

# Checklist of Steps for Each *Case*

## Step 1: Introductions

- ☐ Identify your organization.
- ☐ Confirm the case's identity.
- ☐ Check whether the case has received their COVID-19 test result (*if not, deliver result*).
- ☐ Describe the importance of the call.
- ☐ Confirm that the call is confidential.
- ☐ Check in about length and safety of call.

## Step 2: Inquire about Infectious Period

✓	Ask if they had common symptoms	When did symptom begin?	When did symptom end?
-	Fever (temperature over 100.4°F/38°C)	-	-
-	Tiredness (fatigue)	-	-
-	Muscle pain (myalgia)	-	-
-	Cough	-	-
-	Loss of taste or smell	-	-
-	Difficulty breathing	-	-
-	Headache	-	-
-	Sore throat	-	-

## Step 3: Identify Contact(s) Based on Infectious Period

Contacts include but are not limited to people who had the following types of interactions with the case during the case's infectious period; that is, anyone who:

- ☐ Lives with the case.
- ☐ Was face-to-face and within 6 feet (1.8 meters) of the contact for 15+ minutes.
- ☐ Had direct physical contact with a case, such as kissing.
- ☐ Had direct physical contact with a case's secretions, such as touching the case's used tissues.

## Step 4: Instruct How to Isolate

- ☐ Explain isolation in simple terms:
  - ☐ **Isolation** means that you should try to not have contact with other people, except if you need to see a doctor. If you live with other people, you might try to find another place to stay. Or you might use your own bedroom and bathroom. If you can't avoid being around other people, you should wear a mask at all times. The mask should completely cover your nose and mouth.
  - ☐ Isolation keeps sick people (restricted to home or hotel or a separate place in a hospital) separate from healthy people for the duration of **infectiousness**, which is two days before



onset and at least 10 days after onset of illness. Isolation can end when symptoms are improving, and the sick person has not had fever within the past 24 hours without using fever-reducing medication.

- ☐ Help them make a plan to isolate.
- ☐ Identify challenges that may stop the case from following your isolation instructions.
- ☐ Offer resources to improve the case's chances of following your isolation instructions.
- ☐ Answer the case's questions.
- ☐ Make a plan to follow up.

## Step 5: Initiate Contact Tracing

- See *Checklist of Steps for Each Contact*.

## Step 6: Implement Regular Check-Ins

- ☐ Have the case's symptoms improved or worsened?
- ☐ Has the case had new contacts?
- ☐ Support the case in continuing to isolate (see Step 4).

# Quick Reminders

## Symptoms Requiring Immediate Emergency Care

- Pale, gray, or blue-colored skin, lips, or nail beds, depending on skin tone
- Faster breathing.
- Trouble breathing.
- Persistent pain or pressure in the chest.
- New confusion or difficulty waking up.

## The Infectious Period for Patients with Symptoms

- **Infectious period starts:** 48 hours prior to the first symptom.
- **Infectious period ends:** when it's been at least 10 days after the first symptom, and they have no fever for at least 24 hours without medications and their other symptoms have improved.

## Phrases for Building Rapport

- *This is a difficult time.*
- *Everything is happening so fast.*
- *I hear you.*
- *I hear you when you say ...*

## Active Listening Techniques

**Paraphrasing:** repeating what was just said to you, in your own words.

- *What I'm hearing is ...*
- *It sounds like ...*
- *You said ...*

**Restating:** putting words to the emotions being expressed to you.

- *You're scared/worried/angry.*

**Silence:** being quiet so that the other person can finish talking or thinking.