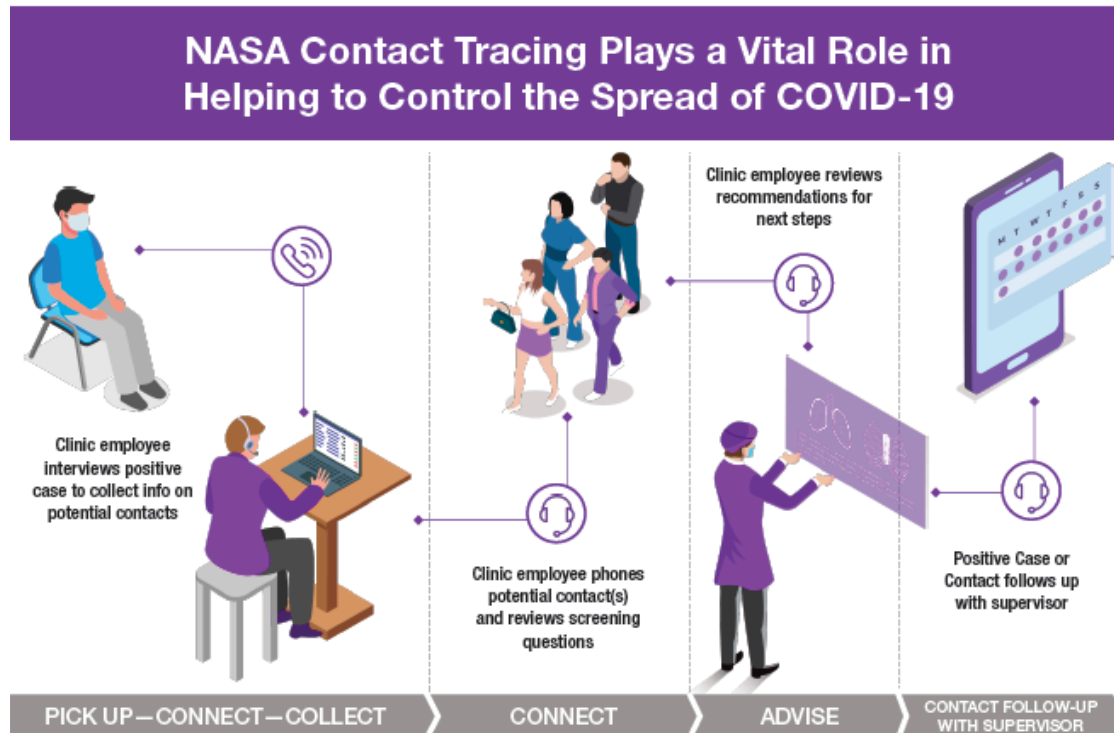
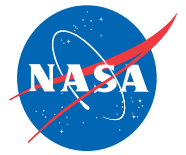


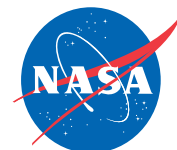
## ***COVID-19 Contact Tracing and Tracking Application Creating a Positive Outreach Inquiry***





**Table of Contents**

<b>SUMMARY .....</b>	<b>3</b>
<b>DETAILED STEPS .....</b>	<b>3</b>
STEP ONE – ACCESS NASA’S CONTACT TRACING AND TRACKING APPLICATION .....	3
STEP TWO – OPEN AND SAVE A NEW “POSITIVE OUTREACH INQUIRY” WITHIN THE NASA CONTACT TRACING AND TRACKING APPLICATION .....	4
STEP THREE – CHANGE THE STATUS OF THE NEW INQUIRY TO “OUTREACH UNDERWAY” .....	6
STEP FOUR – ADD A “GUIDED SCRIPT” TO A NEW INQUIRY & PHONE CONTACT .....	7
STEP FIVE - VERIFY THE CONTACTS HAVE BEEN ASSOCIATED WITH THE INQUIRY, ENTER CLOSED REASON AND MARK STATUS AS COMPLETE.....	14
<b>APPENDIX A: POSITIVE OUTREACH SCRIPT.....</b>	<b>17</b>
<b>APPENDIX B –PRIVACY ACT NOTIFICATION .....</b>	<b>21</b>



## Summary

You will need to create a new Inquiry in the Contact Tracing and Tracking (CTT) application when the NASA clinic has been notified of a new positive case who has had access to the Center and still has access. The clinic may be notified via email, phone, test results or word of mouth. The below steps you will need to complete to create and document the new Inquiry are listed below. Additional narratives for each step can be accessed by clicking on the step listed.

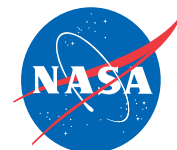
1. [Access NASA's Contact Tracing and Tracking Application](#) - Open your Chrome browser and navigate to <https://nasahealth.lightning.force.com/> from the browser address bar.
2. [Open and save a new positive outreach inquiry within the NASA Contact Tracing and Tracking Application](#)
  - Select "New" from the "Home"
  - Select "Positive Outreach"
  - Enter a "New Account Name" in the "Account Name" field
  - Enter all known information about the new Inquiry/contact
  - Select "Save"
  - Enter home center for current clinic in the "NASA Location" found on the "New Inquiry: Positive Outreach" screen
  - Click "Save"
3. [Change the status of the new Inquiry from "Awaiting Outreach" to "Outreach Underway"](#)
4. [Add a "Guided Script" to the new Inquiry and phone Contact](#)
5. [Verify all possibly exposed contacts have been associated with the positive Inquiry & enter reason for closing and "Mark Complete"](#).

## Detailed Steps

### Step One – Access NASA's Contact Tracing and Tracking Application

Please note for step one you will need to be on the NASA network (this includes the use of VPN) and have a PIV card to successfully authenticate into the application. All end users must have a provisioned account in order to authenticate into the system. You will also need to have Chrome installed and properly configured on your NASA laptop or computer. If all of these conditions have been met then you may proceed with the below actions.

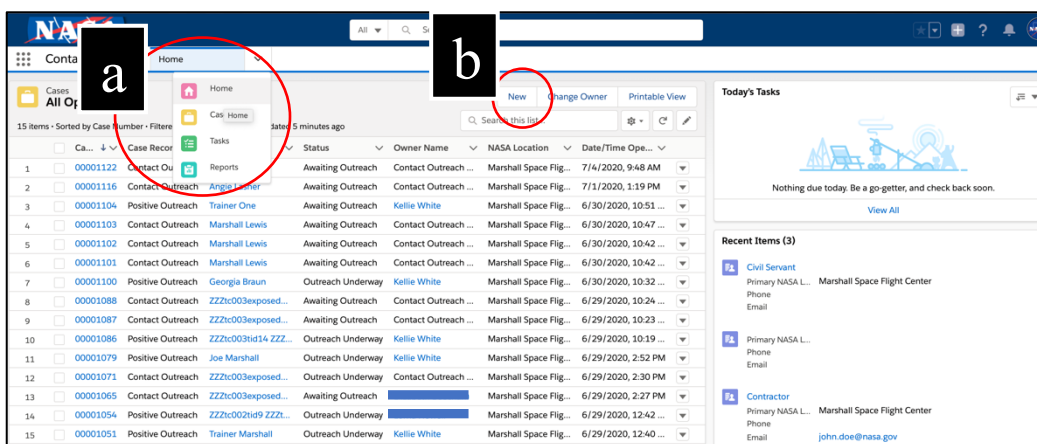
- a. Launch Chrome from your NASA laptop or computer
- b. Copy and paste <https://nasahealth.lightning.force.com/> into Chrome's address bar
- c. Select "Launchpad SSO"
- d. Select "Smartcard Login"
- e. Enter your PIN when Prompted
- f. When you are presented with the NASA terms of use please read and if you consent then click "Finish"
- g. After launching the application you may be prompted to "allow or block" notifications from the application. Please select "allow" if prompted.



## Step Two – Open and save a new “Positive Outreach Inquiry” within the NASA Contact Tracing and Tracking Application

Once you have successfully authenticated into the system you can open a “New Inquiry” by following the below actions. Screenshots have been inserted to ensure you can move through the system with the expected outcome for each action.

- Ensure you are viewing the “Home” screen within the application. If you are not taken to the Home screen when entering the system then you can easily navigate to the screen by clicking on the downward arrow that is displayed on the navigation drop-down bar. Entries displayed within this drop-down bar include; Home, Inquiries, Tasks, Reports.
- From the Home screen within the application click on the “New” link found above the search field.



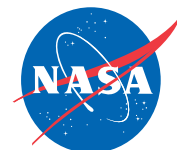
- After selecting “New”, a new window will open, and you will need to select the radio button next to the text “Positive Outreach”. Once selected click on the “Next” icon in the lower middle portion of the screen.

New Case

☐ Contact Outreach

☒ Positive Outreach

Cancel Next



- d. After selecting “Next” the screen will be refreshed displaying a form to be completed for the “Positive Outreach” Inquiry. Click in the “Account Name” field and select the “New Account”.

**d**

New Case: Positive Outreach

Account Name  Case Owner Kellie White

\* Status  \* NASA Location --None--

Closed Reason --None--

Symptom Information

Symptoms  --None-- Symptom Onset Date

Test Taken Date  Symptom Resolution Date

Exposure Information

Other Exposure Notes  No Contacts Reported ☐

Guided Script

Interview Completed Date Date  Time  Provided Isolation Instructions ☐

- e. A new screen will open after “New Account” has been selected. From the “New Account: Person Account” screen you will enter as many details as you currently know about the new Inquiry. You may choose to manually look up the individual from your NASA email to gather additional information. You must enter at least the required field of Last Name. The “Primary” NASA Location” should represent the individuals home Center. Once you have entered all known information click “Save” located at the bottom right of the screen.

**e**

New Account: Person Account

Account Information

Account Name Salutation  --None-- Mobile

First Name

Middle Name

\* Last Name

Suffix

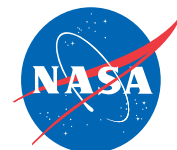
Employment Type  None Home Phone

Primary NASA Location  --None-- Phone

Supervisor Name  Email

System Information

Account Record Type Person Account



- f. Once you have saved the information on the “New Account: Person Account” screen you will be returned to the “New Inquiry: Positive Outreach Screen, and the name of the newly created Inquiry will be displayed in the “Account Name” field. It is important that you select your NASA Center from drop-down field of the “NASA Location”. If you select a different location neither you or others working at your Center clinic will be able to view the newly created Inquiry. All other entries on this screen will be unknown to you at this time, and will be collected when you begin the “Positive Outreach Guided Script”. The field labeled “Priority” will default to “Medium”. This field is not being used by NASA, so please check with your Center Clinic to determine if the field is being used for Center reporting purposes. The field labeled “Inquiry Origin” should be populated using the drop-down. Selections for this entry include; none, email, phone, web, web-flow, test result. After you have selected NASA Location and Inquiry Origin then click “Save” at the bottom of the screen.

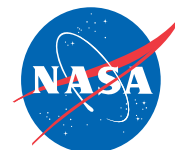
The screenshot shows the "New Case: Positive Outreach" form. The form includes several sections: Account Information, Status, Symptom Information, Exposure Information, Guided Script, and System Information. Key fields and their values are as follows:

- Account Name:** Marshall H Alabama
- Case Owner:** Kellie White
- Status:** Outreach Underway (selected from a dropdown menu that also includes --None-- and Awaiting Outreach)
- NASA Location:** --None-- (highlighted with a red circle)
- Symptom Information:** Symptoms: --None--; Symptom Onset Date: [empty]; Symptom Resolution Date: [empty]
- Exposure Information:** Other Exposure Notes: Contact was reported positive to NASA Health Office on 6/30/20; No Contacts Reported: [checkbox]
- Guided Script:** Interview Completed Date: [empty]; Date: [empty]; Time: [empty]; Provided Isolation Instructions: [checkbox]
- Description:** Description: [empty]
- System Information:**
  - Case Record Type:** Positive Outreach
  - Priority:** Medium (highlighted with a red circle)
  - Inquiry Origin:** --None-- (selected from a dropdown menu that also includes Email, Phone, Web, Web-Flow, and Test Result)

At the bottom of the form, there are three buttons: Cancel, Save & New, and Save (highlighted with a red circle).

### Step Three – Change the status of the new Inquiry to “Outreach Underway”

If you are contacting the individual at the time you create the record you can place the “Status” of the New Inquiry into a state of “Outreach Underway”. If you are not planning to contact the

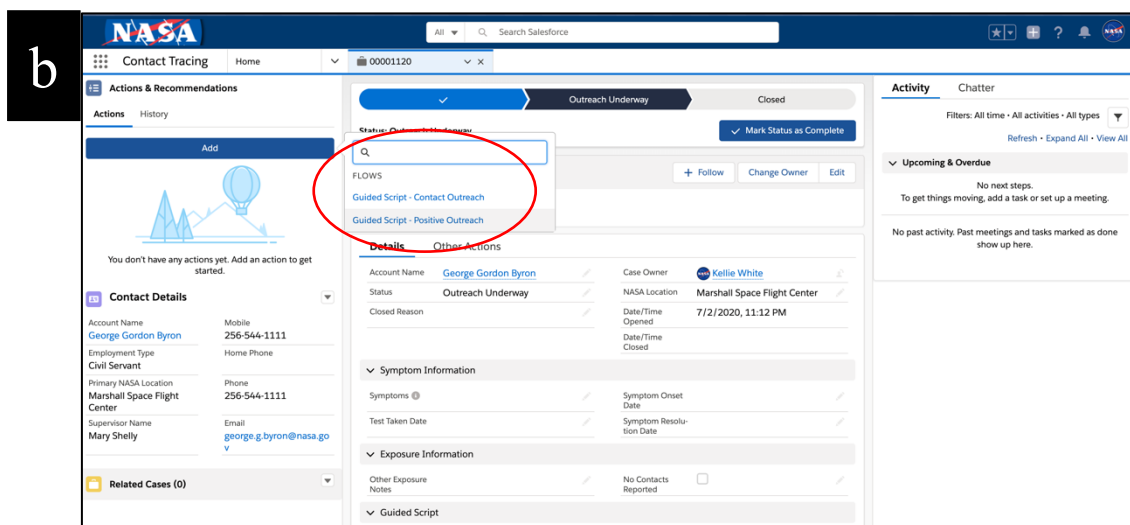
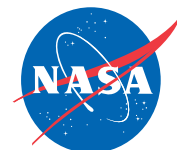


New Inquiry at the time of creation then you will need to select “Awaiting Outreach”. This will allow others at your Center to work the Inquiry.

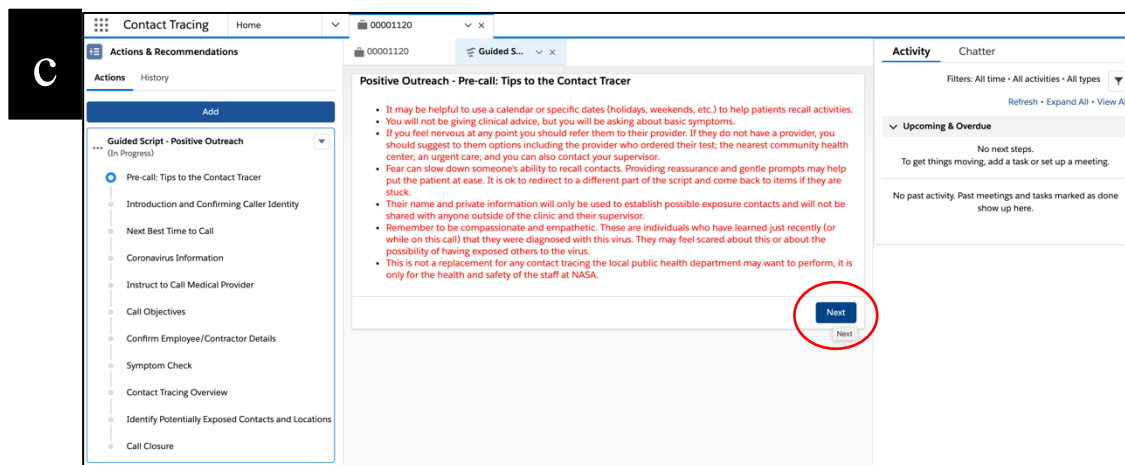
#### Step Four – Add a “Guided Script” to a new Inquiry & phone contact

- Once the “New Inquiry: Positive Outreach” form has been saved the screen will refresh showing the details of the newly created Inquiry including the Inquiry number that was automatically generated by the system upon creation of the new Inquiry. This also creates a new tab in the second navigation bar of the application, which is labeled with the Inquiry number. From this screen you will select the blue bar labeled “Add” from the left side of the screen found within the “Actions and Recommendations” window.

- Once Add has been selected a new navigation window will open to the right where you can select the type of guided script you need to launch. Select “Guided Script- Positive Outreach” for a Contact who is known to have tested positive for COVID-19.

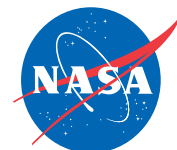


- c. The screen to the right will be refreshed with the guided script you will need to follow when contacting the individual who is known to have tested positive for COVID-19. Please note that text appearing in a red font are notes to the Contact Tracer and should not be read to the Positive Contact. Text appearing in black font contain the script to be read to the Positive Contact. The entire script of the screens can be found in Appendix A of this document. The below screenshot is the first screen that will appear when the “Guided Script: Positive Outreach” is selected. After reading each of the screens in the guided script you will need to select “Next” to move to the next screen of the guided script. The first screen, “Positive Outreach – Pre Call: Tips to the Contact Tracer”, is displayed below.



- d. Once you have read the Pre-Call tips on the previous screen you can phone the positive contact. Once someone answers the call you will need to identify yourself including affiliation. You cannot at this time divulge the exact reason for your call, but instead may only reference the call being related recent work activities. After this information





has been provided you will need to confirm you are speaking with the correct individual as referenced Positive Outreach – Introduction and Confirming Caller Identity screen. Once the Contact has confirmed his/her identity you will need to confirm they have time to speak with you.

- If they have time to speak with you then select the “Yes” radio button, and read the privacy statement to the Contact. Please note; you will also need to email a copy of the privacy notice to the Contact. This must be completed outside of the application using your NASA email. For your convenience the Privacy Statement can be found in Appendix B of this document. You may simply copy and paste into an email to the Contact. Once you have read the privacy statement then click “Next” and continue to Step 4.h.
- If they do not have time to speak with you then select the “No” radio button and then select “Next” and move to Step 4.e
- If the contact refuses to speak with you then as a Contact Tracer you will be responsible for notifying NASA security as well as the Contacts Supervisor. The period the Contact will be restricted from onsite access will be 14 days from the date of the refusal.

**d**

Contact Tracing Home 00001120 00001120 Guided S...

Actions & Recommendations

Actions History

Add

Guided Script - Positive Outreach (In Progress)

- Pre-call: Tips to the Contact Tracer
- Introduction and Confirming Caller Identity
- Next Best Time to Call
- Coronavirus Information
- Instruct to Call Medical Provider
- Call Objectives
- Confirm Employee/Contractor Details
- Symptom Check
- Contact Tracing Overview
- Identify Potentially Exposed Contacts and Locations
- Call Closure

Hello, my name is Kellie White and I am calling from the \_\_\_\_\_ Center Clinic regarding COVID-19 and assisting as a contact tracer for NASA and would like to speak with you regarding your recent work activities.

Can I confirm I am speaking with George Gordon Byron?

If no, ask to speak to that person.

If yes, ask them to confirm they have indeed recently been told they were positive for COVID-19 virus.

Thank you for confirming this information.

\*Do you have time to speak with me now?

☐ Yes

☒ No

[If yes, must read] Let me first read you this Privacy Act Notification.

The collection of information you are about to provide is authorized by Space Act of 1958. The information will be maintained and protected in accordance with the Privacy Act of 1974. Failure to provide the requested information will result in denial of your NASA Center access.

The information will be used to determine whether you may have been exposed to the COVID-19 virus and to trace your interactions.

NASA may share this information for authorized purposes with (1) private or other government health care providers or agencies for consultation, and (2) other entities outlined under standard routine uses for all NASA systems of records.

I will email you an electronic copy of this statement along with an elaboration of the System of Records and conditions of information disclosure of "Routine Uses."

Previous Next

Activity Chatter

Filters: All time • All activities • All types

Refresh • Expand All • View All

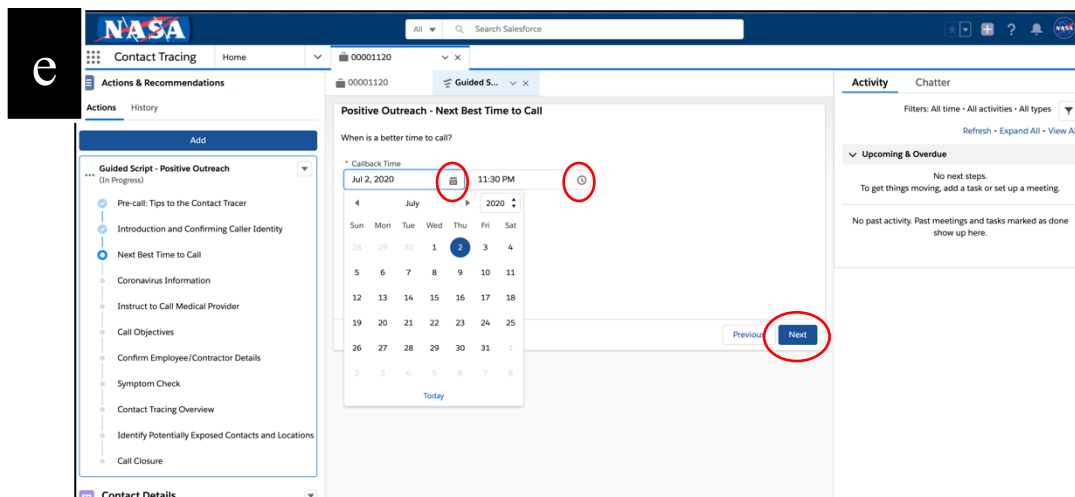
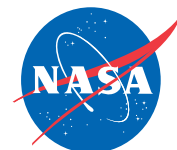
Upcoming & Overdue

No next steps.

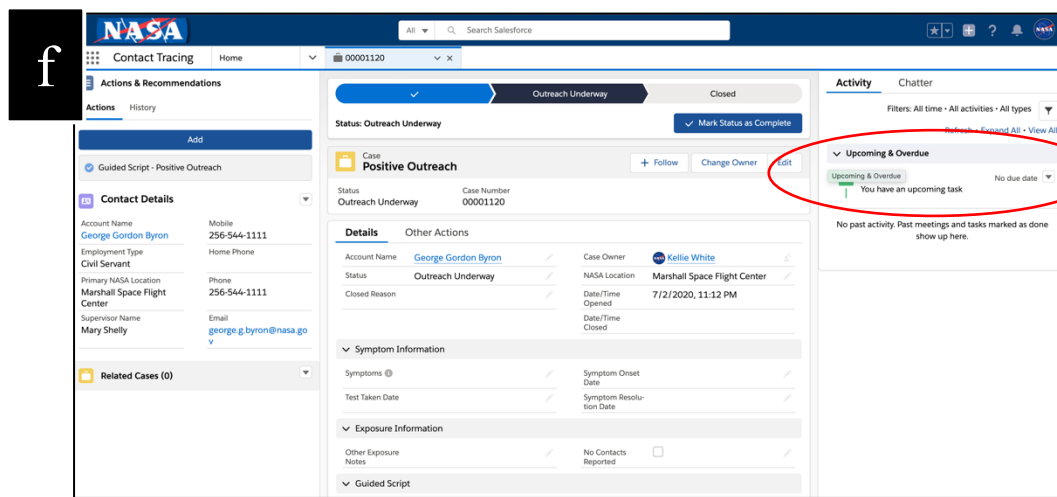
To get things moving, add a task or set up a meeting.

No past activity. Past meetings and tasks marked as done show up here.

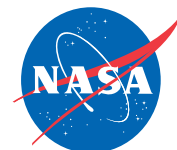
- e. The next screen will provide an entry to schedule a time and date for a follow-up call to continue the guided script. Once your selection has been made the system will set a notification, but at this time the notification is only viewable when you are logged into the system. It is recommended that you create an event on your NASA calendar as a reminder. To create a date for call back select the calendar icon found in the date field on the “Positive Outreach – Next Best Time to Call” screen. The field that displays the time will automatically default to 24 hours in the future. Click on the clock icon in the time field to choose a time. Times are set in 15 minute increments. After the date and time have been set within the system click on “Next”.



- f. After you select “Next” you will be brought back to the below screen. Under the Actions and Recommendations you will see that the system recorded the “Guided Script – Positive Outreach”. You will also see under your “Upcoming & Overdue Activity” that there is an upcoming task.



- g. Phone the positive contact back at the specified time. Within the application you select his Inquiry from the home screen by clicking on the Inquiry# that is displayed on the screen, and follow steps 3a – d.
- h. The next screen will display the “Positive Outreach – Call Objectives. These should be reviewed with the contact, and then select “Next”.



**h**

**Positive Outreach - Call Objectives**

NASA is working to slow the spread of COVID-19 in the workplace. To do this, we need to talk about two important items with you.

First, we need to contact the NASA employees and contractors you have been in contact with and let them know there may be actions they should take. Your name will not be disclosed to the contacts we contact.

Second, it is critical that you self-isolate immediately so that nobody else becomes infected. Self-isolation means not coming to work and isolating yourself for at least 14 days.

Previous **Next**

- i. The next screen “Positive Outreach – Confirm Employee/Contractor Details” will capture the employee/contractor details. If these details were previously entered at the time the Inquiry was created then you will need to verify entries. If they were not entered previously then you will need to enter the details now. All entries will need to be populated. Once the entries are completed click “Next” to move to the next screen.

**i**

**Positive Outreach - Confirm Employee/Contractor Details**

Before we start, let us make sure we have your correct contact information.

Preferred Phone  
256-544-1111

Preferred Email  
george.g.byron@nasa.gov

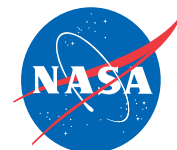
\* Primary NASA Location  
Marshall Space Flight Center

\* Employment Type  
Civil Servant

Supervisor Name  
Mary Shelly

Previous **Next**

- j. The “Positive Outreach – Symptom Check” will provide a listing of symptoms to review with the contact. Following the review of the symptoms you must complete the entries on the screen based on contact responses. From the drop-down menu in the “Still have symptoms” field select either Yes or No based on response. The symptom Onset Date, System Resolution Date and Test Taken Date can be populated by clicking on the calendar icon associated with each field and selecting the date based on the response provided. If the contact reported he or she is still experiencing symptoms then the resolution date would remain blank on this screen. Once all responses have been populated as applicable to Contact history then select “Next” to continue moving forward with the script.



**Positive Outreach - Symptom Check**

Have you had any of the following symptoms? Such as:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

*If no, mark 'Still have symptoms' as no and proceed to next section.*

When was the first day you felt any symptoms at all? Even if they were minimal, first day you felt symptoms.

Do you still have symptoms?  
*If no, indicate the date the symptoms resolved.*

\* Still have symptoms?

☒ None  
☐ No  
☐ Unknown

Symptom Onset Date:

Symptom Resolution Date:

Test Taken Date:

- k. The next screen, “Positive Outreach – Contact Tracing Overview” will capture whether or not the contact has been on a NASA site since the earlier of 2 days before his/her symptoms began or 2 days before the date he/she tested positive. For your reference those dates, which were captured on the previous screen, are automatically populated on this screen.
- k.1 - If the contact reports they have not been on a NASA site since the earlier of those two dates then you will mark the check box next to “No Contacts to Report”, select “Next” and continue to Step 4.m.
  - k.2 If the contact reports they have been on a NASA site since the earlier of those two dates then do **NOT** mark the check box next to “No Contacts to Report” instead just click “Next”.

**Positive Outreach - Contact Tracing Overview**

One of the most important things that we can do as a NASA community to slow the pandemic is contact tracing. We need your help to do this. We are talking to everyone who is diagnosed, such as yourself. We need to notify individuals you came into close contact with while you were contagious and urge them to self-isolate and be hypervigilant to monitor developing symptoms and urge them to get tested, if needed. This will help them protect themselves and their families, and we want to make sure they receive the help they need to do that.

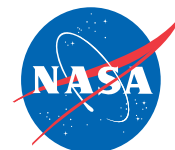
During this process we will to the greatest extent possible to keep your Covid-19 diagnosis and identity confidential. However, there are times when that may not be possible, for example for activities where there was only one other person present.

Have you been to a NASA site since the earlier of either 2 days before your symptoms began or 2 days before the date you were tested?

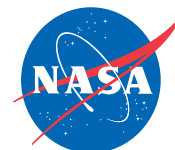
Symptom Onset Date: June 24, 2020  
 Test Taken Date: July 27, 2020

*If the answer is no, select 'No Contacts to Report'. Otherwise, proceed to next screen to collect potentially exposed contacts.*

☒ No Contacts to Report



- I. The next screen “Positive Outreach – Identify Potentially Exposed Contacts and Locations” will capture information related to possible exposures including name of the individual who was possibly exposed, type of exposure, locations visited and whether or not the individual who has possibly been exposed knows if the contact has tested positive for COVID-19. Type of exposure will be selected from the supplied drop-down menu. This information will need to be captured for each person that was possibly exposed.
  - If the Contact only has 1 possibly exposed contact to report then DO NOT check the box next to “Do you have another contact to disclose” instead leave it blank and select “Next” to navigate to the next screen and move to step 4.m
  - If the contact has additional possibly exposed contacts to report then check the box to continue entering contacts until there are no other contacts left to enter for the Inquiry. Keep the ‘Do you have another contact to disclose?’ checkbox checked until the last contact is collected, this will allow you to enter multiple contacts.
  - After the last contact has been entered click the “Next” icon to navigate to the next screen.
  - If required information is not available but there is any possibility of finding the information you can fill in with ‘X’ and indicate in description how we can locate the missing information (e.g. if we have email but not phone)
  - Use the ‘Other Exposure Notes’ field to capture additional information that may be helpful when contacting the identified individual (e.g., was this person the meeting organizer)



**1**

NASA

Contact Tracing Cases 00001120

Actions & Recommendations

Guided Script - Positive Outreach

Guided Script - Positive Outreach (In Progress)

- Pre-call: Tips to the Contact Tracer
- Introduction and Confirming Caller Identity
- Next Best Time to Call
- Coronavirus Information
- Instruct to Call Medical Provider
- Call Objectives
- Confirm Employee/Contractor Details
- Symptom Check
- Contact Tracing Overview
- Identify Potentially Exposed Contacts and Locations

**Positive Outreach - Identify Potentially Exposed Contacts and Locations**

We are going to think through everyone you have been around, while at a NASA location, during this time.

The earlier of either 2 days before your symptoms began or 2 days before the date you were tested.

Symptom Onset Date: June 24, 2020  
Test Taken Date: July 27, 2020

Think back to where you were on that day and since then. Don't worry, we will go into detail.

I want you to think about the people you are around routinely in your work life: your coworkers. We will want to discuss anyone you have been within 6 feet (2 meters) for 15 minutes or more while at a NASA location.

**Examples:**

- Who do you share an office with?
- Who did you have meetings with?
- Who is your boss? Who reports to you?
- Who do you eat meals with when you are at work?
- Who do you travel with to work?
- Have you worked with anyone at other NASA Centers/Locations during this period?
- What locations did you visit onsite during this period? (i.e., conference rooms, gym, library, post office, mail room, warehouse, bathrooms)

**Only create contacts for NASA employees or NASA contractors**

If the caller has no contacts, go back to previous screen and check "No contacts to Report"

For each contact created, fill in at least the required fields:

\* Last Name  
Pollidori

Phone  
256-544-2222

\* Primary NASA Location  
Marshall Space Flight Center

\* Type of Exposure  
Conference Room

Other Exposure Notes  
Meeting lasted approximately 15 minutes, but was close contact for computer refresh

\* Does contact know you have tested positive for COVID-19 and may have been exposed to you?  
No

**IMPORTANT: Only proceed with this checked if there is another contact to add.**

Do you have another contact to disclose?

Previous Next

- m. The "Positive Outreach – Call Closure" screen provides a script for wrapping up the call. After you have reviewed the information with the contact select the "Finish" icon.

**m**

NASA

Contact Tracing Cases 00001120

Actions & Recommendations

Guided Script - Positive Outreach

Guided Script - Positive Outreach (In Progress)

- Pre-call: Tips to the Contact Tracer
- Introduction and Confirming Caller Identity
- Next Best Time to Call

**Positive Outreach - Call Closure**

[If contacts provided] We will be trying to contact the people you provided. We will be encouraging them to take appropriate action to protect themselves and those close to them.

We know that all of this may sound concerning, yet we know that the way to slow this COVID-19 is to work together as a NASA community. The more contacts we find and get tested early, the more cases we can hopefully prevent. Thank you for helping your fellow employees.

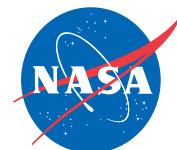
If at any time you have questions about anything we discussed, please feel free to call us back at

Previous Finish

Step Five - Verify the Contacts have been associated with the Inquiry, enter closed reason and mark status as complete.

After selecting "Finish" on the previous screen you will be taken back to the Inquiry screen. On the right side of the screen you should now see a section labeled "Related Inquiries". This will display the entries from the "Positive Outreach – Identify Potentially Exposed Contacts and Locations" screen(s).

- a. Click on the pencil icon found to the right of the "Closed Reason" field. Once this is selected you will be able to edit the Inquiry and select the reason for closure from a drop-down menu. The most likely reason for closure will be "all contact outreach contacts collected". After the "Closed Reason" has been populated select "Save".



**a**

The screenshot shows the Salesforce interface for a NASA contact tracing record. The record is for George Gordon Byron, a Civil Servant at the Marshall Space Flight Center. The status is 'Outreach Underway'. A red circle highlights the 'Mark Status as Complete' button in the top right. Another red circle highlights the 'Save' button at the bottom right.

- b. After the closed reason has been entered and saved for the Inquiry you can now set the status of the Inquiry to “Complete”. To accomplish this select “Mark Status as Complete”, which can be found in the top portion of the record screen as shown below. Once selected, a pop-up window will appear, and you will need to select “Closed” from the drop-down and then select “Save”.

**b**

The screenshot shows the Salesforce interface for a NASA contact tracing record. The record is for George Gordon Byron, a Civil Servant at the Marshall Space Flight Center. The status is 'Outreach Underway'. A red circle highlights the 'Mark Status as Complete' button in the top right. A pop-up window titled 'Close This Case' is displayed, showing a dropdown menu with 'Closed' selected. A red circle highlights the 'Save' button in the pop-up window.

- c. Verify Inquiry is in a Status of Closed. After saving the record in the previous step the screen will be refreshed displaying the updated record showing a status of “Closed”.



**C**

**NASA** Search Salesforce

Case: 00001120

Guided Script - Positive Outreach

**Contact Details**

Account Name: [George Gordon Byron](#)  
Mobile: 256-544-1111  
Employment Type: Civil Servant  
Primary NASA Location: Marshall Space Flight Center  
Phone: 256-544-1111  
Supervisor Name: Mary Shelly  
Email: [george.g.byron@nasa.gov](mailto:george.g.byron@nasa.gov)

We can't display this information because the record has no parent or you don't have access. Ask your admin for help.

**Related Cases (1)**

00001121  
Account Name: [Jackson Polidori](#)  
Status: Awaiting Outreach  
Owner: Contact Outreach Queue  
[View All](#)

**Case: Positive Outreach** [Follow](#) [Change Owner](#) [Edit](#)

Status: Closed Case Number: 00001120 [Change Closed Status](#)

**Details** **Other Actions**

Account Name: [George Gordon Byron](#) Case Owner: [Kellie White](#)  
Status: Closed NASA Location: Marshall Space Flight Center  
Closed Reason: All contact outreach contacts collected Date/Time Opened: 7/2/2020, 11:12 PM  
Date/Time Closed: 7/3/2020, 12:15 AM

**Symptom Information**

Symptoms @ Yes Symptom Onset Date: 6/24/2020  
Test Taken Date: 7/27/2020 Symptom Resolution Date:

**Exposure Information**

Other Exposure Notes: Building 4200, Room 508 No Contacts Reported: ☒

**Activity** **Chatter**

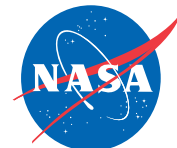
Filters: All time • All activities • All types  
[Refresh](#) [Expand All](#) [View All](#)

**Upcoming & Overdue**

[Call](#) You have an upcoming task No due date

No past activity. Past meetings and tasks marked as done show up here.





## Appendix A: Positive Outreach Script

Text in Red are notes to the Contact Tracer and not to be read to the Positive Contact.

Text in Black contain the script to be read to the Positive Contact.

### Screen 1 - Positive Outreach - Pre-call: Tips to the Contact Tracer

- It may be helpful to use a calendar or specific dates (holidays, weekends, etc.) to help patients recall activities.
- You will not be giving clinical advice, but you will be asking about basic symptoms.
- If you feel nervous at any point you should refer them to their provider. If they do not have a provider, you should suggest to them options including the provider who ordered their test; the nearest community health center; an urgent care; and you can also contact your supervisor.
- Fear can slow down someone's ability to recall contacts. Providing reassurance and gentle prompts may help put the patient at ease. It is ok to redirect to a different part of the script and come back to items if they are stuck.
- Their name and private information will only be used to establish possible exposure contacts and will not be shared with anyone outside of the clinic and their supervisor.
- Remember to be compassionate and empathetic. These are individuals who have learned just recently (or while on this call) that they were diagnosed with this virus. They may feel scared about this or about the possibility of having exposed others to the virus.
- This is not a replacement for any contact tracing the local public health department may want to perform, it is only for the health and safety of the staff at NASA.

### Screen 2 - Positive Outreach - Introduction and Confirming Caller Identity

Hello, my name is \_\_\_\_\_ and I am calling from the \_\_\_\_\_ Center Clinic regarding COVID-19 and assisting as a contact tracer for NASA and would like to speak with you regarding your recent work activities.

Can I confirm I am speaking with \_\_\_\_\_?

If no, ask to speak to that person.

If yes, ask them to confirm they have indeed recently been told they were positive for COVID-19 virus.

Thank you for confirming this information.

Do you have time to speak with me now?

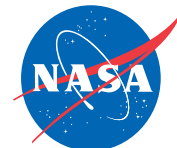
Yes

No

[If yes, must read] Let me first read you this Privacy Act Notification.

The collection of information you are about to provide is authorized by Space Act of 1958. The information will be maintained and protected in accordance with the Privacy Act of 1974. Failure to provide the requested information will result in denial of your NASA Center access.

The information will be used to determine whether you may have been exposed to the COVID-19 virus and to trace your interactions.



NASA may share this information for authorized purposes with (1) private or other government health care providers or agencies for consultation, and (2) other entities outlined under standard routine uses for all NASA systems of records.

I will email you an electronic copy of this statement along with an elaboration of the System of Records and conditions of information disclosure of "Routine Uses."

### **Screen 3 - Positive Outreach - Coronavirus Information**

COVID-19 is a new virus and is in almost all countries in the world. It can cause many types of symptoms but mostly affects the respiratory system, causing fever and cough. It spreads from an infected person from when they cough, breathe, sneeze, or touch a surface that other people then touch. COVID-19 is extremely contagious, and it spreads very easily through contact. Luckily, most Inquiries are mild or moderate and most people do not need to be hospitalized. Some Inquiries can get more serious and cause pneumonia and breathing difficulties. This call is not intended to replace the interaction with your private healthcare provider. If you need additional information, please speak with your clinician.

Have you already spoken with a doctor or a nurse about your test results?

- Yes
- No

If No is selected then the following screen will be the "Instruct to Call Medical Provider" before moving on to Screen 4 – Call Objectives

### **Positive Outreach - Instruct to Call Medical Provider**

To assess your symptoms and risks you should speak with a clinician. It is important that you contact your health provider.

### **Screen 4 - Positive Outreach - Call Objectives**

NASA is working to slow the spread of COVID-19 in the workplace. To do this, we need to talk about two important items with you.

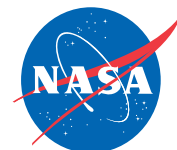
First, we need to contact the NASA employees and contractors you have been in contact with and let them know there may be actions they should take. Your name will not be disclosed to the contacts we contact.

Second, it is critical that you self-isolate immediately so that nobody else becomes infected. Self-isolation means not coming to work and isolating yourself for at least 14 days.

### **Screen 5 - Positive Outreach - Symptom Check**

Have you had any of the following symptoms? Such as:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting



- Diarrhea

*If no, mark 'Still have symptoms' as no and proceed to next section.*

When was the first day you felt any symptoms at all? Even if they were minimal, we want to be sure to capture the first day you felt symptoms.

Do you still have symptoms?

*If no, indicate the date the symptoms resolved.*

### **Screen 6 - Positive Outreach - Contact Tracing Overview**

One of the most important things that we can do as a NASA community to slow the pandemic is contact tracing. We need your help to do this. We are talking to everyone who is diagnosed, such as yourself. We need to notify individuals you came into close contact with while you were contagious and urge them to self-isolate and be hypervigilant to monitor developing symptoms and urge them to get tested, if needed. This will help them protect themselves and their families, and we want to make sure they receive the help they need to do that.

During this process we will to the greatest extent possible to keep your Covid-19 diagnosis and identity confidential. However, there are times when that may not be possible, for example for activities where there was only one other person present.

Have you been to a NASA site since the earlier of either 2 days before your symptoms began or 2 days before the date you were tested?

Symptom Onset Date:

Test Taken Date:

*If the answer is no, select 'No Contacts to Report.' Otherwise, proceed to next screen to collect potentially exposed contacts.*

### **Screen 7 - Positive Outreach - Identify Potentially Exposed Contacts and Locations**

We are going to think through everyone you have been around, while at a NASA location, during this time.

*The earlier of either 2 days before your symptoms began or 2 days before the date you were tested.*

Symptom Onset Date:

Test Taken Date:

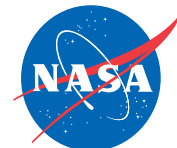
Think back to where you were on that day and since then. Don't worry, we will go into detail.

I want you to think about the people you are around routinely in your work life: your coworkers.

We will want to discuss anyone you have been within 6 feet (2 meters) for 6 minutes or more while at a NASA location.

#### **Examples:**

- Who do you share an office with?
- Who did you have meetings with?
- Who is your boss? Who reports to you?
- Who do you eat meals with when you are at work?



- Who do you travel with to work?
- Have you worked with anyone at other NASA Centers/Locations during this period?
- What locations did you visit onsite during this period? (i.e., conference rooms, gym, library, post office, mail room, warehouse, bathrooms)

**Only create contacts for NASA employees or NASA contractors**

If the caller has no contacts, go back to previous screen and check 'No contacts to Report'

For each contact created, fill in at least the required fields:

- If required information is not available but there is any possibility of finding the information you can fill in with 'X' and indicate in description how we can locate the missing information (e.g. if we have email but not phone)
- Keep the 'Do you have another contact to disclose?' checkbox checked until the last contact is collected, this will allow you to enter multiple contacts.

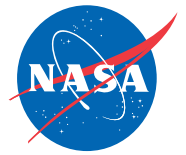
Use the 'Other Exposure Notes' field to capture additional information that may be helpful when contacting the identified individual (e.g., was this person the meeting organizer)

**Screen 8 - Positive Outreach - Call Closure**

**[If contacts provided]** We will be trying to contact the people you provided. We will be encouraging them to take appropriate action to protect themselves and those close to them.

We know that all of this may sound concerning, yet we know that the way to slow this COVID-19 is to work together as a NASA community. The more contacts we find and get tested early, the more Inquirys we can hopefully prevent. Thank you for helping your fellow employees.

If at any time you have questions about anything we discussed, please feel free to call us back at \_\_\_\_\_.



## Appendix B –Privacy Act Notification

### Privacy Act Notification

The collection of information you provided regarding COVID-19 exposure is authorized by 5 USC, §7901; 51 U.S.C., §20113(a); 44 U.S.C., §3101. It will be maintained in NASA Privacy Act System of Records NASA 10 HIMS, Health Information Management System. The information will be used to determine whether you may have been exposed to the COVID-19 virus and to trace your interactions across the NASA community for identifying possible points of exposure. Failure to provide the requested information may result in potential increased exposure of your colleagues to the virus.

NASA may share this information for authorized purposes with (1) private or other U.S. government health care providers or agencies for referral or special program responsibilities, and (2) other entities outlined under Appendix B standard routine uses for all NASA systems of records.

Elaboration and conditions of information disclosure may be found under “Routine Uses” of the full System of Records Notice at [http://www.nasa.gov/sites/default/files/atoms/files/nasa\\_10hims\\_-\\_2015.docx](http://www.nasa.gov/sites/default/files/atoms/files/nasa_10hims_-_2015.docx) and in Appendix B at <http://www.gpo.gov/fdsys/pkg/PAI-2013-NASA/xml/PAI-2013-NASA.xml#appb>.