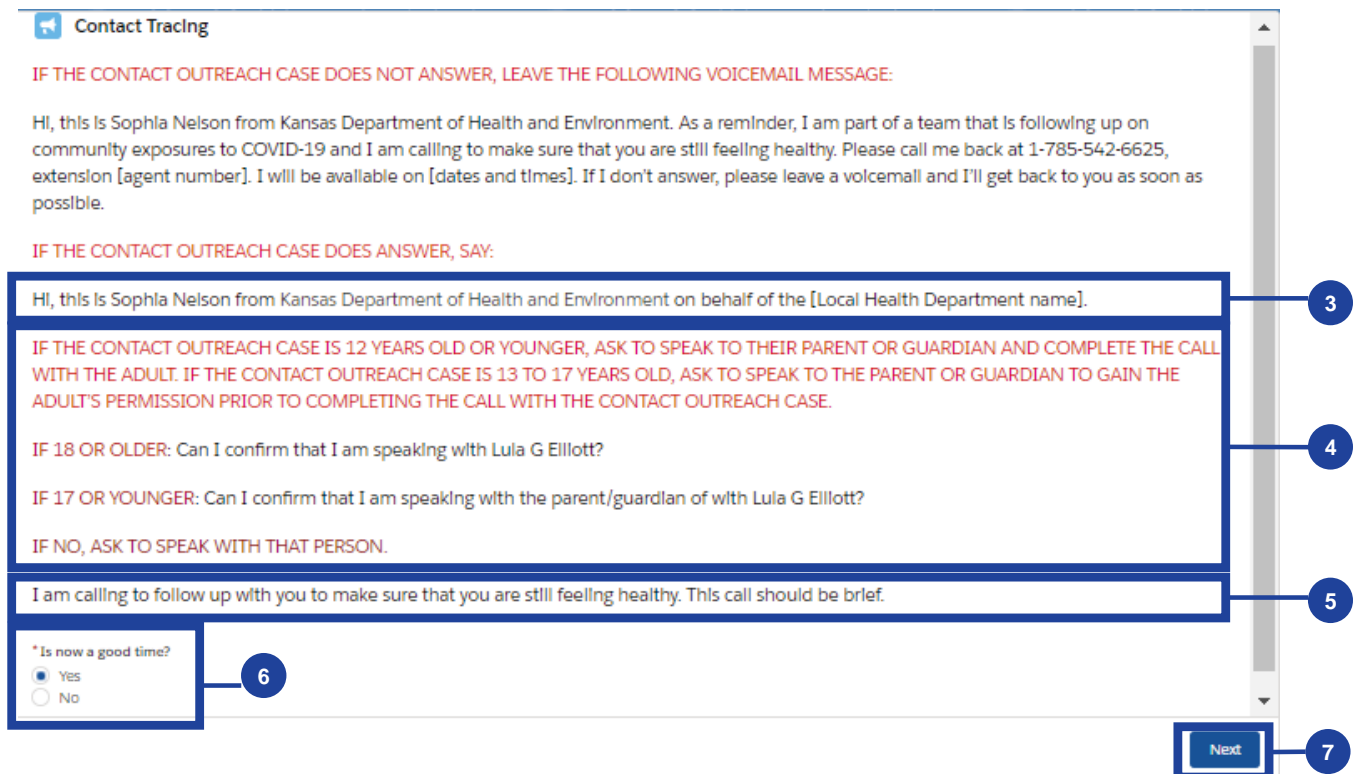# Non-Households: How to Complete End of Quarantine

END OF QUARANTINE GUIDED SCRIPT

3. Assuming the contact outreach case answers, say "Hi, this is [your name] and I am calling from the Kansas Department of Health and Environment."

4. If the contact outreach case is 18 or older, say "Can I confirm that I am speaking with [contact outreach case name]?" If the contact outreach case is 17 or younger, say "Can I confirm that I am speaking with the parent/guardian of [contact outreach case name]?" If you are not speaking with the parent or guardian, ask to speak with that person.

5. Say, "I am calling to follow up with you to make sure that you are still feeling healthy. This call should be brief. Is now a good time?"

6. Click the **Yes** radio button, assuming the contact outreach case has time to speak with you.

    ⚠️ **Note**: If the person does not have time to speak with you, select the **No** radio button and follow the steps on to set a follow up time to call back.

7. Click the **Next** button.

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END OF QUARANTINE GUIDED SCRIPT

8. Ask "Have you seen your healthcare provider since we last spoke?" and indicate the person's response: Yes, No, or Unknown.

   Ask "Have you been tested since we last spoke?" and indicate the person's response: Yes, No, or Unknown.

   If the person <u>has</u> been tested, then the subsequent question will appear on the screen. Ask "Was the result positive?" and indicate the person's response: Yes, No, or Unknown.

9. Click the **Next** button. The guided flow will show different screens based on the information provided. If:

   - **The person has not been tested, or if the person was tested and the results were Negative** – Continue ahead to step 13.
   - **If the person was tested and the results were Positive** – Continue to step 10 to close the contact outreach case.
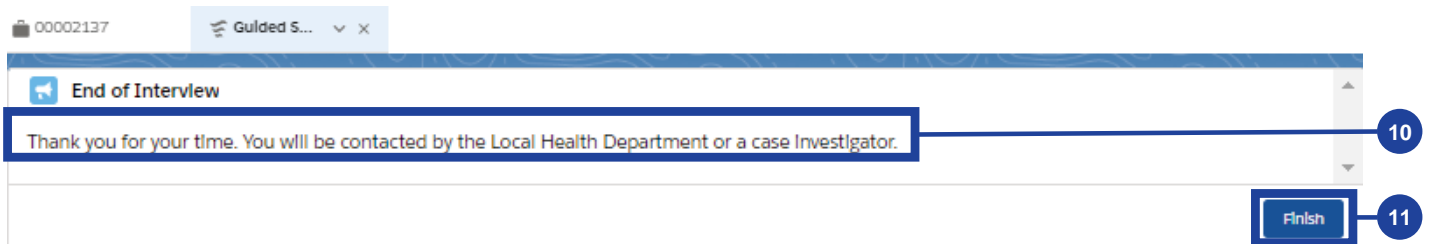
Non-Households: How to Complete End of Quarantine

END OF QUARANTINE GUIDED SCRIPT

10. Say "Thank you for your time. You will be contacted by the Local Health Department or a case investigator."
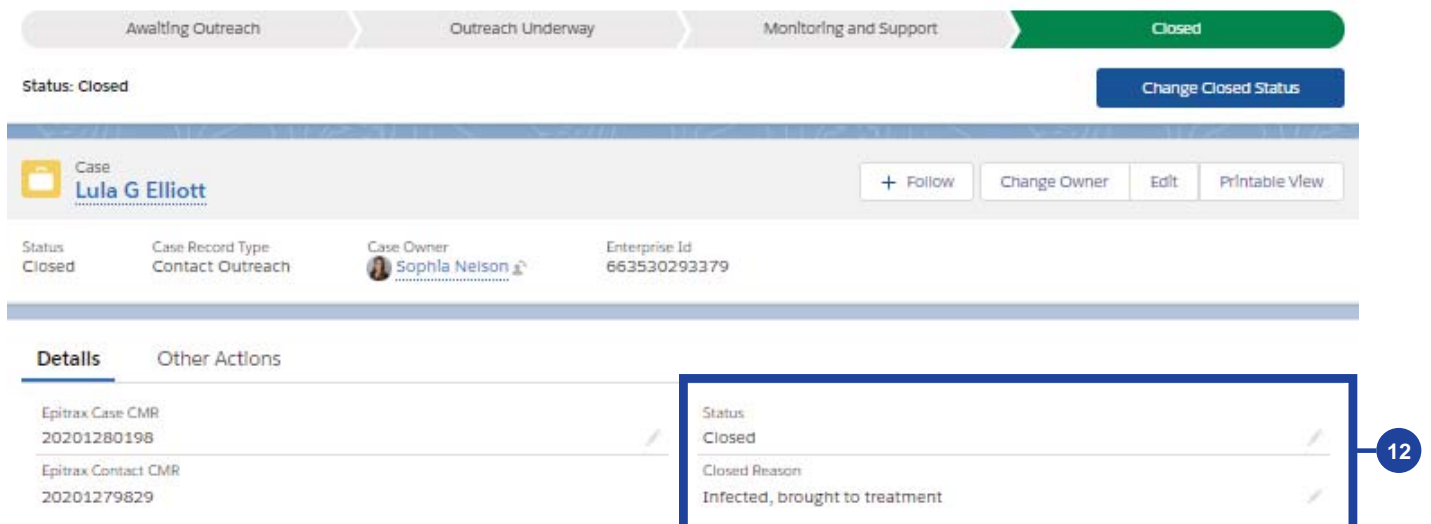
⚠️ **Note**: Due to the person testing positive for COVID, the case will automatically be closed, and the information will be sent to EpiTrax for tracking and further investigation

11. Click **Finish**.

12. Notice that the **Status** and **Closed Reason** have automatically updated to **Closed** and **Infected, brought to treatment**. Skip ahead to to log a call.
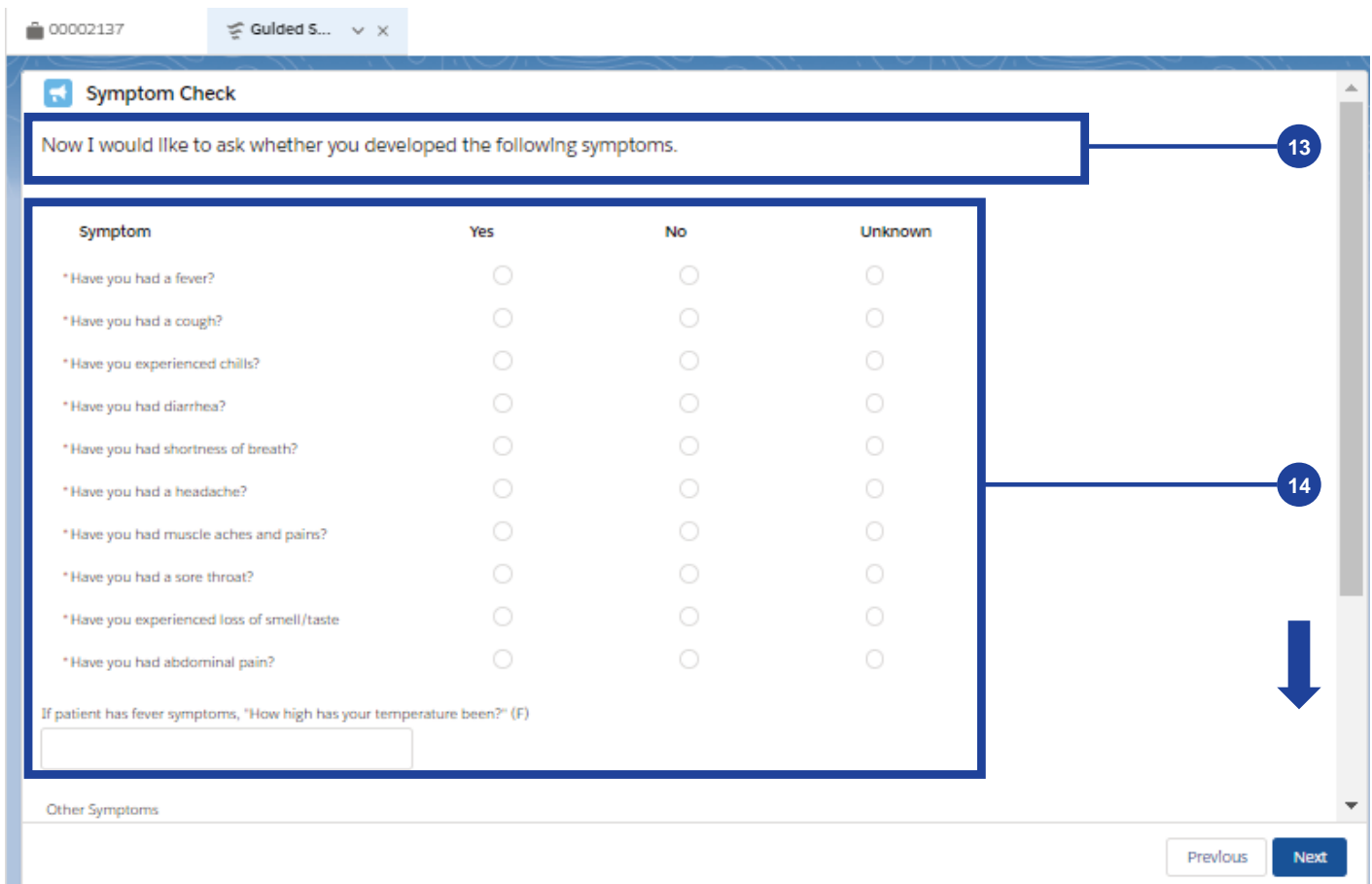
Non-Households: How to Complete End of Quarantine

END OF QUARANTINE GUIDED SCRIPT

13. Say, "Now I would like to ask whether you developed the following symptoms." Complete all the fields in the **Symptoms** section. Continue scrolling down to view and answer all fields.

14. Confirm if the contact outreach case is experiencing any of the listed symptoms. You will need to mark each field with a Yes, No or Unknown to note whether the contact outreach case is experiencing the symptom.

⚠️ **Note:** If the contact outreach case is experiencing a fever, you will need to note their high temperature under the **If yes, How high has your temperature been?** field.

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END OF QUARANTINE GUIDED SCRIPT

15. If the contact outreach case is experiencing or has experienced symptoms, enter the **Symptom Start Date** and **Symptom Stop Date** (if applicable).

16. Click the **Next** button.

The guided flow will show different screens based on the information provided. If:

- **Symptoms are consistent with COVID** – Skip ahead to steps 22.

- **No symptoms or not consistent with COVID** – Continue to the next step.

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END OF QUARANTINE GUIDED SCRIPT

If you are calling <u>on or after</u> the date of the person's release date:

17. Say, "Since you have not developed any symptoms, your last day of quarantine is today. You may return to normal activities tomorrow. We can send you and/or your supervisor a Release from Quarantine email. Would you like me to send this? If yes, then to whom?"

⚠️ **Note**: Remember to write down the names and email addresses of the people who need to receive the email. Remind the person that the email may be sent to a Junk/Spam folder.

Say, "Thank you for your time and for helping to protect the health of your community."

If you are calling <u>before</u> the date of the person's release date:

18. Say, "As long as you do not develop symptoms before [date of quarantine date], your last day of quarantine, you may return to normal activities the next day. If you have any questions or do happen to develop symptoms, please reach out to 1-785-542-6625, or your local health department. We can send you and/or your supervisor a Release from Quarantine email. Would you like me to send this? If yes, then to whom?"

⚠️ **Note**: Remember to write down the name and email addresses of the people who need to receive the email. Remind the person that the email may be sent to a Junk/Spam folder.

Say, "Thank you for your time and for helping to protect the health of your community."
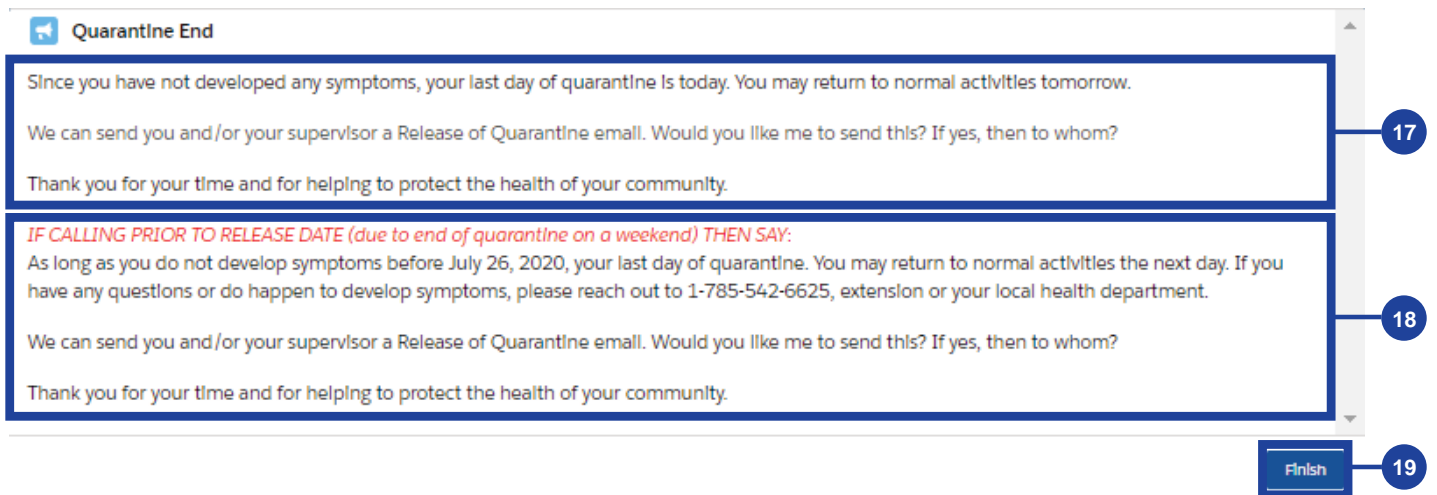
19. Click **Finish.**

Kansas Department of Health and Environment