

Case investigation workflow and call scripts (1/4) - *preliminary*

| Workflow | Suggested call scripts |
|--|---|
| 1 Initiate case investigation – Share context & objectives of the call | <p><i>Hello, my name is _____ and I am calling from the New Jersey Contact Tracing team for [insert LHD name]. Can I confirm that I am speaking with [insert name]?</i></p> <p>If yes, ask them to confirm their address and date of birth. You should not read this information to them. If no, ask to speak to that person. [Note for cases <18 years you should ask to speak to the parent/guardian and/or ask them accompany the interview. If parent/guardian is not available, ask for their contact information and arrange time for the interview. However, if case is able to clearly elucidate symptoms, contact list, and their information, try to continue the investigation]</p> <p><i>Thank you for confirming this information.</i></p> <p><i>You were recently tested for COVID-19 and your test result has come back positive, meaning that you are infected with the coronavirus or COVID-19. We are calling everyone who has tested positive in [insert LHD name] to collect some information important to the response to COVID. Do you have time to speak with me now?</i></p> <p><i>If yes → Continue. If No → get a time to call back (put note on the case investigation comment box)</i></p> <p><i>COVID-19 is a new virus and is in almost all countries in the world. It can cause many types of symptoms but mostly affects the respiratory system, causing fever and cough. It spreads from an infected person from when they cough, breathe, sneeze or touch a surface that other people then touch. COVID-19 is extremely contagious, and it spreads very easily through contact. Luckily, most cases are mild or moderate and most people don't need to be in the hospital. Some cases can get more serious and cause pneumonia and breathing difficulties. I am not a doctor or nurse, and cannot provide you with medical advice. If you need additional information, please speak with your clinician.</i></p> |
| 2 Refer to clinical provider as necessary | <p>If person brings up clinical questions or concerns:</p> <p><i>I am not able to answer any clinical questions you have. If you believe you are having a medical emergency, you should call 911. Otherwise, you should contact your primary care doctor's office. If you don't have a doctor to go see, we will refer you to one of our resource coordinators who can try to help set you up with a practice accepting new patients. We are working to negotiate access with trusted medical practices across the state but may not be able to support all cases. If none of these options are available to you, you can go to the emergency room.</i></p> <p>[If there are any concerns or questions please refer to your supervisor.]</p> <p><i>The state of New Jersey and [insert LHD name] are working to stop the spread of COVID-19. To do this, we need to talk about two important points with you. First, it is critical that you self-isolate immediately in order to protect your friends and family, so that nobody else is infected. Second, we need to call the people you have been in contact with and let them know that they should be evaluated. Your name will not be disclosed to these contacts.</i></p> <p><i>Would you confirm that you understand the information provided thus far? Confirm that the case can repeat the following key messages: (1) contact clinical provider for medical information / care, (2) self-isolate, and (3) provide list of close contacts</i></p> |
| 3 Collect exposure and symptom information | <p><i>Before we start, let's make sure we have your correct contact information. We also need a few more details about you and any symptoms you may have had. The information will be provided to the public health officials. We will not share it with anyone else. The information we collect about you and any symptoms you have had is for the Department of Health to help them learn about the epidemic overall, not for other specific actions.</i></p> <p>Collect or complete all of the information as per CommCare fields ● CommCare screenshots to be added</p> |

Redact this page as it has scripts

If case indicates a language preference other than English, please arrange time for interview with case investigator fluent with the requested language or utilize language line

SOURCE: <https://www.cdc.gov/coronavirus/2019-ncov/downloads/php/COVID-19-Case-Investigation-workflow.pdf>; https://www.nj.gov/health/cd/documents/topics/NCOV/NCOV_chapter.pdf; <https://www.mass.gov/doc/contact-tracing-scripts/download>

Preliminary, pre-decisional, and deliberative. Based on input provided by State agency leaders and staff, to date, and subject to change. Content is descriptive only and is not meant to constitute legal, clinical, or policy advice. 5

Case investigation workflow and call scripts (2/4) - *preliminary*

Workflow

Suggested call scripts

3 Collect exposure and symptom information (continued)

I also have a few questions about where you might have been exposed, which helps the public health officials gather information about the epidemic.

Do you know where you may have been exposed to the virus? Potential places include: someone you live with, a close friend or colleague, your workplace, a healthcare setting, a community event, or travel. It's also possible that you don't know. Are there any other details you would like to provide about your possible exposure.

Record collected information as per CommCare fields 

4 Solicit list of close contacts

- List community contacts (any close contacts who are not household members)
- Complete information on household contacts

If the person has contacts, proceed to the section for adding contacts. If the person has no contacts, proceed to the home assessment and isolation instructions and/or remaining questions for the case investigation

One of the most important things that we can do as a community in New Jersey and [insert LHD name] to stop the pandemic is contact tracing. We need your help to do this. We are talking to everyone who is diagnosed, such as yourself. We need to notify individuals you came into close contact with while you were contagious and urge them to be hypervigilant about developing symptoms and urge them to get tested. This will help them protect themselves and their families, and we want to make sure they receive the help they need to do that. During this process we do everything we can to keep your diagnosis, specifically, confidential, but sometimes that may not be possible, for example for activities where there was only one other person present.

Do you have any questions before we start?

We recommend you start with everyone OUTSIDE the home. Go into great detail.

For the household contacts, complete all contact information during the same call if possible to avoid contacting the family multiple times. You can ask to speak with contacts immediately after you've spoken with the case. Record all information on CommCare.

You've indicated that your symptoms started on _____ [insert date]. Let's think through everyone you have been around since 2 days before that, meaning _____ [insert date]. [If no symptoms, use 2 days before the test date] Think back quickly to where you were that day and your life since then. Let's go through that in detail. Please note if any of the people we talk about would need to be contacted in a language other than English.

We do encourage you to let your contacts know about their exposure. In particular, if you can let them know we will be calling, they may be more likely to answer their phone. It's important we speak with them for a few reasons. First, if they are having symptoms they likely need to get testing for COVID-19 and/or medical care. Second, we want to be sure to help them self-quarantine and protect their friends and family. We know that all of this can sound scary, but we also know that the only way to beat this pandemic is to work together as a community to stop it. The more contacts we find and get tested early, the more cases we can prevent. Thank you for helping us help our local communities.

Remind them that information is only shared with the public health officials.

Redact this page as it has scripts

Case investigation workflow and call scripts (3/4) - *preliminary*

Workflow

Suggested call scripts

5 Monitor self-isolation

- Provide information on self-isolation

As mentioned earlier, it is critical that you self-isolate immediately in order to protect your friends and family, so that nobody else gets infected. Please follow home isolation guidance based on state and national guidelines.

Check CDS guidelines to share the latest information on home isolation as per case's symptom/ situation (https://nj.gov/health/cd/documents/topics/NCOV/COVID-QuickRef_Discont_Isolation_and_TBP.pdf)

- Home isolation precautions for COVID-19 confirmed persons with symptoms:
 - Symptom-based strategy: (a) Persons should remain on home isolation until ≥10 DAYS have passed since symptoms first appeared (up to 20 days for severe or critical illness or those who are severely immunocompromised) AND b) at least 24 hours have passed since resolution of fever, without use of fever-reducing medication AND 3) improvement in symptoms.
 - Test-based strategy (only to be considered for very high risk individuals): (a) Negative results of an FDA Emergency Use Authorized molecular assay for COVID-19 from at least two consecutive respiratory specimens collected ≥ 24 hours apart (total of two negative specimens), and (b) Resolution of fever, without use of fever-reducing medication, and (c) Improvement in respiratory symptoms
- Home isolation precautions for COVID-19 confirmed persons without symptoms:
 - Time-based strategy: (a) Person should remain on home isolation at least until 10 days have passed since the date of their first positive COVID-19 diagnostic test, and (b) Have had NO subsequent illness provided they remain asymptomatic (if symptoms occur then this strategy no longer applies; refer to above)

Let's review things you can do to take care of yourself

- *Stay hydrated and drink plenty of water. Stay away from caffeine and alcohol*
- *Get plenty of rest. If you are currently working out of the house you now need to stay home, if you are working at home take it easy or stop working so you can give your body rest needed to help recovery*
- *You should seek healthcare if symptoms worsen. Make sure to call in advance if seeking medical care so sites can be prepared to receive you*

These are things you can do to keep others safe:

- *Do not leave your home except for urgent medical care. If you must leave, wear a mask. Make sure to call the provider before you go and tell them you are diagnosed with COVID-19. Do not take public transportation, ride shares, or taxis. If it is an emergency, call 911 and let them know that you have symptoms of COVID-19.*
- *Keep 6 feet from other people at all times. If you have a mask, you should wear it at all times when around other people, but you really should not be around other people and need to stay 6 feet away. Anyone you come in contact with in your household should wash their hands often and wear a mask if possible whenever they are in close contact with you. If this isn't possible, limit your time with them to 5 minutes or less*
- *Do not have visitors in your home during the self-isolation period*
- *Avoid touching your face as much as possible. Wipe down surfaces that you touch frequently with disposable cloths using bleach if possible or household cleaners*

See next page for more instructions

Redact this page as it has scripts

Case investigation workflow and call scripts (4/4) - *preliminary*

Workflow

Suggested call scripts

5 Monitor self-isolation (continued)

- Provide information on self-isolation

Redact this page as it has scripts

These are things you can do to keep others safe (continued from the previous page):

- *You will need to sleep alone in a separate room and use a separate bathroom, if possible. Your bathroom should be cleaned every day using a household disinfectant. If a separate bathroom is not available and you share the bathroom with your household, the bathroom should be cleaned after every use. Wear gloves while cleaning if possible.*
- *You should use your own plate, bowl, and utensils – do not share food with anyone; and avoid sharing other personal household items (combs, toothbrush, cups, sheets/blankets etc.). Wash your laundry separately with detergent; bleach can be used but is not needed*
- *Cover your mouth with tissue when coughing or sneezing and throw the tissue away*
- *Wash your hands frequently throughout the day with soap and water for at least 20 seconds: (a) Before and after preparing food for yourself (do not prepare food for others); (b) Before and after eating o After going to the bathroom; (c) After sneezing, blowing your nose, or touching your face*
- *Your gloves, tissues, masks, and other trash should be put in a bag, tied closed, and put with other household trash*

Complete all CommCare fields for case investigation

CommCare screenshots to be added

6 Refer for support services

- Assess need for support services

Type text here

Finally, to help assess your options for isolating safely, we have some questions about your home and basic necessities during this period.

Housing: What type of home do you live in? Are you able to isolate safely? Acceptable housing for isolation means contact has a dedicated bedroom to stay away from other household members, and either a private bathroom or the ability to clean/disinfect the shared bathroom after every use. If the housing appears to be inadequate for safe isolation, offer an isolation facility. If contact accepts, stop the assessment for other social support as it will be provided at the isolation facility. Notify the social support coordinator of the isolation facility request and record this information in CommCare.

Basic Necessities: Over the next 2-3 weeks, do you have reliable access to:

- *Food (Reliable access to food: family, friend, neighbor able to deliver food while you remain in isolation or other food delivery service (local grocery store delivery, meals on wheels)*
- *Medications*
- *Heat, Water, Electricity, Phone service, Means of communication in the event of an emergency*
- *Infection prevention and control supplies- soap, water, disinfectant*
- *Identified network of family, friends, and other social networks*
- *Way to connect with social networks while in home isolation*

CommCare screenshots to be added

Collect or complete all of the information as per CommCare fields. Refer to the social support coordinator as necessary and record this information in CommCare

At the end of the case form, please submit the outcome of the outreach (e.g., completed, couldn't be reached, refused interview, etc.)

Contact notification workflow and call scripts (1/2) - *preliminary*

| Workflow | Suggested call scripts |
|---|--|
| <p>7 Notify contact</p> <ul style="list-style-type: none"> – Share context & objectives of the call | <p><i>Hello, my name is _____ and I am calling from the New Jersey Contact Tracing team for [insert LHD name]. Can I confirm that I am speaking with [insert name]?</i></p> <p>If no, ask to speak to that person. [Note for contacts <18 years you should ask to speak to the parent/guardian and/or ask them for permission to conduct the interview and/or to accompany the conversation. If parent/guardian is not available, ask for their contact information and arrange another time for the interview. However, if contact is able to clearly elucidate symptoms and their information, try to continue the investigation]</p> <p><i>We are following up on all cases of the novel coronavirus called COVID-19. Someone who has recently been diagnosed with the virus has indicated that they have been in contact with you. This does not mean that you have coronavirus or will get coronavirus. We'd like to provide information on how you can protect yourself and your loved ones. Do you have a few minutes for us to discuss what this might mean for you?</i></p> <ul style="list-style-type: none"> ▪ If No – ask when is a better time to all you in the next 24 hours? [Get a time to call back] ▪ If Yes – continue below <p><i>We believe that you could have been exposed to the coronavirus in the last ___ days.</i></p> <p><i>There are a few next steps for you, but first, I'd like to tell you more about the coronavirus. COVID-19 is a new virus and is in almost all countries in the world. It can cause many types of symptoms but mostly affects the respiratory system, causing fever and cough. It spreads from an infected person from when they cough, breathe, sneeze or touch a surface that other people then touch. COVID-19 is extremely contagious, and it spreads very easily through contact. Luckily, most cases are mild or moderate and most people don't need to be in the hospital. Some cases can get more serious and cause pneumonia and breathing difficulties. I am not a doctor or nurse, and cannot provide you with medical advice. If you need additional information, please speak with your clinician.</i></p> <p><i>There are 2 key things we'd like to discuss with you today: First, I would like to ask you about a list of symptoms. This information will be provided to the public health officials but will not be shared with anyone else and will be kept confidential. Second, we will make a plan together to help you make sure that in case you did get the coronavirus, that your family and friends will not be put at risk.</i></p> |
| <p>8 Collect information on symptoms</p> | <p><i>Before we start, let's make sure we have your correct contact information.</i></p> <p><i>Now I would like to ask if you have any of the following health conditions/symptoms.</i> CommCare screenshots to be added</p> |
| <p>9 If symptomatic, refer to medical provider and/or testing</p> | <p>If the person has symptoms: Confirm whether contact has a healthcare provider. If contact doesn't have any healthcare provider, refer to the social support coordinator for finding a PCP</p> <p><i>Please call your provider. Tell them you were contacted by the New Jersey Department of Health and told you were exposed to the coronavirus. Tell them you were instructed to call them as soon as possible because you have symptoms and need to see if you should be tested.</i></p> <p>[If in a location with direct referral for testing: refer to test and mark if referred and agreed as appropriate]</p> <p><i>Please also note that if you are tested and your test shows you have coronavirus, we will speak again to gather information about people you have been around since a few days before your symptoms started. That's good to think about now so your memory is fresh. From now on it will be important to separate yourselves from close contact with people and stay in your home.</i></p> |

Redact this page as it has scripts

CommCare screenshots to be added

If contact indicates a language preference other than English, please arrange time for interview with contact tracer fluent with the requested language or utilize language line

SOURCE: <https://www.cdc.gov/coronavirus/2019-ncov/downloads/php/COVID-19-Case-Investigation-workflow.pdf>; https://www.nj.gov/health/cd/documents/topics/NCOV/NCOV_chapter.pdf; <https://www.mass.gov/doc/contact-tracing-scripts/download>

Preliminary, pre-decisional, and deliberative. Based on input provided by State agency leaders and staff, to date, and subject to change. Content is descriptive only and is not meant to constitute legal, clinical, or policy advice. 9

Contact notification workflow and call scripts (2/2) - *preliminary*

| Workflow | Suggested call scripts | |
|--|--|---|
| <p>10 Monitor self-quarantine</p> <ul style="list-style-type: none"> – Arrange 14-day monitoring program | <p><i>It is important to separate yourself from others and go into self-quarantine even if you do not have any symptoms, because you can transmit the virus before you develop symptoms. During this time period you will actively monitor your symptoms.</i></p> <p><i>Quarantine is 14 days long from when you were exposed. For you, this means until _____ [date].</i></p> <p><i>To assist you during symptom monitoring in the next [X] days, you have the option to receive one text message daily from the New Jersey Department of Health [or insert LHD]. [Instructions]</i></p> <ul style="list-style-type: none"> ● Instructions for activation of CommCare notifications to be added <p><i>People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus. Symptoms include fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, and diarrhea. Check CDC for the latest list of COVID-19 possible symptoms (https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html)</i></p> <p><i>At any point if you develop symptoms you should (1) call your provider immediately, (2) remain in quarantine, and (3) notify your LHD [insert LHD name] via [If contact signs up for text monitoring]: the daily text message function or [If contact does not sign up for text monitoring]: a phone call.</i></p> <p>Complete all CommCare fields for contact notification ● CommCare screenshots to be added</p> | |
| <p>11 Refer for support services</p> <ul style="list-style-type: none"> – Assess need for support services | <p><i>Finally, we'd like to talk about helping you stay safe during your quarantine at home. We have some questions about your home and we can also talk about what quarantine means.</i></p> <p><i>Housing: What type of home do you live in? Are you able to quarantine safely? Acceptable housing for quarantine means contact has a dedicated bedroom to stay away from other household members, and either a private bathroom or the ability to clean/disinfect the shared bathroom after every use. If the housing appears to be inadequate for safe quarantine, offer a quarantine facility. If contact accepts, stop the assessment for other social support as it will be provided at the quarantine facility. Notify the social support coordinator of the quarantine facility request and record this information in CommCare.</i></p> <p><i>Basic Necessities: Over the next 2-3 weeks, do you have reliable access to:</i></p> <ul style="list-style-type: none"> ▪ <i>Food (Reliable access to food: family, friend, neighbor able to deliver food while you remain in isolation or other food delivery service (local grocery store delivery, meals on wheels)</i> ▪ <i>Medications</i> ▪ <i>Heat, Water, Electricity, Phone service, Means of communication in the event of an emergency</i> ▪ <i>Infection prevention and control supplies- soap, water, disinfectant</i> ▪ <i>Identified network of family, friends, and other social networks</i> ▪ <i>Way to connect with social networks while in home isolation</i> <p>Collect or complete all of the information as per CommCare fields. Refer to the social support coordinator as necessary and record this information in CommCare</p> <p>At the end of the contact form, please submit the outcome of the outreach (e.g., completed, couldn't be reached, etc.)</p> | <p>CommCare screenshots to be added</p> |

Redact this page as it has scripts