD / YYYY			
7 days after symptoms started MM / DD / YYYY			
8 days after symptoms started MM / DD / YYYY			
9 days after symptoms started MM / DD / YYYY			
10 days after symptoms started MM / DD / YYYY			

CASE Last Name, First Initial: \_\_\_\_\_ Page \_\_\_ of \_\_\_

## Step 1 - Introduction

- Introduce yourself, identify who you want to speak with and gain consent to speak with them.

## Step 2 - Documenting Information

- Review your materials. Complete the Contact Tracing Tool.

## Step 3 - Interview

- Let the person know that you are completing an interview form to identify persons and places where they may have been shortly before and after they began to have symptoms.
- Ask if they **give permission** to use their name when close contacts are notified.



## Step 4 – Verify Date Symptoms Started

- Use the form provided to record when the person first started having symptoms. This is also known as the “Onset Date.”

## Step 5 – Activities Section:

- Record the activities and movement of the person beginning 48 hours before symptom onset.
- Ask about travel outside their local area in the last month. Then ask: where, when, how long did they stay, type of transportation?
- Use the calendar provided to help “jog” the person’s memory.
  - “What days do you normally work?”
  - “Do you remember feeling ill at anytime while at work?”
  - “During that time off from work who did you spend time with?”
  - “Did you stop to get gas after work?”

## Step 6 - Summary

- Complete your history by reviewing what the person has told you. Repeat back the important points so that they can correct you if there are any misunderstandings or errors.
- Ask, “What are your questions for me?” If you do not have the answer, let them know that you will find out and call them back.
- Thank them for their time and patience answering your many questions.
- Let them know you hope they feel better soon and that they will be called by a nurse or medical provider to see how they are doing.

- Before you end the interview, look over the tracing form and make sure you have filled it out completely.
- Give the person COVID-19 information and key numbers to call for questions and concerns.
- Write down any questions they might have and provide a response within 24-48 hours.
- Ask if they have a thermometer in the home – provide instructions on obtaining one. (Refer to local resources and local guidance)
- Thank them for their time and patience answering your many questions.

- When a Contact Identification interview is complete, you will have:
  - A list of activities and movements of the COVID-19 person, beginning 48 hours before symptoms started.
  - A list of all persons considered to have contact with the ill person, listed as contacts.
- Review the list of activities and places. Notify these areas that a confirmed case of COVID-19 has been there, and they will need to conduct cleaning and sanitizing procedures.
- Use the list of contacts to move onto Step 2: Conduct Contact Notification.

# Practicing Your Script: Contact Identification Interview



- Take this time now to familiarize yourself with the script.
- Practice reading to someone.
- Read the script out loud to find words and phrases that are confusing or difficult to say.
- Use the Contact Identification Script at the same time as the Contact Tracing Tool to be more comfortable using both at the same time during the call.

COVID-19 Contact Tracing Instructions

**Recommended Script for COVID-19 Contact Tracing: Contact Identification with the Confirmed Case:**

Reason/Purpose	Response language
<b>First contact – Introducing Yourself</b> <i>(saying "on behalf of [office]" puts us all on the same footing regardless of our actual position and gives us credibility/authority)</i>	Good [morning/afternoon/evening] [Sir/Ma'am]. I'm [---State your Name and Position---] calling on behalf of [---Contact Tracing Team/Office---].  May I speak to Ms. /Mr. FIRST and LAST NAME of PATIENT  Are you in a location where you can have a confidential conversation?  <i>If you do not have the right person or the right number</i>
<i>If you do not have the right person or the right number</i>	I apologize for disturbing you. I must have the wrong information. Thank you for your time. Have a nice day.
If you have the right person, pause for recipient to get to a location for confidential conversation.	
<b>Introduce yourself again/ intro why</b> <i>(script deliberately restates/repeats items since it may take more than one statement for person to hear/understand)</i>  <i>Make sure you are talking to the right person</i>	Again, I'm [---State your Name and Position---] calling on behalf of [---Contact Tracing Team/Office---].  May I please verify your FULL name and DOB?  [Sir/Ma'am], I am calling to interview you because we have received information that you have tested positive for COVID-19.
<b>Explain purpose of the call what</b>  <b>Explain why the call and their help is important</b>	The purpose of this call is to identify people you may have come in contact with and places you have visited starting from 2 days before you started having symptoms until today.  We do this so that we may identify and notify individuals that may have come in contact with you in order for them to follow up with their primary care provider.
<b>Explain who</b>  <b>Get permission to use their name when contacting others.</b>	When we notify these contacts, we do not disclose your name, everything is done confidentially without any of your information given to anyone.  If we have your permission to use your name, it will allow our team to determine the level of risk exposure of those you were in contact. Do we have your permission to use your name?

# Safeguarding and Organizing Information



- At the end of day, return paperwork to your designated team lead.
- DO NOT leave personally identifiable information (PII) paperwork in any drop box or unsecured location.
  - Examples of PII include: Anything with a person's name and information like DOB, address, medical status, symptoms, day-to-day activities, phone number.
  - Follow local processes in place to protect PII per SAOP guidance.
- Stay Organized. Label all paperwork with the person's name and keep their information together. Using a folder or filing system will be helpful to prevent losing information or mixing up papers that belong to another person.
- Collect all PII, and store in a locked cabinet or storage system to safeguard personal information. Information should be stored behind 2 locks. (i.e., a locked cabinet and a locked door).

## **COVID-19 affects different people in different ways**

- Asymptomatic case is defined as an individual who tests positive for COVID-19, but does not show any signs or symptoms of illness.

## **The core principles of contact tracing must be maintained.**

- The contact tracing is recommended to start 2 days before and 14 days after the testing date (day sample was taken), in accordance with World Health Organization guidance.
- There may be special circumstances that may warrant contact tracing beyond the recommended 2 days prior to the test date. As an example, if the individual was tested due to a known exposure, it is recommended to conduct contact tracing starting from the date of a known exposure.

# Module 3





# How to Conduct Step 2: Contact Notification

The following guidance is designed to interview someone who has been named as a contact to someone who tested positive for COVID-19.

These interviewees may have been exposed to COVID-19.



**Preparation is the key to success.**

**Before you begin, make sure you have the following items within reach:**

- Copies of the Contact Notification Questionnaire
- Contact Notification Script
- Extra pieces of paper for note taking
- Office supplies: pens, pencils, stapler, folders
- Calendar (for easy visibility of dates)
- COVID-19 Hotline contact information (for on the spot questions that cannot be answered)

\* Before you call, it is helpful to write down the name of the person you will be speaking to so you can refer to the right name during the conversation.

- No one likes bad news. How would you feel if someone told you bad news?
- Delivering the message, “You may have been exposed to COVID-19” is uncomfortable and may be seen as bad news.
- The person receiving this message may be upset, scared, anxious, nervous, emotional, or angry with you.
- It is important to remember that you are the messenger, and your role in contact tracing is to protect their health and the protection of others around them.
- Listen; have empathy. Be aware of your reaction to someone receiving this news.

# Using the Contact Notification Questionnaire



Public Health  
Prevent. Promote. Protect.

Army Public Health

- Use the contact notification questionnaire or local form to take down information.
- This will help to keep you organized during the interviewing process.
- Write clearly. Repeat back information as needed to make sure you heard the message.
- Have additional note pages on hand if you need more room for notes.
- It is ok to say, “I am writing down this information as you talk. Could you please repeat or say that slowly? Thank you.”

**Contact Notification Questionnaire**

**Interviewer information**  
Date interview completed: \_\_\_/\_\_\_/\_\_\_ (MM/DD/YYYY) Interviewer telephone: \_\_\_\_\_  
Interviewer Name: Last: \_\_\_\_\_ First: \_\_\_\_\_ Organization/affiliation: \_\_\_\_\_

**\*\*\*Interviewer Instructions: Prior to interview with contact, fill-in the following information about the confirmed case**

Confirmed Case Last: \_\_\_\_\_ First: \_\_\_\_\_  
Date symptom started: \_\_\_/\_\_\_/\_\_\_ (MM/DD/YYYY) Date symptom ended: \_\_\_/\_\_\_/\_\_\_ (MM/DD/YYYY)

**Note:** Exposure is defined as close proximity within 6 feet for more than 10 mins; physical contact like hugging or shaking hands; sharing a drink/utensil  
Case reported date of contact's last exposure to the confirmed case \_\_\_/\_\_\_/\_\_\_ (MM/DD/YYYY)

Did Confirmed Case give permission to use their name and provide information to the named contact (the person you are calling)?  Yes  No\*

\* If not, based on the Activity History of the confirmed case (Section II of the Contact Tracing Tool), use the date and the event or activity describe how the person you are calling may have been exposed or in contact with the confirmed case:  
On this date, \_\_\_/\_\_\_/\_\_\_ (MM/DD/YYYY) at around \_\_\_\_\_ (approximate time AM/PM), were you at the \_\_\_\_\_ (event and location). This may be where you have been in contact with a confirmed COVID-19 case.

**Close contact's information/person you are calling**

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_  
City, State: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

Does this person live with the confirmed case?  Yes  No

Who is providing information for this form?  
 Contact  Parent/guardian  Other, specify name: \_\_\_\_\_ Relationship to contact: \_\_\_\_\_

Contact's primary language: \_\_\_\_\_ Was this form administered via a translator?  Yes  No

**Additional note taking space:**  
\_\_\_\_\_  
\_\_\_\_\_

## Step 1 - Introduction

- Introduce yourself; identify who you want to speak with and gain consent to speak with them.
  - Make sure you have the right person on the phone before continuing the conversation.
  - Saying, “on behalf of [--insert office authority--]” gives credibility/authority.

## Step 2 – Purpose of the Call

- Re-introduce yourself and state the purpose of your call.
  - “I’m calling to notify you of your potential exposure to a confirmed case of COVID-19 and to talk through what actions are needed here forward. Have you already been informed of this potential contact?”

## Step 3 – Verify Exposure

- From the information you have available, verify if they have been exposure based on date/time of attended activities/events.
- If you have permission from the COVID-19 person, name this person and ask if they remember when their last known contact with the individual was.

## Step 4 – Verify Contact Information and Symptoms with Onset Date

- Request for additional point of contact information: full name, rank, email, and phone.
- Ask if they have developed any symptoms. Use the form provided to record each symptom and the Onset Date each symptom began.

## Step 5 – Provide Guidance and Discuss an Action Plan

- Direct the individual to quarantine at home for 14 days from the last known date of exposure, monitor health for symptoms, and measure for a fever (100.4 deg F or greater) twice a day. (Ask if they have a thermometer in the home – provide instruction on obtaining one).
- If they have or develop symptoms of COVID-19, they should contact their healthcare provider, clinic or public health to determine if further medical evaluation and/or testing is needed. Provide numbers to the Military Health System Nurse Advise Line or other locally identified resource.

## Step 6 - Summary

- Review the plan of action to quarantine at home, watch for symptoms, and practice social distancing.
- Ask, “What are your questions for me?”
  - There may be a lot of questions. If you do not have the answer, let them know that you will find out and call them back.
  - If you do not have the permission of the COVID-19 person, do not disclose the name to protect privacy. “I’m sorry, I cannot disclose that information.”
  - Defer to the Contact Trace Team Leader for additional support.
- Verify email and send COVID-19 information within the next 24-48hrs.
- Before you get off the phone, look over the tracing form and make sure you have filled it out completely.
- Thank them for their time and patience answering your many questions.



# Closing Out the Contact Notification



- Throughout the call/interview, you may be asked a number of questions. Focus on the facts. Be honest if you do not know the answer.
- Show you care and offer support to help get the answer.
- If you experienced an uncomfortable call, take a break. Think about what happened and discuss this with the Team Lead or another member of the team to vent (maintain privacy in accordance with SAOP guidance).
- You will improve with experience.
- Remind yourself you are not the “bad guy.” Your role in contract tracing is necessary.
- Stay positive.



# Practicing Your Script: Contact Notification Interview



- Take this time now to familiarize yourself with the script.
- Practice reading to someone.
- Read the script out loud to find words and phrases that are confusing or difficult to say.
- Use the Contact Notification Script at the same time as the Contact Notification Questionnaire to be more comfortable using both at the same time during the call.

## Recommended Script for COVID-19 Contact Notification:

Reason/purpose	Response language
<p>First contact <i>(saying "on behalf of [-office-]" puts us all on the same footing regardless of our actual position and gives us credibility/authority)</i></p>	<p>Good [morning/afternoon/evening] [Sir/Ma'am]. I'm [--- State your Name and Position---] calling on behalf of [--- Contact Tracing Team/Office---]. Am I speaking with [---/Rank First Last Name---]? Are you in a location where you can have a confidential conversation?</p>
<p>Pause for recipient to get to location for confidential conversation</p>	<p>---</p>
<p>Re-start – explanation/ intro <b>why</b> <i>(script deliberately restates/repeats items since it may take more than one statement for person to hear/understand)</i></p> <p><i>Permission to use name of the confirmed case</i></p> <p><i>Do not identify the name or confirm the name of the positive case</i></p>	<p>Again, I'm [---State your Name and Position---] calling on behalf of [---Contact Tracing Team/Office---]. I'm calling to notify you of your potential exposure to a confirmed case of COVID-19 and to talk through what actions are needed here forward. Have you been already been informed of this potential contact?</p> <p>[---Name of the Positive Case---] has given us permission to identify [him/her] as the person with the confirmed positive COVID-19 laboratory test.</p> <p><b>At this time, I am not able to disclose the name of the individual you were in contact with. I'm sure you understand the need for health privacy, and I hope you understand that we will do the same to protect your health privacy.</b></p>
<p>Explanation/intro <b>when</b></p>	<p>I'm calling you now since this is the earliest we had enough information to reach out.</p>
<p>Explanation/intro <b>what</b></p>	<p>The goal of this call is to provide information to you and set up plans of what to do going forward.</p>
<p>Explanation/intro <b>who</b> <i>If you do not have permission to use the name of the confirmed case</i></p> <p><i>Use if permission to use name of the confirmed case was granted.</i></p>	<p><b>From the information available, we understand you may have been in contact with COVID-19 on/around [---insert description of the activity date/time/location---], during your work hours at the [---Pentagon---].</b></p> <p>Can you think of any later time that you were in contact with [---Name of Positive Case---]?</p>
<p>Break between introduction and heart of call, punt to other sources of info</p>	<p>Before we get started I want to say that I know you'll have many questions. I will address your questions and concerns before the end of this call.</p> <p>You may also be contacted again to provide your personal health information. That contact may be through your local public health department or may be on behalf [---Contact Tracing Team/Office---].</p>

- At the end of day, return paperwork to your designated team lead.
- DO NOT leave PII paperwork in any drop box or unsecured location.
  - Examples of PII include: Anything with a person's name and information like DOB, address, medical status, symptoms, day-to-day activities, phone number.
  - Follow local processes in place to protect PII per SAOP guidance.
- Stay Organized. Label all paperwork with the person's name, and keep their information together. Using a folder or filing system will be helpful to prevent losing information or mixing up papers that belong to another person.
- Collect all PII, and store in a locked cabinet or storage system to safeguard personal information. Information should be stored behind 2 locks. (i.e., a locked cabinet and a locked door)

# Module 4



# How to Conduct Step 3: Contact Follow-up

The following is designed to provide guidance to follow-up with someone who has already been contacted by the Contact Tracing Team.



**Preparation is the key to success.**

**Before you begin, make sure you have the following items within reach:**

- Paperwork that belongs to the person you are calling
- Contact Follow-up Script if available
- Extra pieces of paper for note taking
- Office supplies: pens, pencils, stapler, folders
- Calendar (for easy visibility of dates)
- COVID-19 Hotline contact information (for on the spot questions that cannot be answered)

\* Before you call, it is helpful to write down the name of the person you will be speaking to so you can refer to the right name during the conversation.

## **Follow-up should be done based on local guidance and/or as directed by the Contact Tracing Team Lead.**

- Regular follow-up may be conducted with all contacts to monitor for symptoms.
- If there were any unanswered questions and concerns from a previous call/interview, they should be addressed in a follow-up within 24-48hrs.
- All contacts should be provided a summary of the call, COVID-19 information, and links to general information at the email address provided.

## Step 1 - Introduction

- Introduce yourself; identify who you want to speak with, and gain consent to speak with them.
  - Make sure you have the person on the phone before continuing the conversation.
  - Saying, “on behalf of [--insert office authority--]” gives credibility/authority.

## Step 2 – Purpose of the Call

- Re-introduce yourself and state the purpose of your call.
  - I’m calling to follow-up with you regarding...

## Step 3 – Follow-up Symptom Monitoring

- Ask if they have developed any symptoms. Use the form provided to record each symptom and the Onset Date each symptom began.



## Step 4 – Provide Guidance and Discuss an Action Plan

- Direct the individual to continue quarantine at home for 14 days from the last known date of exposure, monitor health for symptoms, and measure for a fever (100.4°F or greater) twice a day. (Ask if they have a thermometer in the home – provide instruction on obtaining one).
- If they have or develop symptoms of COVID-19, they should contact their healthcare provider, clinic or public health to determine if further medical evaluation and/or testing is needed. Provide numbers to the Military Health System Nurse Advise Line if they are military beneficiaries or other locally identified resource.

## Step 5 - Summary

- Ask the person, “What are your questions for me?”
- Before you get off the phone, look over the tracing form, and make sure you have filled it out completely.
- Thank them for their time and patience answering your many questions.



- If regular follow-up is being conducted with all contacts to monitor for symptoms, consider the following:
  - Discuss the best time for future contact follow-up calls.
  - Discuss the preferred method of conducting a follow-up.
    - Phone: I call you or you call me?
    - Email: The person sends follow-up information to the Contact Tracing Team.
    - Other: Unit level process
- Continue follow-up until last day of quarantine or as determined by local guidance or Contact Tracing Team Lead.

# Practicing Your Script: Contact Follow-Up



- Take this time now to familiarize yourself with a script.
- Practice reading to someone.
- Read the script out loud to find words and phrases that are confusing or difficult to say.
- Use the script at the same time as the paperwork of the individual you are calling to be more comfortable using both at the same time during the call.
- Practice what you will say before the follow-up call.

## COVID-19 PUI Contact Tracing Instructions

### Introduction:

1. Good morning/afternoon/evening, I am RANK, LAST Name. I am the TITLE (Public Health Nurse) at LOCATION (Camp Humphreys).
2. May I speak to Ms. /Mr. FIRST NAME of PATIENT
3. May I please verify your FULL name and DOB?
4. Sir/Ma'am, I am calling to interview you because you were in contact with the novel coronavirus.
5. This interview may take 30 minutes. I will call you back a few more times today.
6. I have a form, and I will ask you some questions, and I would like you to take your time and provide me with as much detail as possible.
7. The purpose of this call is to identify people you may have come in contact with and places you have visited starting today to 2 days before you started having symptoms.
8. We do this so that we may identify and notify individuals that may have come in contact with you in order for them to follow up with their primary care provider.
9. When we notify these contacts, we do not disclose your name, everything is done confidentially without any of your information given to anyone.

**EXAMPLE**

- At the end of day, return paperwork to your designated Team Lead.
- DO NOT leave PII paperwork in any drop box or unsecured location.
  - Examples of PII include: Anything with a person's name and information like DOB, address, medical status, symptoms, day-to-day activities, phone number.
  - Follow local processes in place to protect PII per SAOP guidance.
- Stay Organized. Label all paperwork with the person's name and keep their information together. Using a folder or filing system will be helpful to prevent losing information or mixing up papers that belong to another person.
- Collect all PII and store in a locked cabinet or storage system to safeguard personal information. Information should be stored behind 2 locks. (i.e., a locked cabinet and a locked door)

# COVID-19 Resource Packet

Email the following documents to all interviewees and named contacts.





**Human coronaviruses are most commonly spread:**

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs or sneezes.

**Protect yourself and others:**

- Wash your hands often with soap and water for at least 20 seconds.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Avoid close contact with people who are sick; stay home if you are sick.

**Symptoms:**

- Fever
- Cough
- Shortness of breath

**If you are sick or suspect you are infected with the virus that causes COVID-19:**

- Seek medical care. **CALL AHEAD** before you go to a doctor's office or emergency room.
- Tell your doctor about your recent travel and your symptoms.
- Avoid contact with others.
- See the top 10 tips inside

**CDC Health Management Definitions**

**Rank-ordered from least to most risk**

<https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>

- I. **Self-observation:** be alert for fever, cough, and difficulty breathing. If you develop symptoms, then take and record your temperature, self-isolate yourself, limit contact with others, and seek advice by telephone from a healthcare provider.
- II. **Self-monitoring:** watch for fever by taking your temperature twice a day and remain alert for cough or difficulty breathing. If you develop symptoms, self-isolate, limit contact with others, and seek advice by telephone from a healthcare provider.
- III. **Self-monitoring with delegated supervision:** for certain occupational groups (e.g., hospital workers, laboratory personnel, airline crew members), self-monitoring with oversight by medical personnel or state/local public health officials. The preventive medicine or infection control personnel from the Army hospital will establish points of contact between the Army, you, and the local or state health departments.
- IV. **Self-monitoring with public health supervision:** Army MTF's preventive medicine departments assume the responsibility for oversight of your self-monitoring process.
- V. **Active monitoring:** the Army, state or local public health authorities assumes responsibility for regular communication with you as a potentially exposed individual to assess for the presence of fever, cough, or difficulty breathing. The mode of communication will be determined by the Army, state or local public health authority. You must stay engaged with the monitoring authorities.
- VI. **Quarantine:** the separation from others of a person or group of people believed to have been exposed to a communicable disease but not yet symptomatic to prevent the possible spread. This is a law-enforcement action.
- VII. **Isolation:** separation from others because public health authorities reasonably believe that you are infected with a communicable disease and potentially infectious to others who are not infected. Isolation may be at a hospital or other locations deemed appropriate by public health professionals. Isolation for public health purposes may be voluntary or directed.



**Coronavirus Disease 2019 (COVID-19)**

The Centers for Disease Control and Prevention (CDC), the Military Health System and the U.S. Army Public Health Center are closely monitoring the COVID-19 outbreak. We continue to assess and adjust our posture as conditions warrant to ensure the health protection of all members of the Team and surrounding communities. This is a rapidly evolving situation and information will be updated as it becomes available.

The Army COVID-19 Information Hotline for trusted resources and answers to your questions!

1-800-984-8523  
Overseas DSN 312-421-3700  
Stateside DSN 421-3700



Approved for public release; distribution unlimited.

03/26/2020 | version 1.2

Available at: <https://ephc.amedd.army.mil/HIPECatalog/viewItem.aspx?id=1790>



## Coronavirus Disease 2019 (COVID-19): 10 Tips for At-Home Quarantine or Self-Monitoring

If you have been directed to quarantine or self-monitor at home because of possible COVID-19 contact:

**1 Stay home** from work, school, and away from public places. If you must go out, avoid using public transportation, ridesharing, or taxis.



**2 Monitor for symptoms** and take your temperature twice daily. If you develop symptoms or a fever, then call your healthcare provider immediately.



**3 Get rest, stay hydrated, and exercise** if possible. If you are able to exercise, do so in your home or yard. Avoid the gym or other locations where you may come into contact with others.



**4 If you have a medical appointment, call the healthcare provider** ahead of time and tell them that you have been exposed to COVID-19.



**5 For medical emergencies, call 911 and notify the dispatch personnel** that you have been exposed to COVID-19.



**6 Take everyday actions** to prevent the spread of germs.

- Clean your hands often with soap and water for at least 20 seconds or an alcohol-based hand sanitizer that contains at least 60% alcohol
- Cover your cough/sneeze
- Avoid touching your eyes, nose, and mouth
- Wear a cloth face covering when you cannot maintain 6 feet of social distance in public areas or work centers.



**7 As much as possible, stay in a specific room and away from other people and pets** in your home. Use a separate bathroom, if available.



**8 Avoid sharing personal items** with other people in your household, like dishes, towels, and bedding.



**9 Clean all surfaces** that are touched often, like counters, tabletops, and doorknobs. Use household cleaning sprays or wipes according to the label instructions.



**10 Make the best of your time at home** by teleworking if you're able or catching up on reading, exercising, or other hobbies.



For current COVID-19 information:  
<https://phc.amedd.army.mil/covid19>  
<https://www.coronavirus.gov/>

The Military Health System Nurse Advice Line is available 24/7:  
Call 1-800-874-2273 option #1  
or visit <https://www.health.mil/1-Am-A/Media/Media-Center/NAL-Day-at-a-glance>

Available at <https://ephc.amedd.army.mil/HIPECatalog/viewItem.aspx?id=1790>

## Coronavirus Disease 2019 (COVID-19): Protect Yourself and Your Family

- Avoid close contact with people who are sick
- Wear a cloth face covering when you cannot maintain 6 feet of social distance in public areas or work centers
- Wash your hands often for at least 20 seconds with soap and water
- Use hand sanitizer when soap and water are unavailable
- Cover your cough/sneeze with a tissue, then throw it in the trash; cough/sneeze into your elbow if tissues are unavailable
- Create an emergency preparedness kit
- Avoid touching your eyes, nose, and mouth
- Stay home if you feel unwell and use social distancing by putting space between yourself and others
- Ensure all immunizations are up to date, including your seasonal flu shot

Prevent COVID-19:  
**Take everyday actions to prevent the spread of germs**



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<https://www.coronavirus.gov>

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or visit <https://www.health.mil/Am-A/Media/Media-Center/NAL-Day-at-a-glance>

Emergency Kit Checklist for Families:  
<https://www.cd.cdc.gov/childrenandfamilies/checklists/kids-and-families.html>

TA-505-0320  
04/09/2020

For more information, contact your installation's Department of Public Health  
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The Army COVID-19 Information Hotline:  
1-800-984-8523  
Overseas DSN 312-421-3700  
Statewide DSN 421-3700

version 1.4

<https://ephc.amedd.army.mil/HIPECatalog/viewItem.aspx?id=1771>

## Coronavirus Disease 2019 (COVID-19) Cleaning and Disinfection

As part of your everyday prevention actions, regularly clean and disinfect frequently touched surfaces and objects. Cleaning of visibly dirty surfaces followed by disinfection is a best practice for the prevention of COVID-19 and other viral respiratory illnesses in community settings.

Always wear appropriate personal protective equipment and use products as specified on the label.

### Cleaning

Clean surfaces using soap and water daily. Practice routine cleaning of frequently touched surfaces, especially in common areas.

Frequently touched surfaces include tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

### Disinfection

Use diluted household bleach solutions if appropriate for the surface.  
To make a bleach solution, mix:

- 5 tablespoons (1/3rd cup) bleach per gallon of water
- OR
- 4 teaspoons bleach per quart of water

Household cleaners and disinfectants: Clean the area or item with soap and water or another detergent, if it is dirty. Then, use an Environmental Protection Agency (EPA)-registered household disinfectant\*.

### Soft Surfaces

For soft surfaces such as carpeted floors, rugs, and drapes, remove visible soil with appropriate cleaners, then launder if possible. If not possible to launder, disinfect with an EPA-registered disinfectant\*.

### Laundry

Wash clothing and bed linens weekly using detergent and warm water. Dry completely. Do not shake dirty laundry. Clean and disinfect hampers after emptying.

More Information:  
TB MED 531 Facility Sanitation Controls and Inspections  
\*EPA Registered Disinfectants [www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2](http://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2)



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Overseas DSN 312-421-3700  
Statewide DSN 421-3700

version 1.1

<https://ephc.amedd.army.mil/HIPECatalog/viewItem.aspx?id=1788>

## **U.S. Army Public Health Center:**

<https://phc.amedd.army.mil/topics/campaigns/covid19/Pages/default.aspx>

## **Centers for Disease Control and Prevention:**

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

## **Johns Hopkins Medicine:**

<https://www.hopkinsmedicine.org/health/conditions-and-diseases/coronavirus/coronavirus-social-distancing-and-self-quarantine>



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