

Use this script with close contacts of confirmed cases who require active monitoring.

Introduction script

Hello, I am _____ with the _____ Health Department. We are working with the CDC and Tennessee Department of Health on an investigation of a case of the novel coronavirus, and the information we've gathered indicates that you've possibly been exposed to the novel coronavirus.

Out of an abundance of caution, we need to monitor your health for the next _____ days [14 days after last possible exposure]. I will be your contact, and I will call you once a day to check-in and review any symptoms you may have.

Do you have any questions for me about that information?

**you cannot tell them case information, nor can you explicitly state where they were exposed as this could lead them to ID the case. Some people will be able to deduce, and if they speculate who and where, just say that you can't confirm any information*

Only ask these during the first call.

I have some initial questions for you if you have a few minutes right now.

What is your occupation and where do you work?

Are you currently pregnant?

I need to get your contact information; can you provide your address and a secondary phone number?

How would you describe your race/ethnicity, and what is your primary language?

**If not English, ask if they will need a translator.*

What is your date of birth?

How many adults and children live in your home, including you, and what type of housing is it (apartment, dorm, single-family, etc.)? *We need to note the number of children and adults separately.*

Do you own the property where you live?

Symptom review/daily call script

Hi, _____, this is _____ with the Health Department. How are you feeling today (well/unwell)?

Let's run down the symptom checklist:

Any cough?

Difficulty breathing/wheezing?

Fever, chills or body aches?

What was your highest temperature in the last 24 hours?

Sore throat?

Headache?

Diarrhea, nausea, or vomiting?

Runny nose?

**if the contact says yes to any symptom, confirm the date and time of onset. Recommend the contact self-isolate immediately and let them know we will be in touch shortly with further instructions for testing and visiting a medical provider. Coordinate with your local leadership on next steps. Call 615-741-7247 for a central office consult.*

Do you know any other people who are experiencing symptoms like the ones we just discussed?

**Get their names if so.*

Ending the conversation

Do you have any questions or need to tell me anything else?

If you develop symptoms before our next call, please call me immediately and isolate yourself. We will go from there. If you need to call or text me to schedule a time to call next, feel free to do so and I can work with your schedule.