



Coronavirus
COVID-19
Public Health
Advice

COVID-19 Contact Management Programme (CMP) Caller Manual



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21st March 2020 v 5.0

This manual is a controlled document. Original documents are available from your Contact Tracing (CT) Centre Lead. Printed documents may be out of date, please check version status before use.

Version History

Version	Date	
V1.0	18/03/2020	Initial release
V2.0	18/03/2020	<p>Section 1- Repetition removed Section 2- Spread in the Population</p> <p>How to the virus spread? – up to 72 hours on surfaces added Symptoms section – 80 % added. What about children? - remove duplication When to wash your hands? - added specified after taking gloves off. Section 3: Definition of Contact – removed usually 24hours in.... Types of contact - removed 'Unknown'</p>
V3.0	19/03/2020	Amendments to call script
V4.0	19/03/2020	<p>Amalgamation of call1-3 manuals into one manual. Call scripts and FAQ removed.</p>
V5.0	20/03/2020	<p>1. The term restricted movement / self-quarantine replaces quarantine.</p> <p>2. The following text inserted:</p> <p style="padding-left: 40px;">Complex Contact: Nursing home resident, (e.g. someone who attended a conference).</p> <ul style="list-style-type: none"> a. Nursing home resident / other disability care b. Prison c. Direct Provision d. Irish Traveller accommodation e. Psychiatric/capacity issues <p style="padding-left: 40px;">Associated Contacts: is the person whose details are unknown but an alternative contact can provide these details.</p> <p>3. Advice on self isolation and Self Quarantine inserted</p>
V5.0	20/03/2020	<p>References to Aerosol spread removed replaced with updated guidance on the HSE website : https://www2.hse.ie/conditions/coronavirus/coronavirus.html</p>
V5.0	21/03/2020	<p>Removal of reference to casual contact at Call 1 & Call 2 Removal of reference to daily text message at Call 3</p>

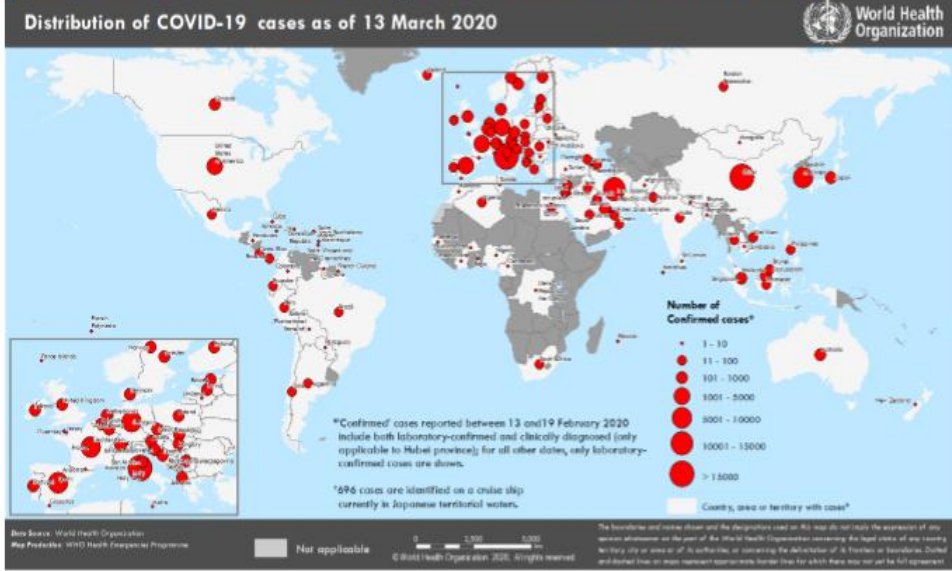
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Overview

The aim of this programme is to provide the knowledge and skills required to support the contact tracing process for COVID-19/Coronavirus. This manual will cover the basic knowledge required about the corona virus and the disease as well as provide an overview of the process of making the call. The skills required to make the call are going to be explained. Additionally, a list of frequently asked questions is included for reference.

Section 1 – Coronavirus Background

<p>What is Coronavirus?</p>	<p>A Coronavirus is a type of Zoonotic virus found in animals and humans. As a group, Coronaviruses are common across the world. There are 7 known Coronaviruses which infect and spread between humans:</p> <ul style="list-style-type: none"> • 4 of these cause “common cold” type symptoms • SARS-CoV caused a large outbreak originating in China in 2003 • MERS-CoV is an ongoing low-level outbreak mainly in the Middle East – most cases are from animal (camel) exposure • SARS-CoV-2 (COVID-19) is microbiologically similar to SARS <p>Sars-CoV-2 is the name of this particular Corona Virus COVID-19 is the name given to the disease.</p>
<p>Where it started?</p>	<p>Originated in a city called Wuhan in the Hubei province of China</p>
<p>Pandemic</p>	<p>The World Health Organisation has declared the COVID-19 outbreak to be a pandemic. A pandemic is declared when a disease affects a lot of people in a lot of countries and spreads rapidly.</p> <p>Figure 1. Countries, territories or areas with reported confirmed cases of COVID-19, 13 March 2020</p>  <p>Number of Confirmed cases*</p> <ul style="list-style-type: none"> 1 - 10 11 - 100 101 - 1,000 1,001 - 5,000 5,001 - 10,000 10,001 - 15,000 > 15,000 <p>*Confirmed cases reported between 13 and 19 February 2020 include both laboratory-confirmed and clinically diagnosed (only applicable to Hubei province); for all other states, only laboratory-confirmed cases are shown.</p> <p>*696 cases are identified on a cruise ship currently in Japanese territorial waters.</p> <p>Source: World Health Organization Map Production: WHO Health Emergency Programme</p> <p>Not applicable</p> <p>0 1,000 2,000 km</p> <p>© World Health Organization 2020. All rights reserved.</p> <p>The boundaries and names shown and the designations used on this map do not imply the expression of any opinion whatsoever on the part of the World Health Organization concerning the legal status of any country, territory, city or area or of its authorities or concerning the delimitation of its frontiers or boundaries. Dotted and dashed lines on maps represent approximate border lines for which there may not yet be full agreement.</p>

Impact

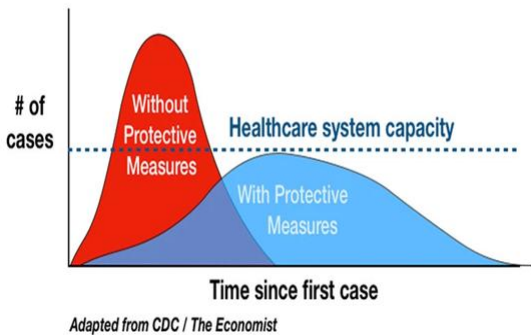
Initial data indicate that patients display approximately these proportions of severity:




- 80% of cases have mild symptoms.
- 15% of people infected become severely unwell
- 5% become critically un-well
- Fatality rate increases with age and depends on other underlying conditions


Section 2 – Spread in the Population

<p>How does the virus spread?</p>	<p>Coronavirus is spread in sneeze or cough droplets. To infect you, it has to get from an infected person's nose or mouth into your eyes, nose or mouth.</p> <p>It is important to wash your hands properly and often.</p> <p>COVID-19 Infectivity The incubation period is the time from SARS-CoV-2 exposure to the onset of symptoms of COVID-19. The average incubation period is 5.1 days, with 97.5% becoming symptomatic within 11.5 days.</p> <p>It is very unlikely that a person will become infected if not symptomatic 14 days after exposure.</p> <p>The infectious period is <i>currently</i> considered to start from the date of first onset of symptoms. Individuals are unlikely to be infectious 14 days after the onset of symptoms, provided they are well and have been fever free for 5 consecutive days. Seek clarification from GP if required.</p>
<p>Phases of the Outbreak</p>	<ol style="list-style-type: none"> 1. Containment <ul style="list-style-type: none"> – Preventing spread <ul style="list-style-type: none"> • Isolation of cases • Tracing and restriction of movement / Self Quarantine of contacts • Good Hygiene practices 2. Delay <ul style="list-style-type: none"> – Slowing down spread <ul style="list-style-type: none"> • Isolation • Restriction of movement / Self Quarantine • Good Hygiene practices • Social Distancing 3. Mitigation <ul style="list-style-type: none"> – All above measures plus – Treating the cases while maintaining health services
<p>Delay Phase Slowing down the Outbreak</p>	<p>We are trying to slow down the spread of COVID-19 so that the health system is not overburdened.</p> <p>One of the ways of slowing down the spread of COVID-19 is by tracing people who have been in close contact with confirmed cases and managing them to prevent on-going transmission.</p>

	 <p style="text-align: center;">Epidemiological Curve</p>
Epidemiology	<p>Epidemiology is the study and analysis of the distribution, patterns and determinants of health and disease conditions in defined populations. It is a cornerstone of public health, and shapes policy decisions and evidence-based practice by identifying risk factors for disease and targets for preventive healthcare</p>
Symptoms	<p>Symptoms of COVID-19 are similar to influenza, with a broad spectrum of severity.</p> <p>The 3 main symptoms are:</p> <ul style="list-style-type: none"> • Fever Feeling, i.e. hot /feverish (A high temperature is anything above 38^oc or 100.4^oF) • Cough • Shortness of breath <p>Other commonly reported symptoms</p> <ul style="list-style-type: none"> • fatigue (38%), • sputum production (33%), <p>Other less commonly reported symptoms</p> <ul style="list-style-type: none"> • sore throat (14%), headache (14%) • and achy muscles / bones (15%). • Less common symptoms are diarrhoea (4%) and vomiting (5%). <p>The time between exposure to the virus and onset of symptoms can be up to 14 days but this can be shorter.</p>
Those most likely to become unwell	<p>These include;</p> <ul style="list-style-type: none"> • Elderly people • People with underlying health conditions (high blood pressure, diabetes, chronic respiratory disease, immuno-compromised patients) • Healthcare workers treating cases

What about Children?	<ul style="list-style-type: none"> • Disease in children appears to be relatively mild. • A large study from China suggested that just over 2% of cases were under 18 yrs. Of these, fewer than 3% developed severe or critical symptoms of disease. • Children with underlying health conditions may be more vulnerable.
Is there a risk in pregnancy?	<p>We are still learning about Coronavirus (COVID-19). We don't yet know how it affects pregnant women and their babies. There is currently no evidence that pregnant women are more vulnerable. At present, there is no evidence of transmission of COVID-19 from mother to baby occurring during pregnancy. Breast feeding – can continue -however advice needs to be sought from GP, Midwife.</p>
Social Distancing	<p>Social distancing is a term applied to certain actions that are taken by Public Health officials to stop or slow down the spread of a highly contagious disease.</p> <p>Examples of Social Distancing Schools, Colleges, Child care facilities closed Indoor mass gatherings of >100 people cancelled Outdoor mass gatherings of >500 people cancelled</p> <p>What is Social Distancing? At least 2 metres (6.5 feet) distance between people (particularly those who are coughing, sneezing or have a fever). No handshaking or hugs - Avoid crowds, sporting events, concerts etc...</p>
Protecting Yourself & Others	<ul style="list-style-type: none"> • Coughing and Sneezing Etiquette • Hand Hygiene

	 <p>COVER UP COUGHING AND SNEEZING</p> <ul style="list-style-type: none"> • Turn your head away from others • Use a tissue to cover your nose and mouth • Drop your tissue into a waste bin • No tissues? Use your sleeve • Clean your hands after discarding tissue using soap and water or alcohol gel for at least 15 seconds <p>These steps will help prevent the spread of colds, flu and other respiratory infections</p>
<p>When to wash your hands</p>	<ul style="list-style-type: none"> • after coughing or sneezing • before and after preparing and eating food • if you were in contact with someone who has a fever or respiratory symptoms • after being on public transport or in a crowd (especially an indoor crowd) • if you have handled animals or animal waste • after toilet use • Moisturise your hands often. Any basic product that is not perfumed/coloured is ok. • Do not wear gloves <i>instead</i> of washing your hands. The virus gets on them in the same way it gets on your hands. • Your hands can get contaminated when you take the gloves off. • Make sure you wash your hands after removing gloves
<p>How to wash your hands with soap and water</p>	<ol style="list-style-type: none"> 1. Wet your hands with warm water and apply soap. 2. Rub your hands together until the soap forms a lather. 3. Rub the top of your hands, between your fingers and under your fingernails. 4. Do this for about 20 seconds. 5. Rinse your hands under running water. 6. Dry your hands with a clean towel or paper towel

	<h1>How to Handwash?</h1> <p>WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB</p> <p>Duration of the entire procedure: 40-60 seconds</p>  <p>World Health Organization Patient Safety SAVE LIVES Clean Your Hands</p>
<p>What do we mean by Restricted movement / Self Quarantine?</p>	<ul style="list-style-type: none"> • People may be asked to self-quarantine. This is because they have been in close contact with a case of corona virus but have no symptoms. • The period they may be asked to self-quarantine for is usually 14 days from the last contact with the case. • People can still go outside for walks, runs or cycles on their own but you should not spend time in close contact with other people. • Other household members do not need to restrict their activities, unless they are also close contacts of a case.
<p>How do people self-quarantine/restrict movement?</p>	<ul style="list-style-type: none"> • Do not go to school, college or work. • Do not use public transport. • Do not go to meetings, social gatherings, group events or crowded places. • Do not have visitors at your home. • Do not go shopping - where possible, order your groceries online or have some family or friends drop them off. • Avoid contact with older people, people with chronic health problems and pregnant women if possible. • Do not travel outside Ireland.

<p>What do we mean by self-isolate?</p>	<p>If during the self-quarantine period a person develop symptoms of COVID-19, they must self-isolate and phone their GP or who they have been advised to contact.</p> <p>Once you phone the helpline the person will be assessed and testing will be arranged.</p> <p>Self-isolation means staying indoors and completely avoiding contact with other people.</p> <ul style="list-style-type: none"> – before you get tested for coronavirus – while you wait for test results – if you have had a positive test result for coronavirus <p>The period you may be asked to self-isolate for, is from the day of symptom onset until you are classified as no longer infectious by the treatment team.</p>
<p>How do people self-isolate?</p>	<ul style="list-style-type: none"> • Stay at home, in a room with the window open. • Keep away from others in your home as much as you can. (especially older people, pregnant women or anyone with an underlying health condition) • Check your symptoms - call a doctor if they get worse. • Phone your doctor if you need to - do not visit them. • Cover your coughs and sneezes using a tissue - clean your hands properly afterwards. • Wash your hands properly and often. • Use your own towel - do not share a towel with others. • Clean your room every day with a household cleaner or disinfectant. • Do not go to work, school, religious services or public areas. • Do not share your anything you handle • Do not use public transport or taxis. • Do not invite visitors to your home.

Section 3 – Contact Tracing

What is Contact Tracing?	Contact tracing is the process of identifying all people to whom a confirmed case may have transmitted the infection, and putting in place measures to ensure these exposed people do not further transmit disease.
What does it involve?	Phoning those people who were in contact with a confirmed case of COVID-19 to provide <ul style="list-style-type: none"> • Advice • Guidance
Definition of a contact	Anyone who has been in contact with someone who has been confirmed as having COVID-19. The contact timeframe is from the day the infected person showed signs of symptoms until the infected person is no longer classified as infectious by the treating team.
Types of Contact	<p>Two main types Close Contact Casual Contact</p> <p>Other Contact Classification in the Case Tracker System Exceptional Contacts Complex Contacts Associated Contacts</p>
Definition of a Close Contact	Is defined as an individual who has had greater than 15 minutes face-to-face contact with a confirmed case of COVID-19 in any setting within less than 2 meters distance. (6.5 ft)
Examples of Close Contacts	<ol style="list-style-type: none"> 1. Household contacts 2. Closed space contact For those contacts who have shared a closed space with a confirmed case for longer than two hours, a risk assessment should be undertaken taking into consideration the size of the room, ventilation and the distance from the case. 3. Healthcare workers 4. Passengers on an aircraft Sitting within two seats (in any direction) of the COVID-19 case, travel companions or persons providing care, and crew members serving in the section of the aircraft where the index case was seated

Characteristics of a Casual Contact	<p>Any individual who has shared a Closed Space with a confirmed case for less than two hours</p> <p>Any individual who has shared a closed space with a confirmed case for longer than two hours, but following a risk assessment, does not meet the definition of a close contact.</p> <p>Passengers on an aircraft sitting beyond two seats (in any direction) of a confirmed case.</p>
Exceptional, Complex and Associated Contacts	<p>— Exceptional Contact: Healthcare Worker</p> <p>— Complex Contact: A group of unidentified people eg. Nursing home resident / other social care setting Prison Direct Provision</p> <p>— Associated Contacts This arises if a person's details are unknown but can alternative contact can provide those details.</p>



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How to Conduct Call 1



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How to conduct call 1

Steps to be followed	<ol style="list-style-type: none"> 1. Introduce yourself & confirm identity details 2. Purpose of the call 3. Deliver the result 4. Check if they are a healthcare worker & refer to Public Health 5. Check for symptoms & give health and self-isolation advice 6. Explain what will happen next regarding contact
Who are you calling?	You are calling a person who has been tested positive for COVID-19.
Why are you calling?	<p>To tell them they have tested positive for COVID-19 (This is the first time they will find out they have tested positive)</p> <p>To give them appropriate healthcare advice</p> <p>To tell them that a colleague will be in touch to collect a list of their contacts from the first day they experienced symptoms to date</p>
Introduce yourself & confirm identity details	<ul style="list-style-type: none"> • If the person is not proficient in English – ask is there someone who they would like included in the conversation. Check if they have a designated contact they would like you to speak to. Capture name and number in notes. • If someone else answers the phone, please ask to speak to the contact • DOB This is to verify their identity. You do not need to enter this again on the data system. If the person is under 16 (xx/xx/2004) ask to speak with a parent or legal guardian. If they are not with their guardian, get a parent / guardian's name and phone number. • If in-patient, ask has anyone been in touch about the result. • Try to encourage the person to proceed with call, and only defer in exceptional circumstances <p>Make a judgement on clinical condition of case; whether the person is well enough and able to speak.</p> <p>If not, ask for the name and number of a close family member that you can phone and enter details in notes.</p>
Deliver the result	<p><i>"You were recently tested for Covid19 and I am calling to tell you that the results of your test has come back as positive which means you have COVID-19. I am sorry to have to give you this news."</i></p> <p>Pause to let diagnosis sink in. You may need to reiterate where you are calling from and your name.</p> <p><i>Ask "How are you feeling today?"</i> Check if symptomatic. If the person is feeling unwell please advise them to contact the GP. If they are acutely unwell please advise them to call the emergency services</p>

Identify healthcare workers	<p><i>Can I check if you are a healthcare worker?</i></p> <p>If <u>YES</u>: Ask them to notify their occupational health department and line manager where they work and continue the call.</p> <p>If <u>NO</u>: continue with call.</p>
Check symptoms and give self-isolation advice	<p><i>When did you first start feeling unwell?</i></p> <p>Identify and note date of first symptoms – fever, cough, shortness of breath</p> <p><i>Are you still experiencing fever, cough, and shortness of breath?</i></p> <p>Capture date of last symptoms if no longer symptomatic</p>
Check if still self-isolating	<p><i>Can I ask what information and advice you have been given on how to self-isolate?</i></p> <p>Refer to Patient Sheet on Self-Isolation at Home. (Appendix 1)</p> <p>If self-isolation is breached, family members must re-start their period of restricted movement/self-quarantine from the date of the breach.</p> <p><i>“You will need to continue to self-isolate until XX date, if on that day you have been fever free for 5 days, you can cease self-isolation. If not, wait 5 days until your last had fever.”</i></p> <p>Note: Self-isolation can end if 14 days since symptoms began <u>and</u> 5 days fever free</p>
Inform about contact tracing	<p><i>It is really important that we identify the people you have been in contact with since you felt unwell.</i></p> <p><i>Over the next few hours, could you please write down a list of anyone you have had close contact with since you first had symptoms. You will receive a call later today and someone will go through this list and ask you for each person’s:</i></p> <ul style="list-style-type: none"> • <i>Name</i> • <i>Phone Number</i> • <i>Date of contact</i> • <i>Also think of any places you have been but don’t know the name of others there</i> • <i>Whether you know if any of your contacts work in healthcare?</i> <p>Remember <i>Close Contact is anyone with whom you have had more than 15 mins face to face contact within 2 metres (6.5 feet) or more than 2</i></p>

	<i>hours in a closed space</i>
Give health advice	<p><i>I am going to give you some information and advice.</i></p> <p><i>If you start to feel very unwell but it is not an emergency call your regular doctor / GP.</i></p> <p><i>If it is an emergency and you need to call an ambulance, call 112 or 999 and remember to tell the ambulance service that you have been diagnosed with COVID-19</i></p>
Advise on what will happen next	<p><i>“Again, I am very sorry to have had to deliver the news that you have the COVID-19 virus. Thank you for taking the time to speak to me and providing so much information. “</i></p> <p><i>All the information that I have given you is available on the HSE website.</i></p> <p><i>Ask “Is there anything in particular that you would like me to go back over now?”</i></p>



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How to Conduct Call 2



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How to conduct call 2

Who are you calling?	You are calling a person who has been tested positive for Covid-19.
Why are you calling?	<ul style="list-style-type: none"> You are calling them to identify their contacts since the date they first experienced symptoms. <p>And</p> <ul style="list-style-type: none"> You are assessing and classifying their contacts
Steps to be followed	<ol style="list-style-type: none"> 1. Introduce yourself & confirm identity details 2. Purpose of call 3. Identify contacts and risk assess 4. Run through days since onset of symptoms 5. Give health advice 6. Advise on what happens next
Introduce yourself & confirm identity details	<p>Key Points</p> <ul style="list-style-type: none"> If the person is not proficient in English – ask is there someone who they would like included in the conversation. Check if they have a designated contact they would like you to speak to. If yes, enter a note containing name, number and relationship under timeline and add the additional phone number under “phone” within the patient details section. If someone else answers the phone, please ask to speak to the contact. This is to verify their identity. If the person is under 16 (before Today’s date 2004) ask to speak with a parent or legal guardian. If they are not 0 their guardian, get a parent / guardian’s name and phone number in notes and add the additional phone number under “phone” within the patient details section. If they are with a guardian, ask to speak with a parent or legal guardian. Try to encourage the person to proceed with call, and only defer in exceptional circumstances If YES: proceed with call. If NO: A colleague of mine will call you back. <p>Make a judgement on clinical condition of the person; whether the person is well enough and able to speak. If not, ask for the name and number of a close family member that you can phone and enter details in notes and add the additional phone number under “phone” within the patient details section.</p> <p>Refer to CT Support Lead if necessary</p>

<p>Explain the Purpose of the Call</p>	<p>Key Points</p> <ul style="list-style-type: none"> • <i>If they say no say “I am going to have a colleague call you back with your result.”</i> • Enter a note under timeline and refer to the CT Support Lead. • Ask if they are ok? • What day/ date did you first feel unwell; the first day you had a cough, a fever or shortness of breath? • Ensure contact is captured from the first day of symptoms. <p>Notes: Refer to CT Support Lead if they have not been contacted already or if they do not know the result</p>
<p>Identify contacts & risk-assess</p>	<p>Key Points</p> <p>Start with who they live with</p> <ul style="list-style-type: none"> • Capture name and phone number of contact • Confirm the level of contact – select if close, exceptional or complex <p>For each person 16 years of age or older get contact details for them to contact them directly. For persons under 16 ask for contact details of the most appropriate caregiver.</p> <p>Note: Associate Contact</p> <ul style="list-style-type: none"> • <i>The person may not know the name or number of the contact but can provide an alternative contact who will be able to provide these details. Record details in notes.</i> <p><i>Confirm the date of the last contact</i></p> <p><i>Only record contacts from DAY 1 of symptoms. If this was before the day of symptom onset they are not a contact.</i></p> <p><i>Record setting of exposure under the “circumstances” section.</i></p> <p><i>Household</i> <i>Work</i> <i>Social</i> <i>Travel</i> <i>Healthcare setting</i></p> <p>Notes: Refer to CT Support Lead if.. a contact is identified as a health & social care worker (eg. hospital, nursing home, residential care setting). They will be classified as Exceptional.</p> <p>Record line manager name and phone number.</p> <p>Record name of location if high risk (such as nursing home or hospital, cinema, flight, train, co-workers. This will be classified as a Complex Contacts. Record line manager name and phone number.</p>

<p>Run through days since first symptoms</p>	<p>Key Points</p> <ul style="list-style-type: none"> • <i>I would like to talk you through the last X days, so we can look at where you have been and who you have spent time with to make sure there isn't anyone else we need to contact.</i> • <i>The first day you said you had symptoms was *DATE*, can we talk through that day?</i> • Start with the first day they felt unwell – cough, fever or shortness of breath/difficulty breathing until they entered self-isolation <p>Note: Please do this piece slowly and methodically</p>
<p>Prompts</p>	<p>Identify Day 1 – day of onset of symptoms and work from then onwards</p> <p>Household <i>Who lives in the house with you?</i> <i>Did any family, neighbours or friends visit since *DATE*?</i> <i>Have you had any other help in your house; home helper, nanny, cleaners, builders etc since *DATE*?</i></p> <p>Work <i>Have you worked outside the home since *DATE*?</i> <i>If yes, where do you work?</i> <i>Have you shared a work space since *DATE*?</i></p> <p>School or College: <i>Have you attended School /college since *DATE*?</i> <i>If yes, what is the name of the school or college?</i> <i>If yes, what class/year/ course are you in?</i></p> <p>Other Regular Place of Attendance: <i>Is there another place you attend on a regular basis, and been there since *DATE* e.g. a community centre, health facility?</i></p>
<p>Give Health Advice</p>	<p>Key Points Continue to adhere to the advice already given to self-isolate Refer to www2.hse.ie for further information on self-isolation.</p> <p>Remind the person to</p> <ul style="list-style-type: none"> • <i>Regular hand washing is very important</i> • <i>Try to avoid touching your mouth, nose and eyes.</i> • <i>Cover your mouth and nose with a clean tissue when coughing and sneezing or cough into the bend of your elbow.</i> • <i>Dispose of used tissues in a bin with a lid on it and wash your hands afterwards.</i> <p>Note: NB: If you start to feel very unwell but it is not an emergency call your regular doctor / GP. <i>If it is an emergency and you need to call an ambulance, call 112 or 999 and remember to tell the ambulance service that you have been diagnosed with the COVID-19 virus.</i></p>

<p>Advise on what happens next</p>	<ul style="list-style-type: none"> • Thank you for taking the time to speak to me and providing so much information. • All the information that I have given you is available on the HSE website. • If unable to access website, check if they can ask a family member/friend note in system and record their address. • Is there anything in particular that you would like me to go back over now?
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How to Conduct Call 3



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How to conduct Call 3

Who are you calling?	The people you are calling have been identified as close contacts of a confirmed case of COVID-19.
Why are you calling?	You are calling to give them to provide appropriate health advice.
Steps to be followed	<ol style="list-style-type: none"> 1. Introduce yourself 2. Purpose of call 3. Identify if person is a healthcare worker 4. Give health advice 5. Advise on what happens next
Introduce yourself	<p>Key Points</p> <p><i>If the person is not proficient in English, ask if there is someone that they would like included in the conversation</i></p> <ul style="list-style-type: none"> • <i>If someone other than the contact answers the phone, ask to speak to the contact</i> • <i>Can I confirm the spelling of your name?</i> <p><i>Is this a good time to speak? Try to encourage the person to proceed with call, and only defer in exceptional circumstances</i></p> <p>If YES: proceed with call.</p> <p>If NO: A colleague of mine will call you back within a few hours.</p>
Explain the Purpose of the Call	<p>Key Points</p> <ul style="list-style-type: none"> • <i>You were last in contact with this person on the *DATE*. Pause at this point.</i> • <i>Please don't be worried, this is a standard call that we make to those who have had close contact with a person who has COVID-19. This call should only take a short time.</i> • <i>If asked about patient identity/ confidentiality: I cannot tell you who the person who has COVID 19 is but this does not impact the information I am giving you. I can tell you is that this contact was on *DATE*</i> • <i>Can you confirm that you are over 16? This is to verify their identity. If the person is under 16 (before xx/xx/2004) ask to speak with a parent or legal guardian. If they are not with their guardian, get a parent / guardian's name and phone number.</i>
Identify Healthcare Workers	<p>Can I check with you if you work in a healthcare setting?</p> <p>If YES: <i>I am going to refer to you a colleague of mine for further advice. Say: "Please contact your line manager and occupational health department, and tell them you have been identified as a close contact of a confirmed case" "ask them the name of the healthcare facility they work in, the name and number of their line manager"</i></p> <p>If NO: continue with call.</p>

<p>Identify Symptoms</p>	<ul style="list-style-type: none"> • Can I check with you if you have any of the following ? • <i>Fever/ High Temperature is above 38 °C /100.4° F) or feeling feverish or have chills Y/N</i> • <i>a cough Y/N</i> • <i>shortness of breath or difficulty with breathing Y/N</i> <p>If YES: <i>Can you please give me your Eircode?</i> <i>Please stay on the line, I will transfer you to my colleague who will ask you further questions.</i></p> <p>If person is symptomatic - reports having any of the symptoms, SELECT TELEPHONE ASSESSMENT</p>
<p>Give health advice</p>	<p>Key Points</p> <ul style="list-style-type: none"> • <i>Because you have had close contact with a person who has COVID 19. We need you to self-quarantine yourself at home for 14 days since the last date of contact with the person who has COVID-19 which was on *DATE*. Self-Quarantine will end on *DATE*.</i> • <i>Because you are a close contact this advice is for you and not for other people that you are in contact with such as those you live with.</i> • <i>Self-Quarantine means you should limit your social interactions outside the home.</i> <ul style="list-style-type: none"> – <i>You should not go to work</i> – <i>You should not travel on public transport</i> – <i>You should not visit other people's home or have visitors to your home.</i> – <i>You can continue normal interaction with family or others that you live with.</i> – <i>Other people in your house do not need to restrict their activities.</i> – <i>You can still go out for walks/runs/or cycles on your own as long as you keep a distance from people.</i> – <i>We need you to monitor yourself for 14 days since the last date of contact with the person who has COVID-19 which was on *DATE* for any of these symptoms:</i> <ul style="list-style-type: none"> – <i>Fever</i> – <i>Cough</i> – <i>Shortness of Breath</i> <p><u>Note: If you develop any of the above three symptoms, please isolate yourself on your own in a room at home, and phone GP or HSE Live. 1850 24 1850</u></p>

<p>Advise on what happens next</p>	<ul style="list-style-type: none"> • <i>You will receive a text message from the HSE to remind you to check if you have any of the 3 symptoms and what to do if you develop symptoms.</i> • <i>All the information that I have given you is available on the HSE website www2.hse.ie</i> • <i>Is there anything in particular that you would like me to go back over now?</i> <p><i>Note: If you start to feel very unwell but it is not an emergency call your GP. If it is an emergency and you need to call an ambulance , call 112 or 99 and remember to tell them you have been in close contact with someone who has been diagnosed with Covid 19/coronavirus.</i></p>
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Coronavirus
COVID-19
Public Health
Advice

COVID-19 Contact Management Programme (CMP)

Call Advice and Self-Care Support



Champion
Partner
Enable
Demonstrate



Call Advice and Self Care Support

Introduction	These may be difficult calls to make and staff will experience a number of different reactions/responses from the persons involved to include the following: (Note: This is not an exhaustive list)
Responses & reactions you may encounter	<ul style="list-style-type: none"> • Anxiety about their welfare and the welfare of other members of their family and friends • Shock that this has happened to them. • Confusion, as to how or why this has happened – why me? - unsure about all the data available • Anger, disappointment, denial • Feeling overwhelmed – need clarity • Feeling aggrieved – may need to blame someone or blame themselves – accusing • They may be in a crisis situation – physical, emotional, financial, social • They may have very sad stories to tell in relation to the impact of this news on them personally and for those that they care for. • They may be ill • They may be bereaved and going through a grieving process and experiencing difficulties with funeral arrangements. • They will need to tell their story and to feel listened to and heard • They will need to have their questions answered – information provided and have access to further information • They will need reassurance and solutions • Some may become very distressed – hysterical, crying • There may be occasions when people may become aggressive
Be Prepared	<p>Some may become very distressed – hysterical, crying There may be occasions when people become aggressive Some may not feel able to continue the conversation They will need to experience empathy and compassion</p> <p>Should the person have a very strong emotional reaction, take time out of the script. Demonstrate that you hear the person “I can hear that you are upset/angry/shocked.” Give them time to express what they are feeling, then ask “Do you feel ready to continue with the call?” Remember sometimes it may be appropriate to refer the call to the Call Centre Support Lead</p>

<p>Tips for responding to different reactions and responses</p>	<p>Introduction Stage Gently try to find out what they already know by asking them for a brief narrative of events, such as 'you know you had the test(s) recently – do you know what the tests were for?' 'Do you know why the HSE might be calling you?'</p> <p>Use a warning shot before breaking the news e.g. 'Your test results are back and, unfortunately, the news isn't as good'</p> <p>Delivering the Result If they are not aware why you are calling "You were recently tested for COVID-19, is it ok if I go ahead and give you the result?" "Your test result has confirmed that you are positive for the Corona Virus".</p> <p>Let them take this in before moving on. Use simple language - avoid jargon.</p> <p>Acknowledge the impact of this news and support the person:</p> <p>Listen for the person's reactions and acknowledge their emotional reactions – e.g. "I know this is a shock for you / very upsetting for you" or "Being told something like this can seem overwhelming"</p> <p>It's ok to say sorry "I am very sorry that this has happened to you" "I am sorry to have to give you this news"</p>
<p>Giving healthcare Advice</p>	<p>Chunk and check. Break the news into chunks and check that the person understands each chunk.</p> <p>Don't overload the person with information.</p> <p>Check their understanding of what you have said by asking the person to tell you what they have heard/ understood... If necessary, you can 'correct' their understanding.</p> <p><i>"This is a lot to take in so can you tell me what you understand about what I have told you so far?"</i> <i>"This is a lot of information in one go, can you tell me what you understand I am asking you to do"</i> <i>"Is it ok that I move on to give you some more advice?"</i></p>

<p>Summarising & informing them of what happens next</p>	<p><i>This is your opportunity to summarise what you have told the person and what you want them to do next</i> <i>“So to summarise, I have called you today because.... and what we are asking you to do is.... and what will happen next will be....”</i></p> <p><i>“Is there anything you would like me to go back over?”</i> <i>Allow for silence and emotion, including tears, Bad news can flatten people, and make it impossible to take everything in - be prepared to repeat information a number of times if required.</i></p>
<p>Self-Care when working in the CT Centre</p>	<p>Managing these calls and delivering bad news continually on a day to day basis can be difficult.</p> <p>Managing the varying responses /reactions from the persons involved may have a negative impact on staff who are also living with the fear of contracting Covid-19 themselves and are concerned for their own welfare and the welfare of their families.</p>
<p>Self-care and care for each other is so important at this time.</p>	<p>Staff should Be aware of and accept their own vulnerability in dealing with these types of calls.</p> <p>Understand that to exercise compassion towards others involves self-compassion</p> <p>Remember that they are human and that any personal responses are normal reactions to difficult situations.</p> <p>Not be afraid to express those feelings and to talk about them</p> <p>Take time out after a difficult call, talk to their buddy, a colleague or a supervisor/manager. Get some fresh air. Have some refreshments.</p> <p>Know when to seek medical assistance i.e. experiencing difficulty in sleeping for > 1 week, if their response to the situation is too intense or lasting too long, if they are experiencing intense physical reactions e.g. pounding heart, rapid breathing, nausea, muscle tension, sweating, suicidal ideation, feeling unable to work and/or the situation is impacting on their private life and ability to cope generally with normal day to day activities.</p>

<p>Exercising adequate self-care involves</p>	<p>Attending training and updates – asking questions if unsure about anything</p> <p>Spending time with their family and allowing time for leisure activities, as appropriate – trying to switch off during this time.</p> <p>Expecting that some things that they are dealing with will bother them and that this is normal</p> <p>Realising that others around them may be stressed too</p> <p>Seeking medical assistance if experiencing profound symptoms</p> <p>Talking to their buddy, colleague, supervisor or manager – this reduces isolation and stress – can be healing</p> <p>Taking time to relax every day – using relaxation techniques,</p> <p>Getting enough sleep</p> <p>Getting some exercise</p> <p>Maintaining a good diet.</p> <p>Following a structured schedule – making sure that they get enough time off and remembering that they cannot help others if they become unwell themselves</p> <p>Keeping safe – following all containment precautions</p>
<p>Things to avoid during this time</p>	<p>Excessive alcohol intake</p> <p>Staying away from work unnecessarily – it is important not to let a bad call or a bad day put them off return to work – talking about it and getting help is crucial</p> <p>Withdrawing from significant others or isolating themselves from others.</p> <p>Being too hard on themselves</p> <p>Making any major life changes or decisions</p>

<p>Supporting a distressed member of staff</p>	<p>Provide the staff member with time out – bring them to a quiet, confidential space.</p> <p>Allow them time to settle – offer refreshments.</p> <p>Acknowledge their distress and assess the impact – personal impact and ability to stay at work</p> <p>Allow them time to talk about it – uninterrupted – listen to their story and hear what they are saying. Feedback what you have heard</p> <p>Express regret for what they are experiencing</p> <p>Share personal experience, if appropriate</p> <p>Encourage them to ask questions – provide honest, informed responses.</p> <p>Discuss supports available and possible solutions – emotional and practical solutions - establish what their needs are at this time – their solutions – do not impose your solutions e.g. sending a person home may be the wrong solution for them – discuss and agree solutions</p> <p>Maintain continued support and reassurance – check in regularly</p> <p>Open door – <i>“My door is always open – please talk to me at any time”</i>.</p> <p>Refer to other support services available such as the Employee Assistance Programme, Occupational Health or other services available at your call centre</p>
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Appendix 1: Patient information sheet for self-isolation at home

What is self-isolation?

Self-isolation means you stay at home while you have Coronavirus (COVID-19). Even though the symptoms are mild you can still spread the virus to others. This will help to protect your friends, colleagues and the wider community and will help control the spread of the virus. The instructions below are to help you try and limit the spread of infection to others within your household as much as possible.

When can I return to normal?

You can stop self-isolating at home, if you have had no temperature for five days and it's been 14 days since you first developed any symptoms.

Keeping yourself safe and well

It is very easy to become anxious and lonely when you have to spend time on your own but remember, you can always pick up the phone and call a friend - the virus does not travel through phones lines

Although you have been asked to stay at home it is important you keep yourself mobile by getting up and moving around as much as possible. If you have a garden or backyard go out and get some fresh air but please keep away from other people including neighbours. Keeping a distance of more than 1 metre (or 3 feet) from other people is recommended.

Eat well and drink plenty of fluids to keep you hydrated.

Try and avoid alcohol if you are feeling unwell.

Do not smoke or vape – if you do have a virus infection it is best not to do anything that might harm your lungs.

- If you start to feel very unwell but it is not an emergency, you should call your regular doctor.
- If it is an emergency and you need to call an ambulance, call 112 or 999 and remember to tell the ambulance service that you have been diagnosed with COVID-19 virus.
- If you have questions regarding the instructions below please call your local

Keeping everyone else safe and well after home testing

1. Stay at home

- Do not go to work, school, religious services or public areas, and do not use public transport or taxis until you have been told that is safe to do so.
- You may need to ask family or neighbours for help if you need groceries, other shopping or medications.

2. Keep away from other people in your home as much as you can

- You should stay away from other people in your home most of the time in a well-ventilated room with a window to the outside that you can open.
- If you have to go into the same room with other people at home, you should try to keep at least a metre (3 ft) away from them and you should clean your hands regularly and practice good respiratory etiquette.
- If you can, you should use a toilet and bathroom that no one else in the house uses.
- If you cannot have your own toilet and bathroom, the toilet and bathroom you use needs to be kept clean (see advice below).

3. Clean your hands

- Clean your hands regularly - **This is one of the most important things you can do.**
- Try not to touch anyone else's face.
- Use moisturizer on your hands after washing

4. Cover your coughs and sneezes (Figure 1)

- Cover your mouth and nose with a paper tissue when you cough or sneeze
- Place used tissues into a plastic waste bag (see note below for managing rubbish), and immediately clean your hands with alcohol hand rub or wash your hands with soap and water for at least 20 seconds.

5. Do not share your things

- You should not share food, dishes, drinking glasses, cups, knives, forks and spoons, towels, bedding or other items with other people in your home when you have used them (or after your child or the person you are caring for has used them) until they have been washed.
- After using these items, wash them in a dishwasher if one is available or with washing up liquid and hot water. If you are not well enough, someone else in the house can do this for you. The person should use household/rubber gloves if available. The gloves can be washed and dried after use. Wash hands thoroughly with soap and water after removing the gloves
- If you use games consoles or remote controls clean them before someone else in the house uses them.
- If you cough or sneeze on a screen e.g. phone, or game console, wipe the screen clean immediately.

6. Do not have visitors in your home

- Do not invite or allow unnecessary visitors to come into the house.
- If someone urgently needs to come to the house, keep at least a meter (3ft) away from them and advise them that you are not well.

7. Toileting and bathing

- If possible use a toilet that no one else is using.
- If that is not possible and you do not have your own toilet/bathroom, clean your hands before entering, before you leave the room and after using the toilet.
- If you need to have a bath or shower remember to clean any surfaces you have touched afterwards.
- Do not share your towels with anyone else.

-

8. Household cleaning

- Clean all surfaces, such as counters, table-tops, doorknobs, bathroom fixtures, toilets and toilet handles, phones, keyboards, tablets, and bedside tables, every day with a cleaning product
- When cleaning you should use your usual household products, like detergents and bleach as these will be very effective at getting rid of the virus. Follow the instructions on the manufacturers label and check they can be used on the surface you are cleaning.
- If you have them wear household/ rubber gloves when cleaning surfaces or handling dirty laundry.
- If you use household/rubber gloves they can be washed and dried after use.
- Always wash your hands after you take off the gloves.
- If you are using re-useable cleaning cloths, these can be washed in a hot wash cycle of a washing machine after use.
- If the gloves and cleaning cloths are disposable place them in a plastic waste bag after using them. (See advice about managing rubbish below.)

9. Laundry

- Wash laundry at the highest temperature that the material can stand
- You can tumble dry items and iron using a hot setting/ steam iron if required.
- If you have household/rubber gloves you can wear them when handling dirty laundry and hold the items away from your clothing.
- If you don't have gloves wash your hands after handling dirty linen.
- Do not send laundry to a laundrette.

10. Managing rubbish

- Put all your personal waste including used tissues and all cleaning waste in a plastic rubbish bag.
- Tie the bag when it is almost full and then place it into a second bin bag and tie.
- Once the bag has been tied securely leave it somewhere safe. The bags should be left for three days before collection by your waste company.
- Other household waste can be disposed of as normal without any time delay.

What happens if there are children in the house?

- Do your best to follow this advice however we understand it may not always be possible
- Children can get COVID-19 infection but in most cases the illness is not very severe.
- If your child does develop symptoms, they need to stay at home for 14 days from the onset of their symptoms.

Can my pets get COVID-19?

- So far we have no evidence that companion animals/pets such as dogs and cats can be infected with coronavirus (COVID-19)

Waiting to be Tested/ Waiting for Results /Caring for someone with a positive COVID-19

If someone in your home is waiting to be tested, waiting for the results of testing or has been diagnosed with COVID-19 infection, there are some key considerations:

- If you are caring for someone who is sick with COVID-19 try and keep your distance if possible – stay at least a meter (3 ft) away and avoid touching them.
- If this not possible remember to clean your hands afterwards.
- Clean your own hands regularly and if necessary help the person you are caring for to clean their hands also.
- Do not touch your face while caring for someone else.
- If you have to clean phlegm or spit from their face use a clean tissue, put it into a waste bag and wash your hands.
- Read all the advice above and encourage and support the person to follow that advice
- If the person becomes very unwell but it is not an emergency, call your regular doctor to ask for advice.
- If it is an emergency, call the emergency services at 112 or 999 and remember to tell them that the person has been diagnosed with COVID-19.


Figure 1.Cough & Sneeze Etiquette

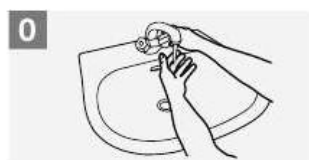


Figure 2. How to wash your hands

How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

 Duration of the entire procedure: 40-60 seconds



Wet hands with water;



Apply enough soap to cover all hand surfaces;



Rub hands palm to palm;



Right palm over left dorsum with interlaced fingers and vice versa;



Palm to palm with fingers interlaced;



Backs of fingers to opposing palms with fingers interlocked;



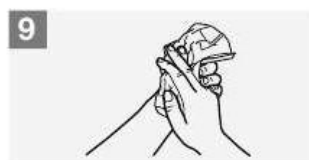
Rotational rubbing of left thumb clasped in right palm and vice versa;



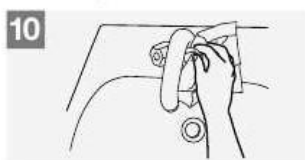
Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



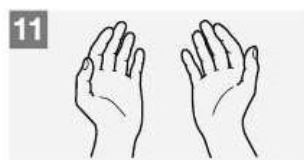
Rinse hands with water;



Dry hands thoroughly with a single use towel;



Use towel to turn off faucet;



Your hands are now safe.



World Health Organization

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES

Clean Your Hands

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Appendix 2 : Patient information sheet for self-Quarantine / Restricted Movement

If you are well but have been in close contact with a case of COVID-19 your Public Health doctor will ask you to limit your social interactions as much as possible for 14 days since your last contact with a case. This means:

You should limit your social interactions in so far as possible. This means staying at home or your hotel room.

Do not have visitors at home.

Where possible, arrange your groceries online or have some family or friends drop it off to the house.

You should avoid social gatherings, group events and crowded settings.

You should not attend school, work, social or sporting events or training.

You can go outside on your own for walks, runs or cycles.

You should not use public transport.

You should avoid contact with the elderly, those with chronic health problems and pregnant women.

You should not travel outside Ireland.

If you must travel within Ireland, please discuss this with the staff from the Department of Public Health who will be in contact with you during this period.

These restrictions can be a source of stress for some people. There are many things that may help you cope better with the period of monitoring:

Set goals: Setting goals and achieving them can give you a sense of control. The goals must be realistic in the given circumstances and could include writing a diary or learning new skills.

Keep active: Read, write, play games, do crossword puzzles, sudokus, develop mind games to stimulate thinking, for example remember the plots of movies or passages from books. The possibilities are unlimited.

Look for or inject humor into the situation: Even smiling and laughing inwardly can provide relief from anxiety and frustration.

Eat sufficiently and exercise as much as possible: This will help keep the body strong and counteracts the physical effects of stress.

Actively use stress management techniques: Physical relaxation techniques can reduce stress levels and are useful methods to manage pain and emotional turmoil. Most people are familiar with stress management techniques but not all use them in practice; however, this is the time to the use of such techniques.

Accept feelings: Being in a stressful situation can cause a lot of different emotional reactions like anger, frustration, anxiety, regrets, second guessing yourself, self-blame etc. These feelings are normal reactions to an abnormal situation.

Notes/Comments