

Addressing People Complexities



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Common Issues Related to the Person

- ▶ Unable to speak with case or contact (e.g., invalid phone number)
- ▶ Unable to reach a contact who is in quarantine
- ▶ Language barriers
- ▶ Case or contact is a child
- ▶ Person is too sick to take a call or very sick while on a call
- ▶ Case or contact is deceased

Best Practices When Dealing With Person-Related Issues

- ▶ When possible, involve the case or contact in the problem-solving process
- ▶ Actively listen and empathize
- ▶ Put the details of the situation in the call notes
- ▶ Use secondary sources of data
 - ▶ With permission, talk about medical details with someone else (e.g., family member)
 - ▶ Try to find contact information from other available data (medical record, labs)
- ▶ **Follow local protocol, and escalate to a supervisor if needed**

Communicating With Someone Speaking Another Language

Individuals with language barriers may be:

- ▶ Less likely to receive care
- ▶ Less likely to access care
- ▶ At increased risk of medical errors
- ▶ Receiving reduced quality of care
- ▶ Less satisfied with care

Working with an interpreter

- ▶ Translating services, like LanguageLine, or other contact tracers may be available
- ▶ Make sure you agree on ground rules with both the case and the interpreter before the interview begins
- ▶ Always speak directly to the case
- ▶ Ask for clarification as needed
- ▶ Children should not be used as interpreters!

Applying Best Practices: An Example

Case or contact is deceased

► Use secondary sources

- Contact tracing may still be vital
- For cases, ask to speak to a next of kin or close associate
- For contacts, identify if contact exhibited any COVID-related symptoms
- Alert a supervisor and follow local protocol

► Empathize

- Empathize and acknowledge the loss
- Understand that contact tracing is less important than their loss
- Communicate the benefit to society of contact tracing