Addressing Context Complexities

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Common Issues Related to Context

► Pandemic is ongoing, and this is a dynamic situation
  ► Tests may be difficult to get
  ► Local protocols may change quickly

► Case or contact is unable to isolate or quarantine
  ► Contacts have new people coming into their homes (roommate problems or not in control of who comes and goes)
  ► They have children they need to care for

Best Practices When Troubleshooting Problems With Context

► Identify and communicate community resources

► Brainstorm potential solutions with the case or contact

► **Follow local protocol, and escalate to a supervisor if needed**

Applying Best Practices: An Example

Contact is symptomatic and demands a test

► **Brainstorm solutions**
  - ► Check if testing is recommended, based on local protocol and risk group
  - ► Suggest they contact their personal physician
  - ► Communicate high-risk symptoms for which they should seek care

► **Communicate local resources**
  - ► If available, point to drive-thru or in-person public clinics