



Non-Households: How to Leave a Voicemail During Initial Outreach

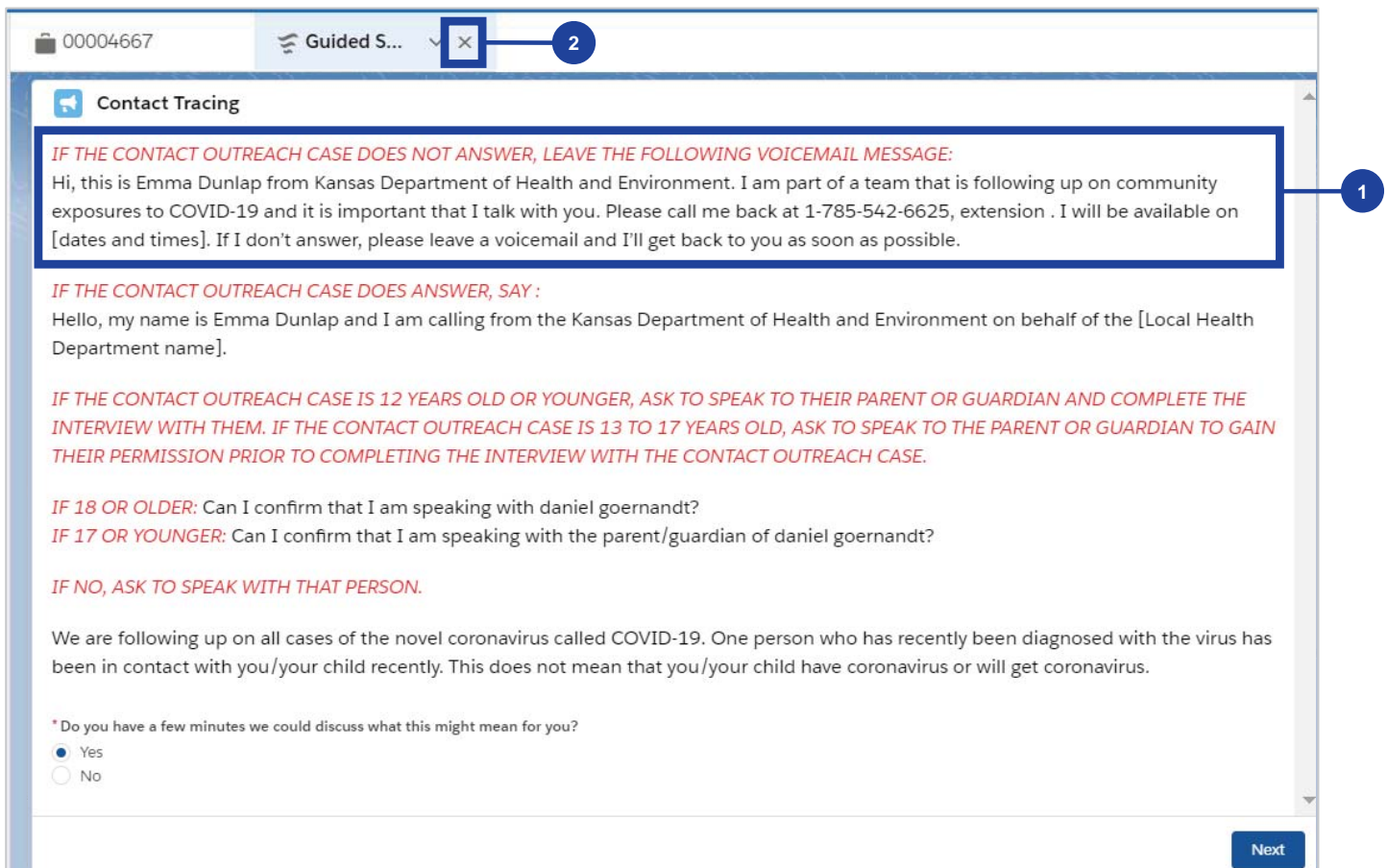
LEAVE A VOICEMAIL

1. If you reach the contact outreach case's voicemail, say, "Hi, this is [your name] from the 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 785-542-6625 at extension [9 + your agent extension number]. 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.

 **Tip:** When reading the call back number, add a 9 + your agent extension number.

2. Click the **X** button on the guided script tab to close the guided script.

 **Note:** Refer to any contact outreach cases underway in the **My Contacts Outreach Underway** list view.



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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
 No

Next