




Non-Households: How to Complete Monitoring

MONITORING GUIDED SCRIPT

- Assuming the contact outreach case answers, say “Hi, this is [your name] and I am calling from the Kansas Department of Health and Environment.”
- 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.
- Say, “I am calling to follow up with you to make sure that you are still feeling healthy. This call should be brief.”
- 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 [page 57](#) to set a follow up time to call back.

- Click the **Next** button.

The screenshot shows a web-based script for contact tracing. At the top, there is a back arrow and the text "Contact Tracing". Below this, there are two main sections of text. The first section is titled "IF THE CONTACT OUTREACH CASE DOES NOT ANSWER, LEAVE THE FOLLOWING VOICEMAIL MESSAGE:" and contains a paragraph of text. The second section is titled "IF THE CONTACT OUTREACH CASE DOES ANSWER, SAY:" and contains several lines of text. A large blue box highlights a specific line of text: "Hi, this is Sophia Nelson from Kansas Department of Health and Environment on behalf of the [Local Health Department name].". Below this, another blue box highlights a larger block of text: "IF THE CONTACT OUTREACH CASE IS 12 YEARS OLD OR YOUNGER, ASK TO SPEAK TO THEIR PARENT OR GUARDIAN AND COMPLETE THE CALL WITH THE ADULT. IF THE CONTACT OUTREACH CASE IS 13 TO 17 YEARS OLD, ASK TO SPEAK TO THE PARENT OR GUARDIAN TO GAIN THE ADULT'S PERMISSION PRIOR TO COMPLETING THE CALL WITH THE CONTACT OUTREACH CASE. IF 18 OR OLDER: Can I confirm that I am speaking with Dan Nelson? IF 17 OR YOUNGER: Can I confirm that I am speaking with the parent/guardian of with Dan Nelson? IF NO, ASK TO SPEAK WITH THAT PERSON." Below this, a third blue box highlights the text: "I am calling to follow up with you to make sure that you are still feeling healthy. This call should be brief." At the bottom left, there is a radio button question: "* Is now a good time?" with "Yes" selected. At the bottom right, there is a "Next" button.

3. HI, this is Sophia Nelson from Kansas Department of Health and Environment on behalf of the [Local Health Department name].

4. IF THE CONTACT OUTREACH CASE IS 12 YEARS OLD OR YOUNGER, ASK TO SPEAK TO THEIR PARENT OR GUARDIAN AND COMPLETE THE CALL WITH THE ADULT. IF THE CONTACT OUTREACH CASE IS 13 TO 17 YEARS OLD, ASK TO SPEAK TO THE PARENT OR GUARDIAN TO GAIN THE ADULT'S PERMISSION PRIOR TO COMPLETING THE CALL WITH THE CONTACT OUTREACH CASE. IF 18 OR OLDER: Can I confirm that I am speaking with Dan Nelson? IF 17 OR YOUNGER: Can I confirm that I am speaking with the parent/guardian of with Dan Nelson? IF NO, ASK TO SPEAK WITH THAT PERSON.

5. I am calling to follow up with you to make sure that you are still feeling healthy. This call should be brief.

6. * Is now a good time?
 Yes
 No

7. Next

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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 has 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 12](#).
- **The person was tested, and the results were Positive** – Continue to step 10 to close the contact outreach case.

Health Care Provider Check

Have you seen your health care provider since we last spoke?
Select an Option

Have you been tested since we last spoke?
Select an Option

If Yes, was the result positive?
Select an Option

Previous Next

10. Say, “Thank you for your time. You will be contacted by the Local Health Department or a case investigator.”

11. Click **Finish**. Skip ahead to [step 23](#) to log a call.

End of Interview

Thank you for your time. You will be contacted by the Local Health Department or a case investigator.

Finish



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12. Say, “Now I would like to ask whether you developed the following symptoms.” Complete all the fields in the **Symptom Check** section. Continue scrolling down to view and answer all fields.

! Note: If symptoms are consistent with COVID-19, case information is passed to EpiTrax for a case investigator to follow up. The record will not be automatically closed in Salesforce. If the contact outreach case tests negative, monitoring will need to continue by a Contact Tracer in Salesforce. Click [here](#) to find the list of COVID-19 symptoms.

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

! 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.

14. Click the **Next** button.

Symptom Check

Now I would like to ask whether you developed the following symptoms.

Symptom	Yes	No	Unknown
* Have you had a fever?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Have you had a cough?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Have you experienced chills?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Have you had diarrhea?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Have you had shortness of breath?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Have you had a headache?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Have you had muscle aches and pains?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Have you had a sore throat?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Have you experienced loss of smell/taste?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Have you had abdominal pain?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Other Symptoms

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

Symptoms Start Date

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

Symptoms Stop Date

Previous **Next**



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

- **No symptoms or not consistent with COVID-19** – Skip ahead to [steps 17](#).
- **Symptoms are consistent with COVID-19** – Continue to the next step.

15. 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.”

16. Click the **Next** button.

Referrals

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.

Previous **Next**

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17. Say, “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**.

Indicate Yes or No.

- **If the contact outreach case says no**, skip to step 19.
- **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.”

18. 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.

19. Ask, “Do you still prefer that I reach out to you by phone or would you prefer to be contacted by text?”

! **Note:** If text is selected, any future monitoring assessments will occur via automatic text messages directly sent to the contact outreach case. A mobile phone number listed on the contact outreach case record is required.

20. Click the **Next** button.

The screenshot shows a web form titled "Home Assessment". It contains several sections:

- Step 17:** A dropdown menu with "Select an Option" and a question: "Over the next 2-3 weeks, do you have what you need to quarantine successfully?". Below the question are instructions: "Let the contact outreach case elaborate, do not read the list." and "If the contact outreach case says no, continue to the next question." followed by "If the contact outreach case says yes, read: 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."
- Step 18:** A section titled "Needs assistance with:" containing a list of resources: Food, Medications/Chronic condition needs, Household utilities, Drinking Water, and Phone Service. Below this is a text input field for "Others(Specify)".
- Step 19:** A dropdown menu with "Select an Option" and a question: "Do you still prefer that I reach out to you by phone, or would you prefer to be contacted by text?".
- Step 20:** "Previous" and "Next" buttons at the bottom right of the form.

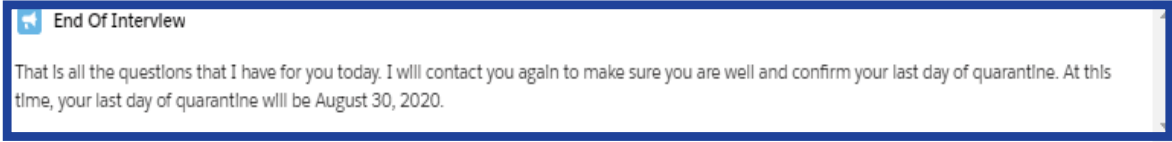
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21. The guided script will show different screens based on the information provided. Read the **End of Interview** script.

If the person does not have symptoms consistent with COVID-19, say,

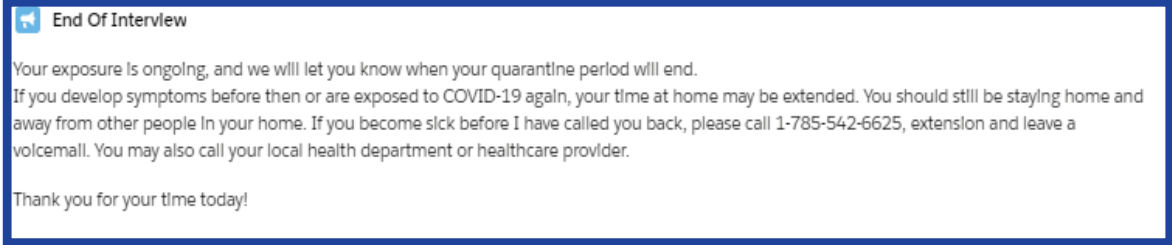
“That is all the questions that I have for you today. You will be contacted again to make sure you are well and to confirm your last day of quarantine. At this time, your last day of quarantine will be [quarantine end date].”



The screenshot shows a text box titled "End Of Interview" containing the script: "That is all the questions that I have for you today. I will contact you again to make sure you are well and confirm your last day of quarantine. At this time, your last day of quarantine will be August 30, 2020." To the right of the text box is a circular callout with the number 21. Below the text box are two buttons: "Previous" and "Finish". To the right of the "Finish" button is another circular callout with the number 22.

If a date does not appear indicating the end of their quarantine, 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. If you develop symptoms before then or are exposed to COVID-19 again, your time at home may be extended. You should still be staying home and away from other people in your home. If you become sick before I have called you back, please call 1-785-542-6625, [9 and your agent extension] and leave a voicemail. You may also call your local health department or healthcare provider. Thank you for your time today!”

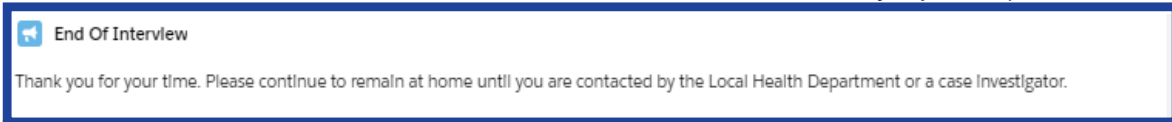


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If the person does have symptoms consistent with COVID-19, say,

“Thank you for your time. Please continue to remain at home until you are contacted by the Local Health Department or a case investigator.”

 **Note:** If symptoms are consistent with COVID-19, case information is passed to EpiTrax for a case investigator to follow up. The record will not be automatically closed in Salesforce. If the contact outreach case tests negative, monitoring will need to continue by a Contact Tracer in Salesforce. Click [here](#) to find the list of COVID-19 symptoms).



The screenshot shows a text box titled "End Of Interview" containing the script: "Thank you for your time. Please continue to remain at home until you are contacted by the Local Health Department or a case investigator." To the right of the text box is a circular callout with the number 21. Below the text box are two buttons: "Previous" and "Finish". To the right of the "Finish" button is another circular callout with the number 22.

22. Click the **Finish** button.