

# Non-Households: How to Complete an Initial Outreach Call

## CONTACT TRACING GUIDED SCRIPT

**⚠ Note:** The script that you will read to the contact outreach case is on the right side of the screen. We encourage you to familiarize yourself with the scripts before making any calls.

3. Assuming the contact outreach case answers, say “Hello, my name 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, “We are following up on all cases of the novel coronavirus called COVID-19. One person who has recently been diagnosed with the virus has been in contact with you/your child recently. This does not mean that you/your child have coronavirus or will get coronavirus. Do you have a few minutes to discuss what this might mean for you?”
6. Click the **Yes** radio button, assuming that the contact outreach case is available to speak with you.
7. Click the **Next** button.

The screenshot shows a web-based script for contact tracing. It includes instructions for voicemail messages and live calls. Numbered callouts point to specific parts of the script: 3 points to the initial greeting, 4 points to the age-based confirmation questions, 5 points to the main message about COVID-19, 6 points to the 'Yes' radio button, and 7 points to the 'Next' button.

**Contact Tracing**

*IF THE CONTACT OUTREACH CASE DOES NOT ANSWER, LEAVE THE FOLLOWING VOICEMAIL MESSAGE:*  
Hi, this is Emma Dunlap from Kansas Department of Health and Environment. I am part of a team that is following up on community exposures to COVID-19 and it is important that I talk with you. Please call me back at 1-785-542-6625, extension . I will be available on [dates and times]. If I don't answer, please leave a voicemail and I'll get back to you as soon as possible.

*IF THE CONTACT OUTREACH CASE DOES ANSWER, SAY:*  
Hello, my name is Emma Dunlap and I am calling from the Kansas Department of Health and Environment on behalf of the [Local Health Department name].

*IF THE CONTACT OUTREACH CASE IS 12 YEARS OLD OR YOUNGER, ASK TO SPEAK TO THEIR PARENT OR GUARDIAN AND COMPLETE THE INTERVIEW WITH THEM. IF THE CONTACT OUTREACH CASE IS 13 TO 17 YEARS OLD, ASK TO SPEAK TO THE PARENT OR GUARDIAN TO GAIN THEIR PERMISSION PRIOR TO COMPLETING THE INTERVIEW WITH THE CONTACT OUTREACH CASE.*

*IF 18 OR OLDER:* Can I confirm that I am speaking with daniel goernandt?  
*IF 17 OR YOUNGER:* Can I confirm that I am speaking with the parent/guardian of daniel goernandt?

*IF NO, ASK TO SPEAK WITH THAT PERSON.*

We are following up on all cases of the novel coronavirus called COVID-19. One person who has recently been diagnosed with the virus has been in contact with you/your child recently. This does not mean that you/your child have coronavirus or will get coronavirus.

\*Do you have a few minutes we could discuss what this might mean for you?

Yes **6**  
 No

**7** **Next**

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8. Say, “Thank you for taking time to talk with me today. We have a few questions we are asking everyone to help us prevent the spread of this disease. Participation in COVID-19 monitoring is voluntary. This information will only be used by the health department and will not be shared with anyone else and will be kept confidential. You will be immune from all liability for disclosing this information. If you choose not to provide any information you also are immune from all liability. If you decide not to participate in monitoring you still will need to remain in quarantine for 14 days following your last exposure to COVID-19.”
9. Say, “Do you understand the information that I have provided?” Click the **Yes** radio button, assuming that the contact outreach case says that they understand.
10. Say, “May I ask you a few questions about yourself (or your child) and any symptoms you may be experiencing?”
  - **If the contact outreach case says yes to both questions**, click the **Yes** radio button.
  - **If the contact outreach case says no to either question**, click the **No** radio button. Skip to [step 26](#).
11. Click the **Next** button.

The screenshot shows a digital form titled "Call Objectives" with a back arrow icon. The form contains three main sections of text and two radio button questions. Blue boxes highlight these sections, with lines connecting them to numbered callouts (8, 9, 10, 11) on the right side of the page. The first section is a paragraph of introductory text. The second section is a question: "Do you understand the information that I have provided?" with "Yes" selected. The third section is another question: "May I ask you a few questions about yourself (or your child) and any symptoms you may be experiencing?" with "Yes" selected. At the bottom right, there are "Previous" and "Next" buttons, with the "Next" button highlighted by callout 11.

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12. Say, “Before we start, let’s make sure we have your correct contact information. Then we also need a few more details about you and the symptoms you may have had. Can you confirm the spelling of your name?”
13. Walk through the fields with the contact outreach case and update their contact details where possible.



**Note:** The **Language** and **Phone Type** fields are mandatory.

**Note:** You will need to scroll down to view all of the fields on this page.

**Note:** Enter phone number in **Phone Type** field without dashes.

Confirm Personal Details

Before we start, let's make sure we have your correct contact information.  
Then we also need a few more details about you and the symptoms you may have had.  
Can you confirm the spelling of your name?

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First Name  
daniel

Last Name  
goernandt

Date Of Birth  
Sep 13, 2020

Address

14. Click the **Next** button.

Phone 3

Extension 3

Email Address  
james.morgan@test.com

\* Language  
English

Parent/Guardian/Next of Kin Name(s)

Contact Type (Eptrax) : High Risk

Previous Next

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15. On the next page, walk through the fields with the contact outreach case and update their personal details where possible.



**Note:** The **Race** and **Are you of Hispanic Ethnicity** fields are mandatory.

**Note:** To select multiple races, hold down the **Ctrl** key while clicking each race.

**Note:** If contact outreach case wants to send a letter to their employer, you must fill out the **Supervisor Name**, and the **Supervisor Email** or **Employer Address** fields.

16. Click on the **Next** button.

Confirm Personal Details Continued

\* Race  
White  
Other Race  
Asian  
American Indian or Alaska Native  
Native Hawaiian or Other Pacific Islander

\* Are you of Hispanic Ethnicity  
Not Hispanic or Latino

Gender  
Male

Do you work in healthcare, law enforcement, public health, in meat packing facility, or as a first responder?

Occupation  
Teacher

Other Occupation

Employer Name  
Rossville Public Schools

Supervisor Name

Supervisor Email

Employer Address

Employer City

Employer State

Employer Phone  
7855555555

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Previous Next

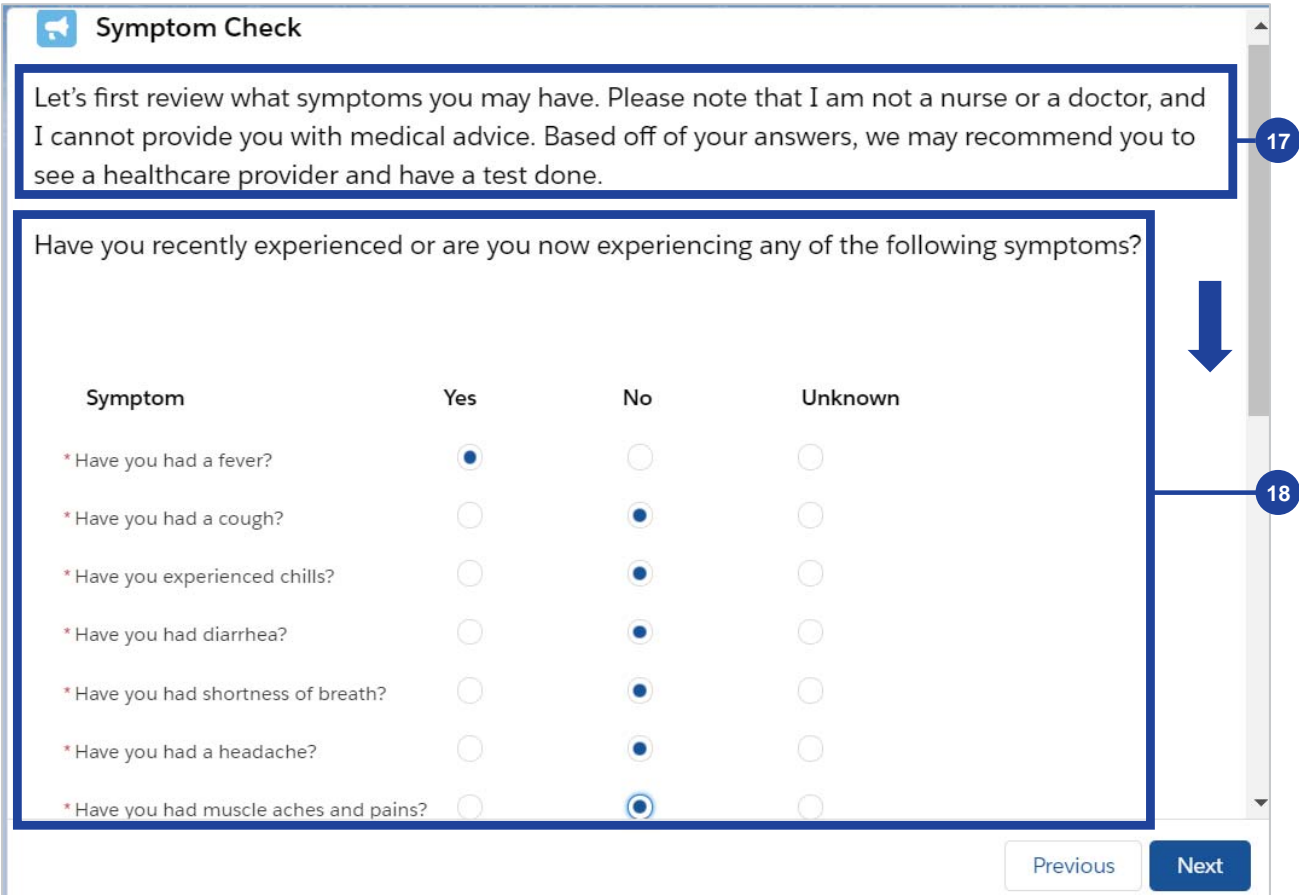


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- 17. Say, “Let’s first review what symptoms you may have. Please note that I am not a nurse or a doctor, and I cannot provide you with medical advice. Based off of your answers, we may recommend you see a healthcare provider and have a test done. Have you recently experienced or are you now experiencing any of the following symptoms?”
- 18. Confirm if the contact outreach case is experiencing any of the listed symptoms. You will need to select each radio button under Yes, No or Unknown to note whether the contact outreach case is experiencing the symptom.

 **Note:** You will need to scroll down to view all the fields on this page.



The screenshot shows a web form titled "Symptom Check". It contains two main sections. The first section, highlighted with a blue box and labeled "17", contains the text: "Let's first review what symptoms you may have. Please note that I am not a nurse or a doctor, and I cannot provide you with medical advice. Based off of your answers, we may recommend you to see a healthcare provider and have a test done." The second section, highlighted with a blue box and labeled "18", contains the question: "Have you recently experienced or are you now experiencing any of the following symptoms?" followed by a table of symptoms and response options. A blue arrow points downwards from the top of the second section to the bottom of the table. At the bottom right of the form are "Previous" and "Next" buttons.

Symptom	Yes	No	Unknown
* Have you had a fever?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Have you had a cough?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
* Have you experienced chills?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
* Have you had diarrhea?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
* Have you had shortness of breath?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
* Have you had a headache?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
* Have you had muscle aches and pains?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

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

19. After you have addressed all the symptoms with the contact outreach case, fill in the **Symptoms Start Date** field if applicable.
20. If the contact outreach case experienced symptoms that have since stopped, enter this stop date in the **Symptoms Stop Date** field.
21. Click the **Next** button.

\* Have you had a sore throat?

\* Have you experienced loss of smell/taste?

\* Have you had abdominal pain?

If patient has fever symptoms, "How high has your temperature been?" (F)

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Other Symptoms

*\*If yes to any - indicate what date the symptoms started.*

Symptoms Start Date

Aug 5, 2020

Are you still having symptoms? *If no indicate when symptoms stopped.*

Symptoms Stop Date

Previous Next



**Note:** If the contact outreach case is experiencing symptoms consistent with COVID-19, the contact outreach case will be removed from your list view and sent to EpiTrax after you complete the following steps.

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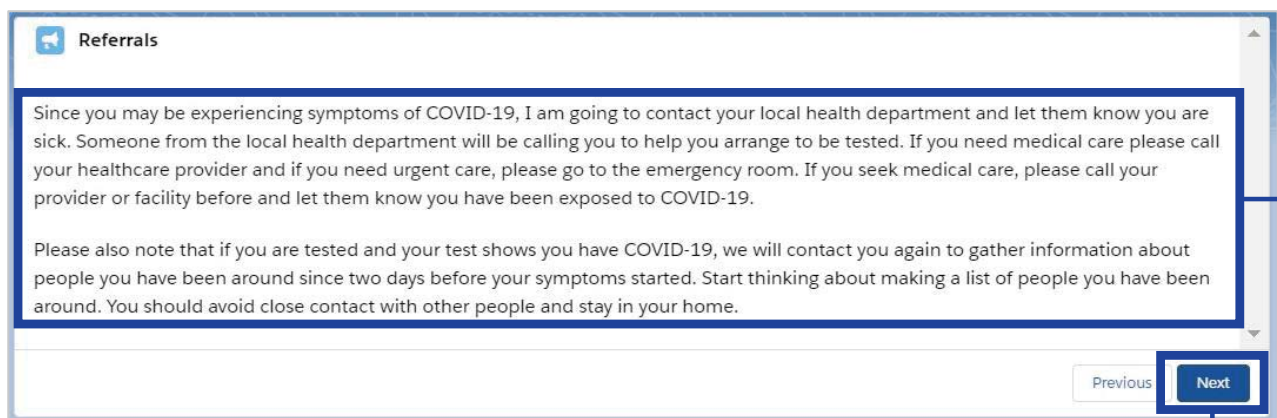
## CONTACT TRACING GUIDED SCRIPT

22. The guided script will show different screens, depending on what is selected.

- **If no symptoms**, the Referrals script will not appear.
- **If symptoms consistent with COVID**, say,

“Since you may be experiencing symptoms of COVID-19, I am going to contact your local health department and let them know you are sick. Someone from the local health department will be calling you to help you arrange to be tested. If you need medical care please call your healthcare provider and if you need urgent care, please go to the emergency room. If you seek medical care, please call your provider or facility before and let them know you have been exposed to COVID-19. Please also note that if you are tested and your test shows you have COVID-19, we will contact you again to gather information about people you have been around since two days before your symptoms started. Start thinking about making a list of people you have been around. You should avoid close contact with other people and stay in your home.”

23. Click the **Next** button.



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On the **Quarantine Overview** screen, multiple scripts are displayed, scroll down as needed to find and read the script that fits with the situation of your contact outreach case.

24. **If the contact outreach case reported symptoms consistent with COVID-19**, say, “It is important to separate yourself. As much as possible, stay in a specific room and away from other people in your home. You cannot leave your home, except for getting medical care. For example, do not go to work, school, or public areas.”
25. **If the contact outreach case did not report symptoms**, say, “Quarantine is at least 14 days long from when you were exposed. For you, this means until [end of quarantine date]. It is important to separate yourself even if you do not have any symptoms, because you can transmit the virus before you develop symptoms. As much as possible, stay in a specific room and away from other people in your home. You cannot leave your home, except for getting medical care. For example, do not go to work, school, or public areas until your quarantine period ends.”

**If a date does not appear indicating the end of their quarantine**, (For you, this means until .), then the contact outreach case has ongoing exposure to a positive case (i.e., they live in the same household as a positive case), say, “Your exposure is ongoing and we will let you know when your quarantine period will end. It is important to separate yourself even if you do not have any symptoms, because you can transmit the virus before you develop symptoms. As much as possible, stay in a specific room and away from other people in your home. You cannot leave your home, except for getting medical care. For example, do not go to work, school, or public areas until your quarantine period ends.”

The screenshot shows a web interface titled "Quarantine Overview". It contains three distinct script sections. The first section, highlighted with a blue box and labeled "24", is for cases with reported symptoms. The second section, also highlighted with a blue box and labeled "25", is for cases that did not report symptoms. The third section is for cases with ongoing exposure. A vertical scrollbar on the right side of the interface shows the current scroll position, and a blue arrow points downwards, indicating the scroll direction.

**Quarantine Overview**

*If the contact outreach case reported symptoms consistent with COVID-19, read:*

It is important to separate yourself. As much as possible, stay in a specific room and away from other people in your home. You cannot leave your home, except for getting medical care. For example, do not go to work, school, or public areas.

*If the contact outreach case did not report symptoms, read:*

Quarantine is at least 14 days long from when you were exposed. For you, this means until September 2, 2020.

*If blank, exposure is ongoing and their end of quarantine cannot be calculated yet. If blank, skip to the script below.*

It is important to separate yourself even if you do not have any symptoms, because you can transmit the virus before you develop symptoms. As much as possible, stay in a specific room and away from other people in your home. You cannot leave your home, except for getting medical care. For example, do not go to work, school, or public areas until your quarantine period ends.

*If a date does not appear indicating the end of their quarantine, (For you, this means until .), then the contact outreach case has ongoing exposure to a positive case (i.e., they live in the same household as a positive case), read:*

Your exposure is ongoing and we will let you know when your quarantine period will end. It is important to separate yourself even if you do not have any symptoms, because you can transmit the virus before you develop symptoms. As much as possible, stay in a specific room and away from other people in your home. You cannot leave your home, except for getting medical care. For example, do not go to work, school, or public areas until your quarantine period ends.



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26. **If the contact outreach case has refused to participate in monitoring and there is a quarantine end date**, say, “Even though you are unwilling to be monitored, you still need to remain at home until [end of quarantine date]. It is important to separate yourself even if you do not have any symptoms, because you can transmit the virus before you develop symptoms. As much as possible, stay in a specific room and away from other people in your home. You cannot leave your home, except for getting medical care. For example, do not go to work, school, or public areas until your quarantine period ends.”
27. **If the contact outreach case has refused to participate in monitoring and the quarantine end date is blank**, say, “Even though you are unwilling to be monitored, you still need to quarantine. Since your exposure is ongoing, please remain at home for 14 days after the person who tested positive for COVID-19 is feeling well and is released from isolation. It is important to separate yourself even if you do not have any symptoms, because you can transmit the virus before you develop symptoms. As much as possible, stay in a specific room and away from other people in your home. You cannot leave your home, except for getting medical care. For example, do not go to work, school, or public areas until your quarantine period ends.”
28. Click the **Next** button.



**Note:** If the contact outreach case refused to participate in monitoring, you will be routed to [Step 43](#) to thank the person for their time and end the call.

If the person has refused to participate in monitoring:

If there is a quarantine end date, say:

Even though you are unwilling to be monitored, you still need to remain at home until September 2, 2020.

It is important to separate yourself even if you do not have any symptoms, because you can transmit the virus before you develop symptoms. As much as possible, stay in a specific room and away from other people in your home. You cannot leave your home, except for getting medical care. For example, do not go to work, school, or public areas until your quarantine period ends.

If the quarantine end date is blank, say:

Even though you are unwilling to be monitored, you still need to quarantine. Since your exposure is ongoing, please remain at home for 14 days after the person who tested positive for COVID-19 is feeling well and is released from isolation.

It is important to separate yourself even if you do not have any symptoms, because you can transmit the virus before you develop symptoms. As much as possible, stay in a specific room and away from other people in your home. You cannot leave your home, except for getting medical care. For example, do not go to work, school, or public areas until your quarantine period ends.

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29. Complete the **Home Assessment** questions. Say, “We have some questions about your living situation and whether you are prepared to quarantine at home.”

30. Ask, “Do you live in a/n...” and select the type of home the person reports living in.

31. Ask, “Over the next 2-3 weeks, do you have what you need to quarantine successfully?”



**Note:** Let the contact outreach case elaborate, do not read the list of resources under **Needs assistance with**.

- **If the contact outreach case says no**, skip to step 33.
- **If the contact outreach case says yes**, say, “Your Local Health Department may be able to connect you with resources. They will contact you if they are able to fulfill any of these needs.”

32. Based on what the contact outreach case has mentioned, select the resource(s).



**Note:** To select multiple resources, hold down the **Ctrl** key while clicking each resource.

33. Ask, “Do you require assistance with daily activities?” If **Yes**, ask “Do you have a caregiver?” If the person does have a caregiver, you will be prompted to ask for the caregiver’s name and phone number. Click **Next**.

The screenshot shows a digital form titled "Home Assessment". It contains several sections: a text box for step 29, a dropdown menu for step 30 (set to "Single Family House"), a text box for step 31 with red instructions, a list of resources for step 32 (Food, Medications/Chronic condition needs, Household utilities, Drinking Water, Phone Service), and two dropdown menus for step 33 (both set to "Yes"). Below the second dropdown, there are input fields for "Name" (Michael Smith) and "Phone" (7111111111). "Previous" and "Next" buttons are at the bottom right. Blue callout boxes on the right side of the form are numbered 29 through 33, corresponding to the steps in the script.



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- 34. Say, “You will be contacted during the time you need to stay at home.”
- 35. Say, “Do you prefer to receive a call or text?” This denotes the contact outreach case’s preferred method of contact during their monitoring and stay at home period.
- 36. Say, “If you have any questions you can call me back at 785-542-6625 at extension [9 + your agent extension number]. Do you have a specific time of day that you would prefer that I call?”
- 37. Select the day(s) and time of day that the contact outreach case would like to be contacted.



**Note:** To select multiple days, hold down the **Ctrl** key while clicking each day.

The screenshot shows a form titled "Specific Quarantine Instructions" with the following fields and callouts:

- 34:** A text input field containing "You will be contacted during the time you need to stay at home."
- 35:** A dropdown menu for "Do you prefer to receive a call or text?" with "Call" selected.
- 36:** A text input field containing "If you have any questions you can call me back at (predetermined number). Do you have a specific time of day that you would prefer that I call?"
- 37:** A section containing a "Day of Week" list (Sunday, Monday, Tuesday, Wednesday, Thursday) and a "Time of Day" dropdown menu (8:00 AM).


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38. If the contact outreach case is symptomatic, say, “Do you have any questions?”

If the contact outreach case is **NOT symptomatic**, say, “During this time, please monitor yourself closely for symptoms, including taking your temperature in the morning and evening. If you do develop symptoms, please call us at 785-542-6625 at extension [9 + your agent extension number] for a consultation and to decide if testing is warranted. However, if you are experiencing a medical emergency, call 911. It is very critical that you remain in quarantine during this entire time period. Do you have any questions about how to quarantine?”

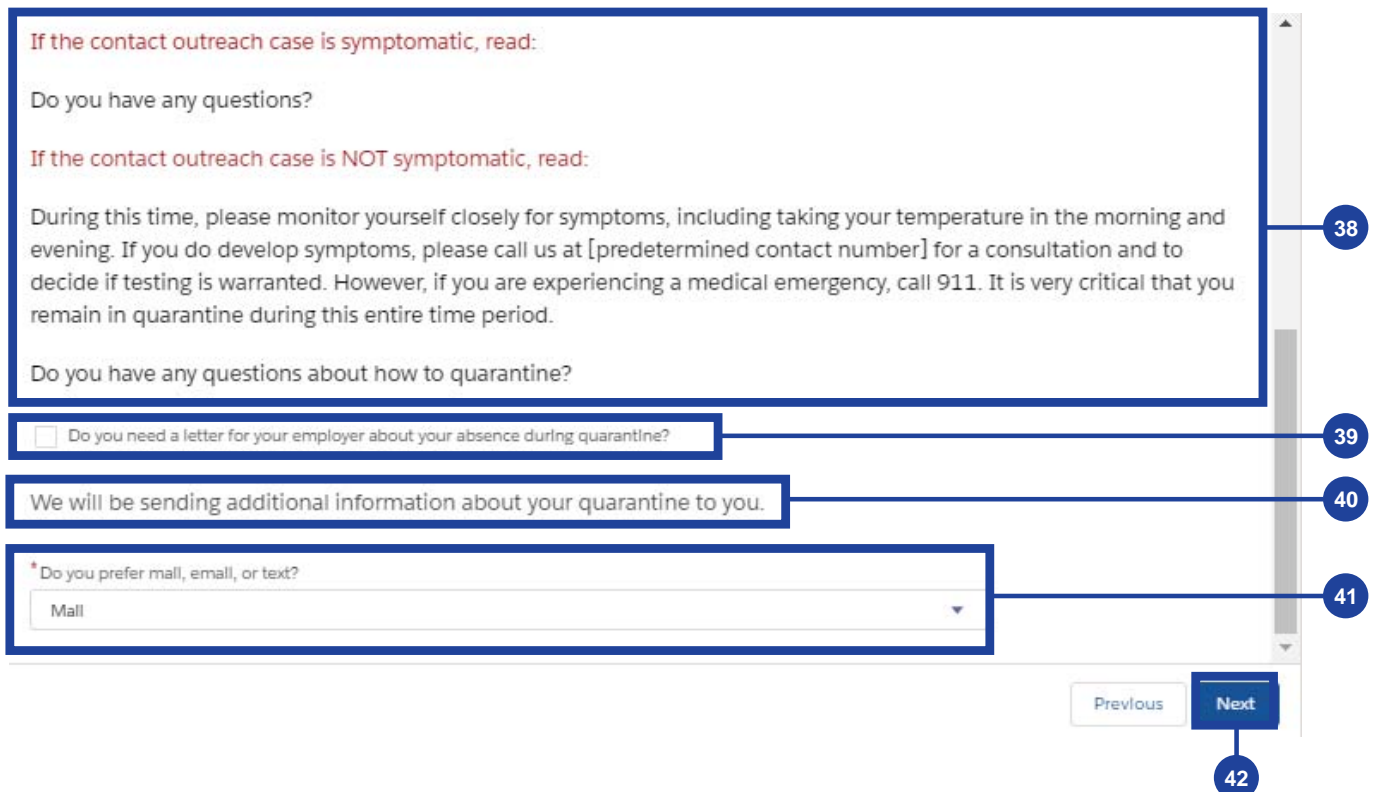
39. If the contact outreach case needs a letter for their employer, check the checkbox.

 **Note:** If yes, confirm an email and mailing address for the employer has been captured on the contact outreach case record.

40. Say, “We will be sending additional information about your quarantine to you.”

41. Select the contact outreach case’s preference for receiving additional information.

42. Click the **Next** button.



The screenshot shows a digital script interface with several callout boxes pointing to specific elements:

- 38:** Points to the main script text area containing instructions for symptomatic and non-symptomatic cases, and a question about quarantine.
- 39:** Points to a checkbox labeled "Do you need a letter for your employer about your absence during quarantine?".
- 40:** Points to a text box containing the message: "We will be sending additional information about your quarantine to you."
- 41:** Points to a dropdown menu labeled "Do you prefer mail, email, or text?" with "Mail" selected.
- 42:** Points to the "Next" button at the bottom right of the interface.