



Coronavirus
COVID-19
Public Health
Advice

COVID-19 Contact Management Programme (CMP) Caller Scripts



Champion
Partner
Enable
Demonstrate



21st March 2020 v3.0

Version History

Version	Date	Version comments
V1.0	19/03/2020	Initial release
V2.0	20/03/2020	Changes to script and formatting Restricted movements / self-quarantine COVID 19 Public Health Measures
V3.0	21/03/2020	Changes to the script Removed instruction to collect casual contact information call 1 and 2 Removed script regarding receipt of daily surveillance text for close contacts in call 3

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Overview

This document contains scripts for Call 1, Call 2, and Call 3. Additionally, the contact tracing capture form is included for reference.



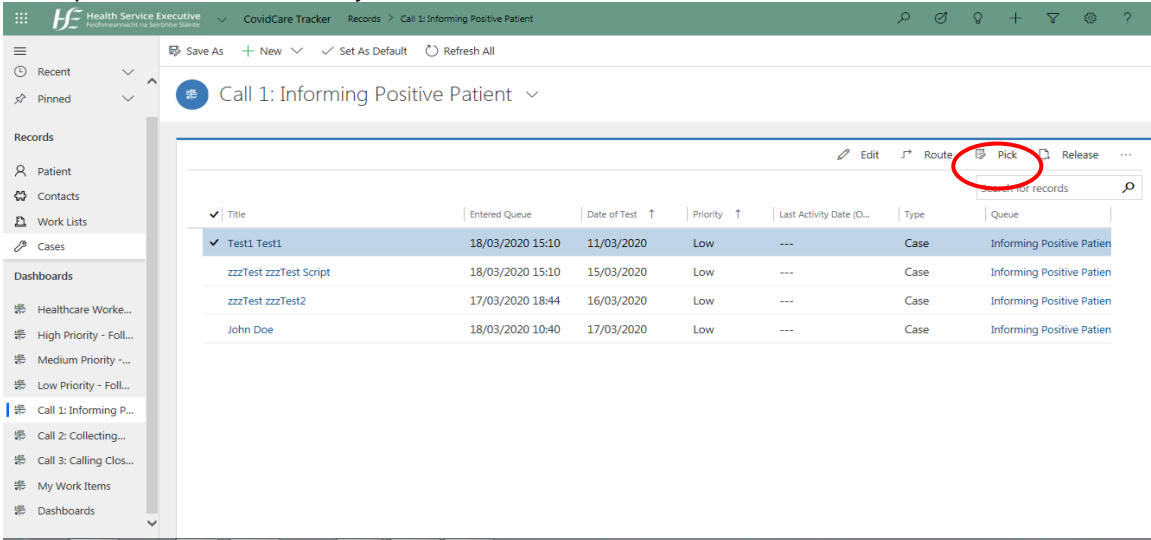
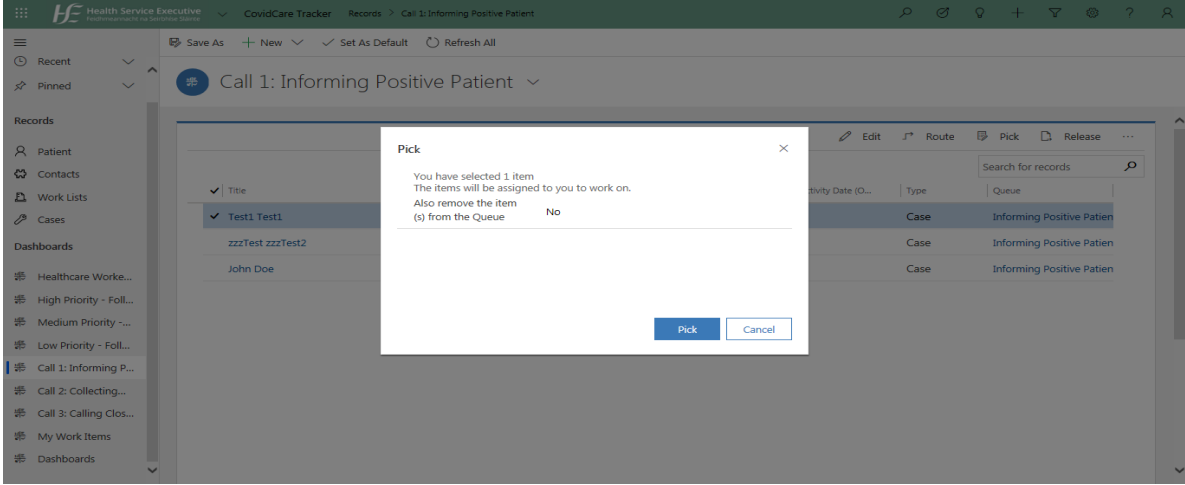
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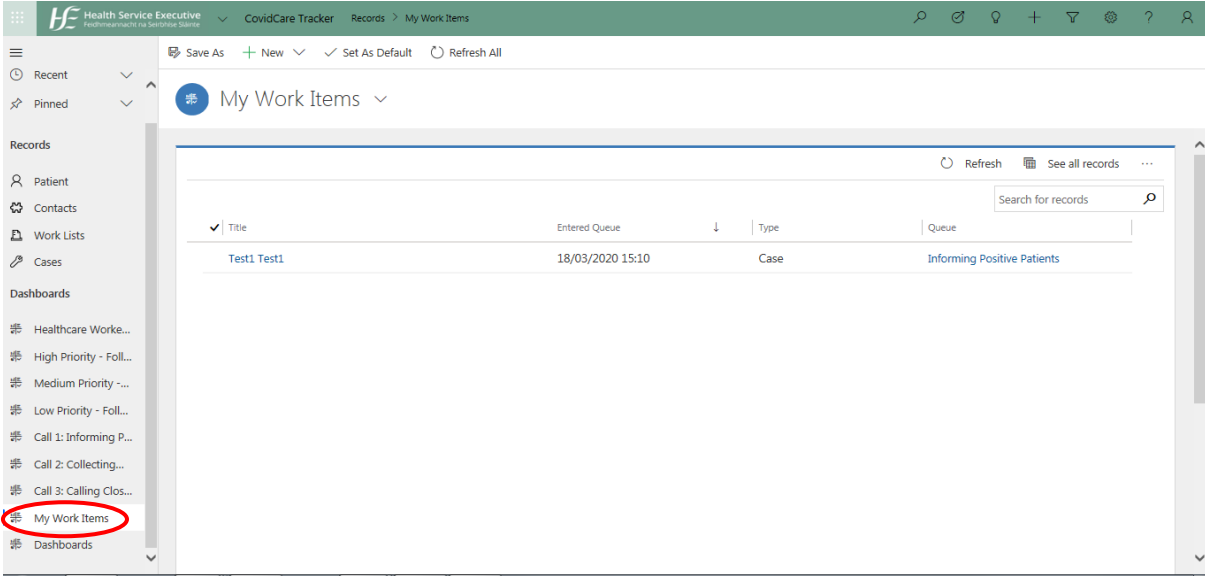
Call Script for Call 1 - Clinical Case Interview Isolating at Home



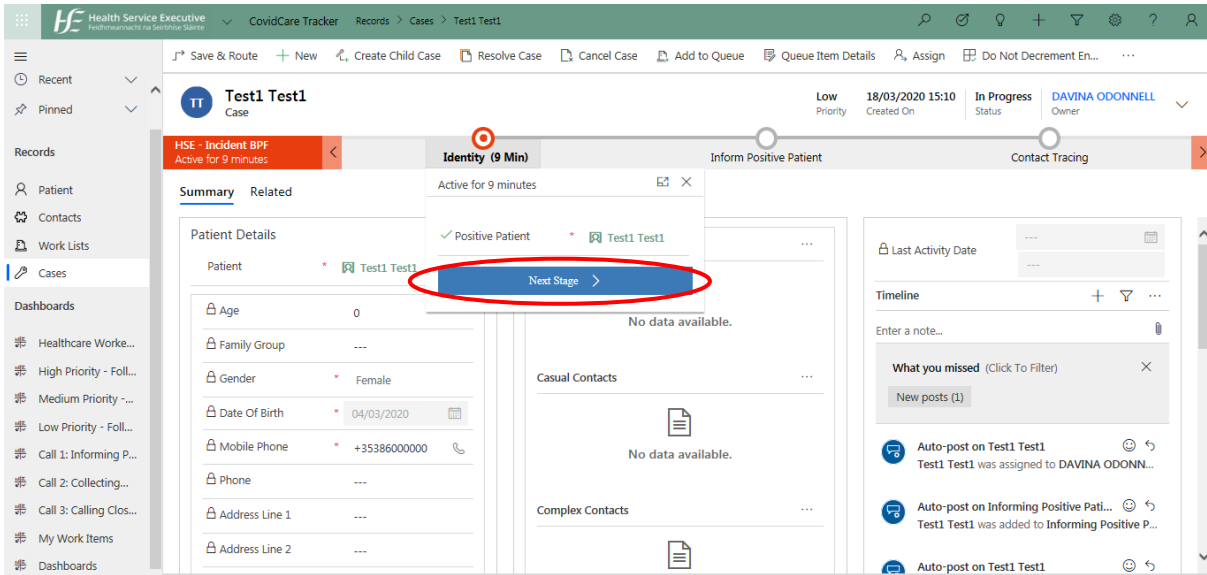
Call Script for Call 1 - Clinical Case Interview Isolating at Home

Step	Script and Guidance
<p>Log-in into the IT system and set-up new patient</p>	<p>The User Guide contains further technical guidance on using the COVID 19 tracker, including details on non-standard calls and data entry.</p> <ol style="list-style-type: none"> 1. Go to Dashboard and select 'Call 1' then 'Informing Positive Patient' 2. Click to the left of the name of the first patient in the queue and a tick should appear 3. Click 'pick' to add the case to your work items  

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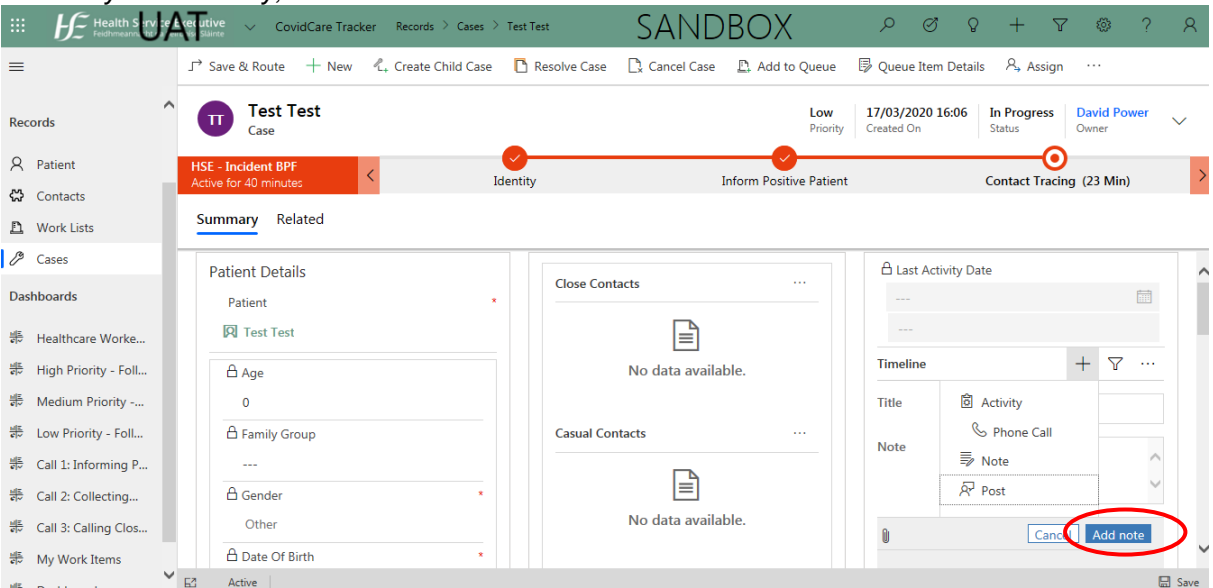
Step	Script and Guidance
	<p>4. Select 'My Work Items' from Dashboard and select top patient/case in the queue</p> 
<p>Introduce Yourself & Confirm Identity Details</p>	<ol style="list-style-type: none"> 1. Hello, my name is XXX and I am calling on behalf of Public Health in the HSE. 2. Can I ask who am I speaking to? If someone else answers the phone, please ask to speak to the contact. <p>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.</p> <ul style="list-style-type: none"> ⇒ 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 NO: proceed with the call 3. Can I confirm your date of birth? This is to verify their identity. <ul style="list-style-type: none"> ⇒ If the person is under 16 (before Today’s date 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 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

Call Script for Call 1 - Clinical Case Interview Isolating at Home

Step	Script and Guidance
	<p>4. <i>Is this a good time to speak?</i> Try to encourage the person to proceed with call, and only defer in exceptional circumstances</p> <ul style="list-style-type: none"> ⇒ If YES: proceed with call ⇒ If NO: <i>A colleague of mine will call you back</i> <p>*NB: Make a judgement on clinical condition of the person; whether the person is well enough and able to speak.</p> <ul style="list-style-type: none"> ⇒ If not well enough, 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>Patient Identity Confirmed</p>	<p>1. When you have confirmed that you are speaking to the correct patient, select the ‘Identity stage’ from the red process flow bar and ‘Click Next Stage’</p> 
<p>Inform Positive Patient</p>	<p>1. <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>2. <i>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> <p>Pause to let diagnosis sink in. You may need to reiterate where you are calling from and your name.</p>

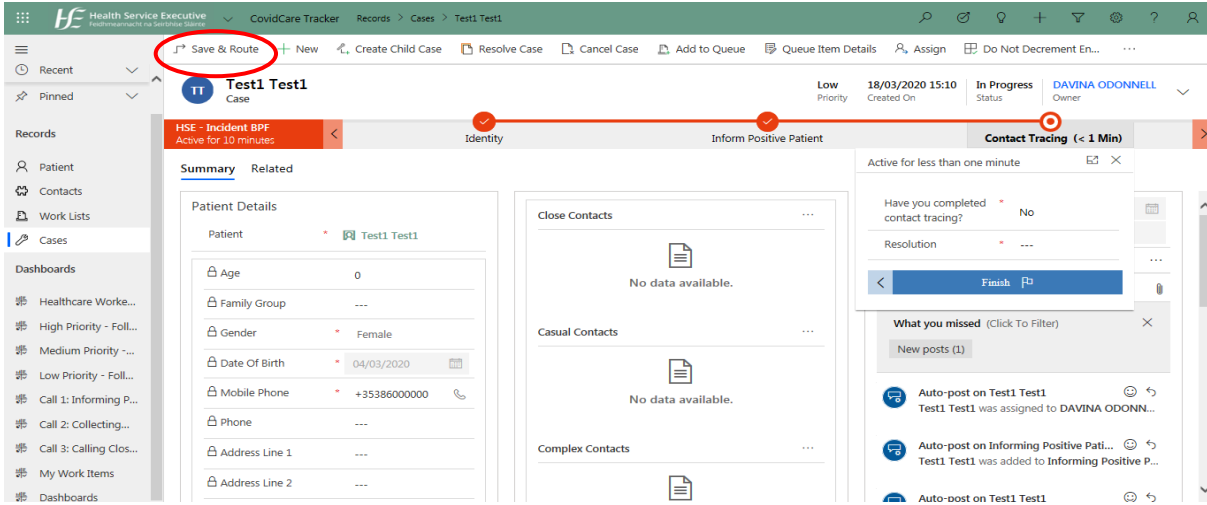
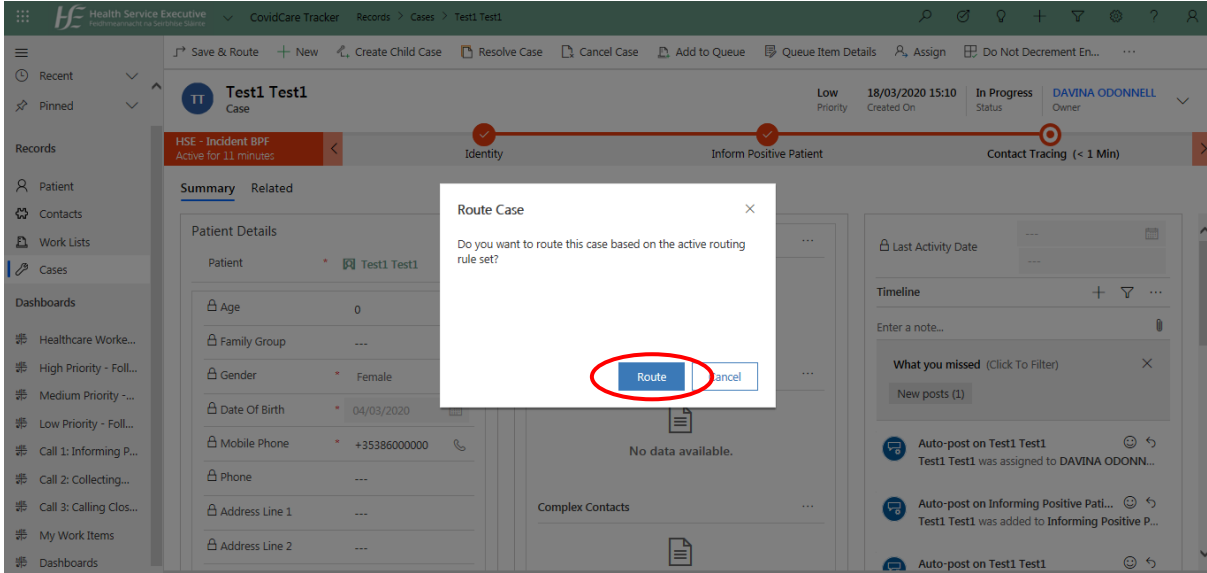
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Step	Script and Guidance
Identify Healthcare Workers	<p>Can I check if you are a healthcare worker?</p> <p>⇒ If YES: Ask them to inform their occupational health department and line manager of the result, and continue with the call</p> <p>⇒ If NO: continue with call</p>
Data Entry	<ol style="list-style-type: none"> When you have informed the patient of the result, select the 'Inform Positive Patient' stage. <div data-bbox="340 424 1541 1002" data-label="Image"> </div> From the Task frame complete the following fields <ul style="list-style-type: none"> Patient Previously Informed – Yes (this may be the case if they are an inpatient in hospital) /No /Unknown Outcome – Informed /Unable to Inform (<i>Refer to section 3.4 For 'Unable to inform' workflow</i>) Priority – High (Healthcare Worker) /Medium (not currently in use) /Low
Check for Symptoms	<ol style="list-style-type: none"> When did you first start feeling unwell? Identify and note date of first symptoms – fever, cough, shortness of breath Are you still experiencing fever, cough, and shortness of breath? Capture date of last symptoms if no longer symptomatic

Step	Script and Guidance
<p>Data Entry</p>	<p>Enter all information provided with regards to symptoms in “notes” under timeline.</p> <ol style="list-style-type: none"> <i>To record any other activity, add the Note and enter free text notes.</i>  <ol style="list-style-type: none"> <i>Click on blue box Add Note to save the note.</i>
<p>Check if Still Self-Isolating</p>	<ol style="list-style-type: none"> <i>Can I ask what information and advice you have been given on how to self-isolate?</i> Refer to Patient Sheet on Self-Isolation at Home. Stress the impact of breaching self-isolation on family members. If self-isolation is breached, family members have to re-start their period of restricted movement / self-quarantine from the day of the breach. Check their understanding. <i>You will need to continue to self-isolate until XX date.</i> <i>If on that day you have been fever free for 5 days, you can cease self-isolation. If not, wait 5 days until you last had fever.</i> Self-isolation can finish when 14 days since symptoms began <u>and</u> 5 days fever free.

Step	Script and Guidance
<p>Inform about Contact Tracing</p>	<p>1. <i>It is really important that we identify the people you have been in close contact with since you felt unwell so that we can contact them and tell them what they need to do to prevent further spread of the virus.</i></p> <ul style="list-style-type: none"> • <i>Close Contacts are anyone you had face to face contact with for <u>longer</u> than 15 minutes in any setting (less than 2 meters or six and half feet contact); or anyone you shared a closed space with for <u>longer</u> than 2 hours (This may include office/ school setting /transport).</i> <p>If asked about casual contacts:</p> <ul style="list-style-type: none"> • <i>We do not need information on your casual contacts but these are anyone you have shared a close space with for <u>less</u> than two hours, anyone you have had face to face contact with for <u>less</u> than 15 minutes in any setting.</i> <p>2. <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.</i></p> <p><i>Have you got a pen to take down the details we will need about each close contact:</i></p> <ul style="list-style-type: none"> • <i>Name</i> • <i>Phone Number</i> • <i>Date of contact</i> • <i>Type of contact (close only)</i> • <i>Any places you have been and don't know the name of the others there</i> • <i>Whether you know if any of your close contacts work in healthcare</i> <p>3. <i>Start your list with those you live with and any visitors you have had in your house since you first felt unwell. Then think about where you have been and anyone else you came into close contact with from the first day you had symptoms.</i></p>
<p>Data Entry</p>	<p>1. Click 'x' to exit</p> <p>2. Click 'Save & Route'</p> <p>NB: Do <u>not</u> click Finish</p>

Call Script for Call 1 - Clinical Case Interview Isolating at Home

Step	Script and Guidance
	 <p>3. Click 'Route' to move to next queue</p> 

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Step	Script and Guidance
Give Health Advice	<i>1. I am going to give you some information and advice. 2. If you start to feel very unwell but it is not an emergency call your regular doctor / GP or HSE live. 3. 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>
Summarise & Finish Call	<i>1. 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. 2. Information can be found on the HSE website. Enter "HSE Self Isolation" in your search engine or visit: https://www2.hse.ie/ 3. Is there anything in particular that you would like me to go back over now?</i>



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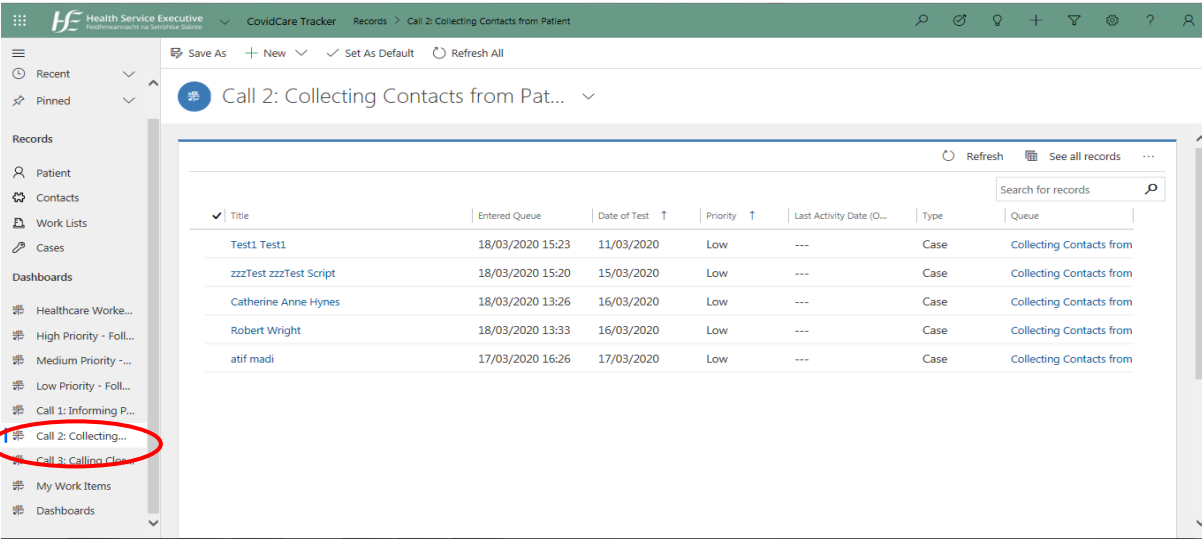
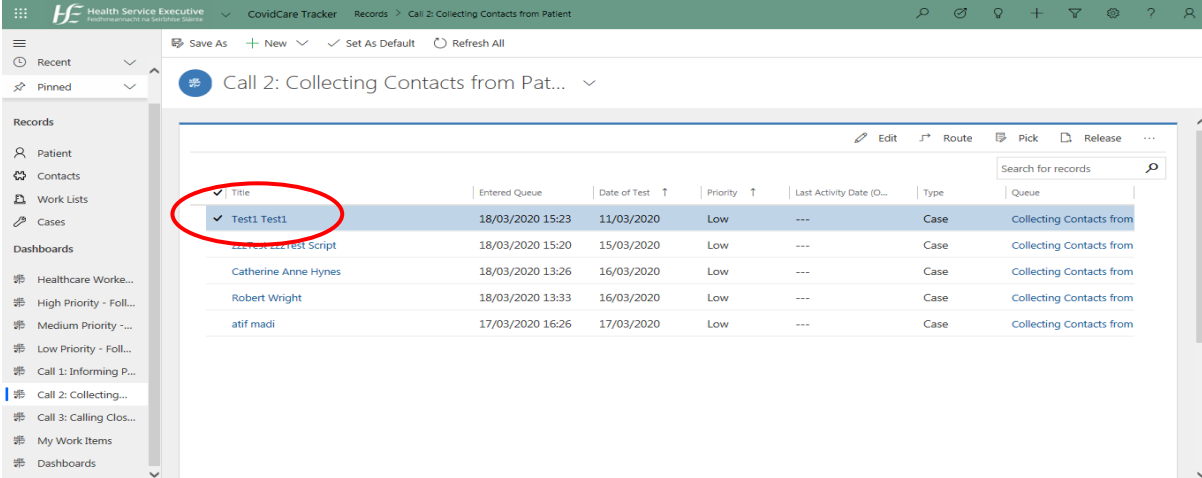
Call script for Call 2 - Contact Identification



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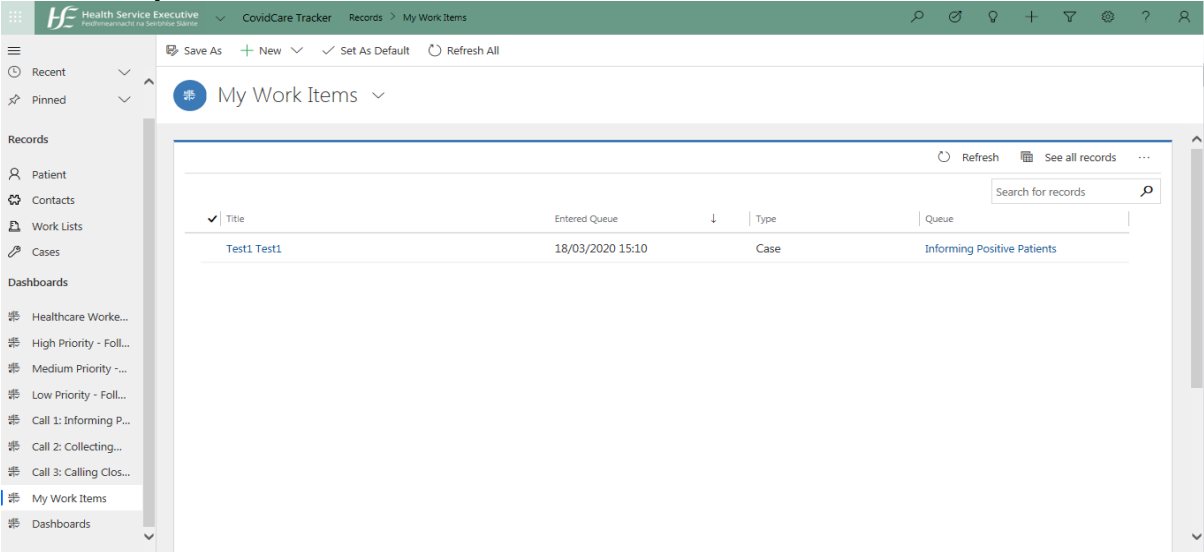


Call Script for Call 2 Contact Identification

Step	Script and Guidance
Log-in into the IT system	<p>The User Guide contains further technical guidance on using the COVID 19 tracker, including details on non-standard calls and data entry.</p> <ol style="list-style-type: none"> 1. Go to Dashboard and select Call 2 Collecting Contacts from Patient 2. Click to the left of the name of the first patient in the queue and a tick should appear 3. Click “pick” to add the case to your work items  

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Call Script for Call 2 Contact Identification

Step	Script and Guidance
	<p>4. Go to “my work items”</p> 
<p>Introduce Yourself & Confirm Identity Details</p>	<ol style="list-style-type: none"> 1. Hello, my name is XXX and I am calling on behalf of Public Health in the HSE. 2. Can I ask who am I speaking to? If someone else answers the phone, please ask to speak to the contact. 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 NO: proceed with the call 3. Can I confirm your date of birth? 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 with 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 4. Is this a good time to speak? Try to encourage the person to proceed with call, and only defer in exceptional circumstances ⇒ If YES: proceed with call

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Call Script for Call 2 Contact Identification

Step	Script and Guidance
	<p>⇒ If NO: A colleague of mine will call you back</p> <p>*NB: Make a judgement on clinical condition of the person; whether the person is well enough and able to speak.</p> <p>If not not well enough, 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 <u>number</u> under “phone” within the patient details section</p>
Purpose of the Call	<ol style="list-style-type: none"> 1 Were you contacted about your Covid19 test result? <p>⇒ If NO: I am going to have a colleague call you back with your result. Enter a note under timeline and refer to the CT Support Lead.</p> <p>⇒ If YES: If they say yes proceed to next question.</p> 2 What was the result? <p>⇒ If they don't know the result or say or that the result was negative say I will have a colleague call you back. Enter a note under timeline and refer to the CT Support Lead.</p> <p>⇒ If they know the result was positive continue with the call</p> 3 I hope you are doing ok? 4 In the previous call you received, my colleague told you that I would be calling you to go through the list of anyone you have been in close contact with since you first felt unwell. 5 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.
Identify Contacts and Risk Assess	<ol style="list-style-type: none"> 1. I would like to go through your list of your close contacts since day/date (the first day you felt unwell) now. <ul style="list-style-type: none"> Close Contacts are anyone you had face to face contact with for longer than 15 minutes in any setting (less than 2 meters or six and half feet contact); or anyone you shared a closed space with for longer than 2 hours (This may include office/ school setting /transport). <p>If asked about casual contacts:</p> <ul style="list-style-type: none"> We do not need information on your casual contacts but these are anyone you have shared a close space with for <u>less</u> than two hours, anyone you have had face to face contact with for <u>less</u> than 15 minutes in any setting. <p>Let's start with those you live with.</p> <p>Fill out the Contact Tracing Form with the following information:</p>

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Step	Script and Guidance			
	<p>(a) <u>Capture Name and Phone Number of Contact:</u></p> <p>For each person 16 years of age or older get contact details for them directly.</p> <p>For persons under 16 ask for contact details of their parent or guardian and enter date of birth or estimated date of birth (Today's Date 2004)</p> <ul style="list-style-type: none">• <i>What is the first person's name on your list?</i>• <i>What is the best phone number to contact the person on?</i> <p>If the person does not know the name or number of the contact but can provide an associated contact that can provide these details. Record details of the associated contact in the last field of known contact. <i>Is there someone else we could contact to get their name and number?</i></p>			
	<p>(b) <u>Confirm Type of Contact:</u></p> <p>Identify whether they are a close contact, exceptional or complex contact</p>			
	Contact Type	Description	Prompt Questions	Additional Information Required
	Close Contact	Face to face contact for longer than 15 minutes in any setting (less than 2 meters or six and half feet contact); or Shared a closed space for longer than 2 hours (This may include office/ school setting /transport).	<i>Have you spent more than 15 minutes in close contact with this person?</i> <i>Have you spent more than 2 hours in a closed space with this person?</i>	
	Exceptional Contact	Healthcare workers	<i>Do you know if they work in healthcare?</i> <i>What is their job title or role?</i>	Record healthcare facility name, line manager name, and phone number in circumstances
Complex Contact	A Group of unidentified people e.g. cinema, flight, train, co-workers in a factory or business, nursing home resident / other social care resident, prison, direct provision centre, ICU admitted cases, refusal to disclose information of contacts.	<i>Could you describe the situation or place you were?</i> <i>Where was it?</i>	Record important contact information to allow public health to trace. You can input this in 'name', 'email' and 'circumstances' fields: <ul style="list-style-type: none">• flight no, destination, date• cinema name and address, movie, time and date• address of factory, name of manager and phone no etc.	

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Step	Script and Guidance
	<p><u>(c) Confirm the Date of Last Contact:</u></p> <p><i>When did you last see them?</i></p> <p>Only record contacts from day 1 of symptoms. If this was before the day of symptom onset they are not a contact.</p> <p><u>(d) Record Setting of Exposure:</u></p> <p><i>Where did you have contact with this person?</i></p> <p>Note the setting under the “circumstances” field.</p> <p>Record name of location if high risk (such as nursing home or hospital) and refer to CT Lead</p> <ul style="list-style-type: none"> • Household • Work • Social • Travel • Healthcare setting <p><u>Prompts to support identification of all close contacts:</u></p> <p>Household</p> <ul style="list-style-type: none"> • <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>Work</p> <ul style="list-style-type: none"> • <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>School or College:</p> <ul style="list-style-type: none"> • <i>Have you attended School /college since *DATE*?</i> • <i>If yes, what is the name of the school of college?</i> • <i>If yes, what class/year/ course are you in?</i> <p>Other Regular Place of Attendance:</p> <ul style="list-style-type: none"> • <i>Is there another place you attend on a regular basis, and been there since *DATE* e.g. a community centre, health facility?</i>



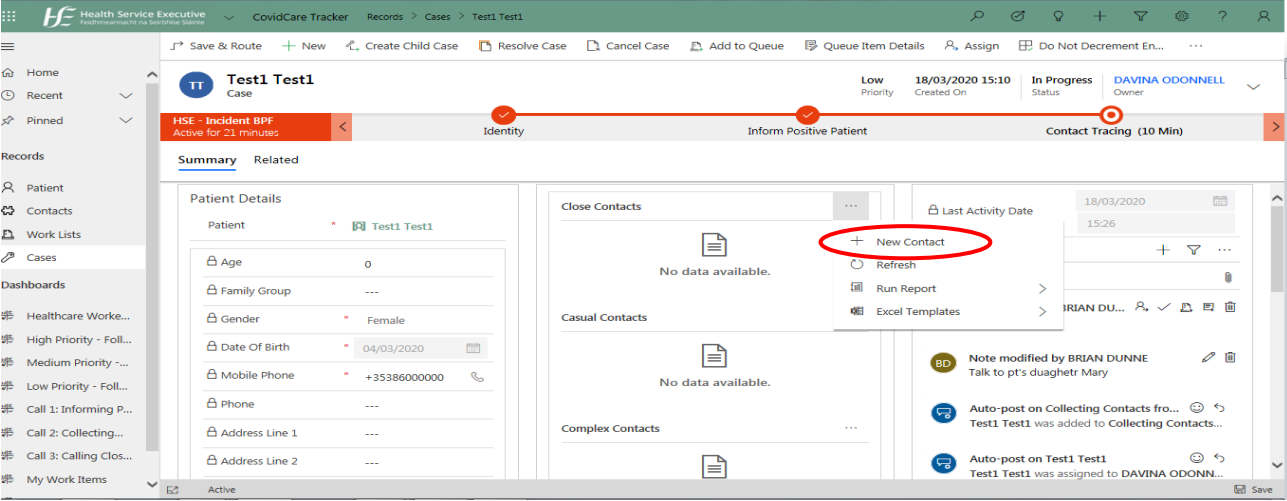
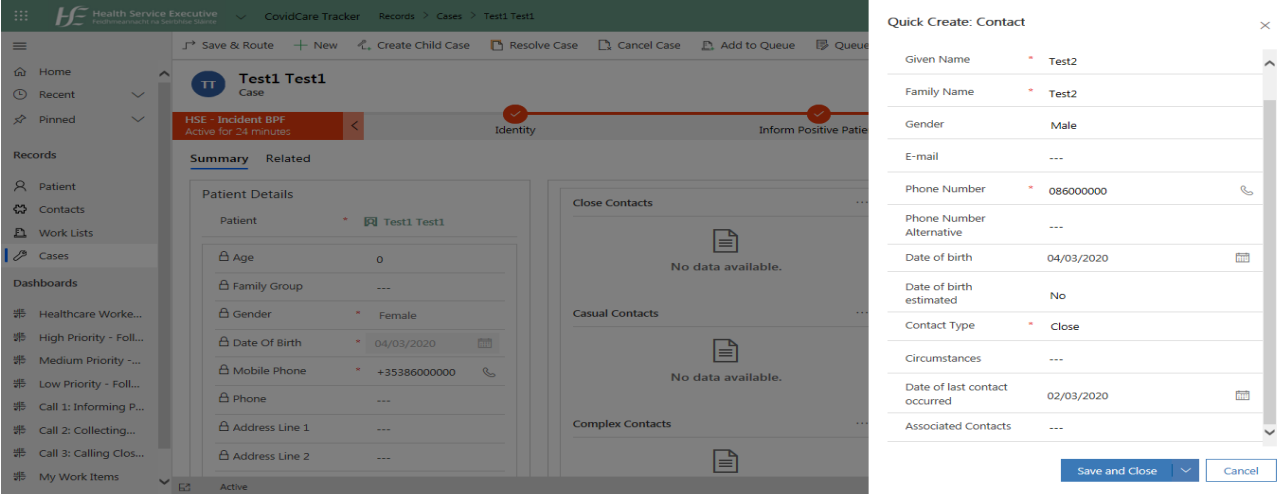
Step	Script and Guidance
<p>Run through days since symptoms to identify additional contacts</p>	<p><i>I would like to talk you through the last X days, so we can talk through where you have been and who you have spent time with to make sure there isn't anyone else we need to contact.</i> <i>The first day you said you had symptoms was *DATE*, can we talk through that day?</i></p> <p>Start with the first day they felt unwell – cough, fever or shortness of breath/difficulty breathing until they entered self-isolation. Please do this piece slowly and methodically</p> <p><u>Prompts to support identification of additional contacts</u></p> <p>Travel</p> <ul style="list-style-type: none"> • <i>When you left the house did you take public transport, drive, walk or cycle?</i> • <i>If public transport – how long is your commute?</i> <p>Work / School / College</p> <ul style="list-style-type: none"> • <i>Did you go to work/school/college?</i> • <i>Who was in your office that day? Who was sitting nearby?</i> • <i>Did you have any face-to-face meetings or seminars? Who else was at each meeting? How long were the meetings? Who did you sit beside?</i> <p>Lunch / Dinner</p> <ul style="list-style-type: none"> • <i>Where did you have coffee/tea, lunch or dinner that day? Who were you with?</i> <p>Sport and Recreation</p> <ul style="list-style-type: none"> • <i>Did you go to the gym, exercise class, go to training or play a match etc. that day? Where was it?</i> • <i>Did you go with or meet anyone there? Have you a trainer, or who is on your team?</i> <p>Shopping</p> <ul style="list-style-type: none"> • <i>Did you go shopping on that day? Where did you go?</i> • <i>How long were you there for?</i> • <i>Did you go with anyone or meet anyone?</i> <p>Leisure / Community Participation</p> <ul style="list-style-type: none"> • <i>Did you visit any church, social clubs, pubs, cafes, libraries, galleries or museums that day? Where did you go?</i> • <i>How long were you there for?</i> • <i>Did you go with anyone or meet anyone?</i> <p>Social Contacts</p> <ul style="list-style-type: none"> • <i>Did you visit or meet any friends, family or neighbour that day? Where did you go?</i> • <i>Who was there?</i> • <i>How long were you there for?</i>

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Call Script for Call 2 Contact Identification

Step	Script and Guidance
Give Health Advice	<p><i>You should continue to follow the advice you have been given to self-isolate yourself at home. It is really important to continue:</i></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><i>If you start to feel very unwell but it is not an emergency call your regular doctor / GP. 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>
Summarise & Finish Call	<p><i>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. Enter “HSE Self Isolation” in your search engine or visit:</i> https://www2.hse.ie/</p> <p><i>Is there anything in particular that you would like me to go back over now?</i></p>

Call Script for Call 2 Contact Identification

Step	Script and Guidance
<p>Quick Create Contact</p>	<ol style="list-style-type: none"> 1 Select the Quick Access Menu  and chose the contact type to add. 2 Select  New Contact  <ol style="list-style-type: none"> 3 Select Quick Create Contact and fill in all the mandatory fields. 

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Call Script for Call 2 Contact Identification

Step	<i>Script and Guidance</i>
IT Guidance	<ol style="list-style-type: none"> 1 Record the Contact's Given Name (Mandatory) 2 Record the Contact's Family Name (Mandatory) 3 Record Gender 4 Record Date of Birth /Date of Birth Estimated 5 Record the Contact Number. (Mandatory) 6 Record Circumstances i.e. Setting of Exposure – Household, Work, Social, Air Travel, Other Travel, Healthcare setting (Mandatory) 7 Record Date of Last Contact 8 Record the Contact Type (Mandatory) from the following: 9 Contact Type: Close, Casual, Exceptional, Complex, Not Relevant. 10 For Exceptional Contacts, record the reason for being exceptional. 11 Record reason for being Exceptional 'Complex Medical. Healthcare Worker Others'. 12 Record other items as appropriate. 13 Select Save and Close.
Unable to inform the patient	<ol style="list-style-type: none"> 1 If you leave a voicemail for the patient, enter Left Voicemail, and record a note on the conversation. 2 If you get through to the patient but they are not able to talk, add the activity Phone Call and optionally record a note on the conversation. 3 To record any other activity, add the activity Note and enter free text notes. 4 Abandon attempt to inform the patient 5 Select Resolve Case. 6 Select the appropriate outcome



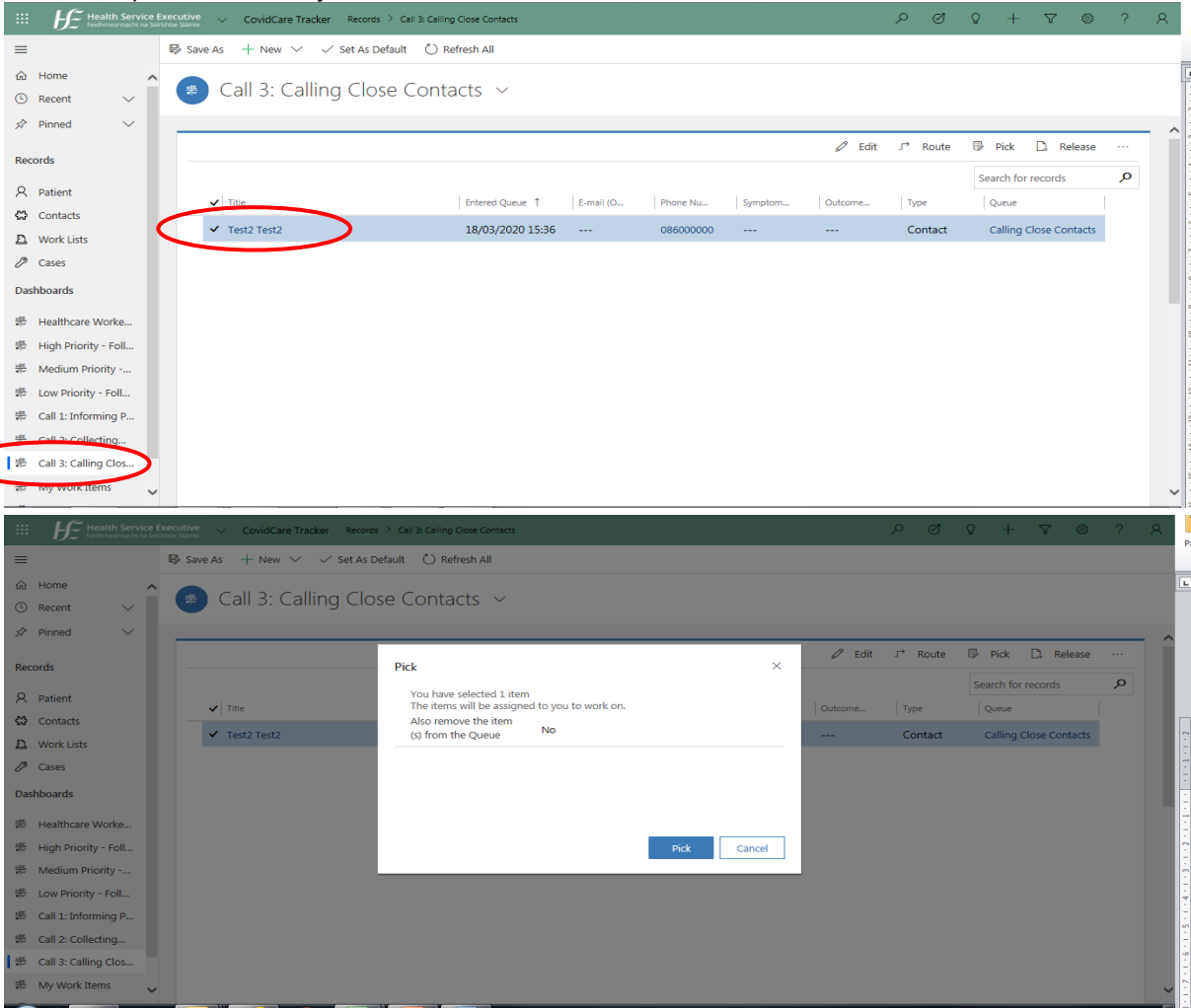
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Call Script for Call 3 Contacting Close Contacts



Call Script for Call 3 Contacting Close Contacts

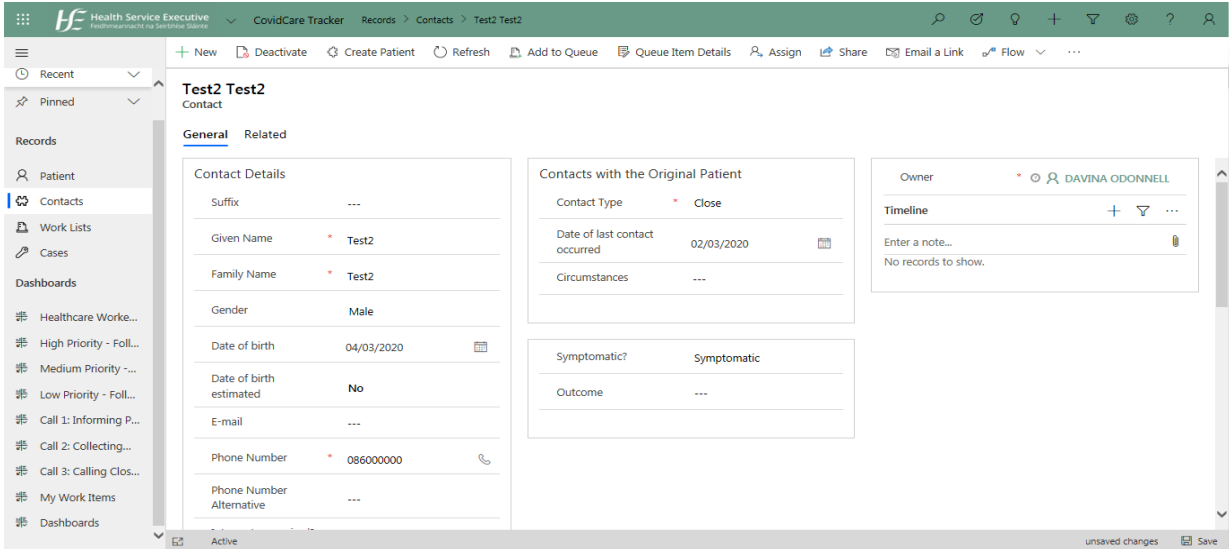
Step	Script and Guidance
<p>Log-in into the IT system</p>	<p>The User Guide contains further technical guidance on using the COVID 19 tracker, including details on non-standard calls and data entry.</p> <ol style="list-style-type: none"> 1. Go to Dashboard and select Call 3: 'Calling Close Contacts' from the taskbar 2. Select the first patient / case in the queue 3. Tick to the left of the patient name 4. Select pick to move to your 'Work Items'  <p>The screenshot shows the Health Service Executive CovidCare Tracker interface. The top navigation bar includes 'Save As', 'New', 'Set As Default', and 'Refresh All'. The left sidebar has a 'Records' section with 'Call 3: Calling Clos...' selected. The main area displays a table with columns: Title, Entered Queue, E-mail (O...), Phone Nu..., Symptom..., Outcome..., Type, and Queue. The first row is 'Test2 Test2' with a checked checkbox. A 'Pick' dialog box is open, asking 'You have selected 1 item. The items will be assigned to you to work on. Also remove the item(s) from the Queue' with 'No' selected. The dialog has 'Pick' and 'Cancel' buttons.</p>

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Call Script for Call 3 Contacting Close Contacts

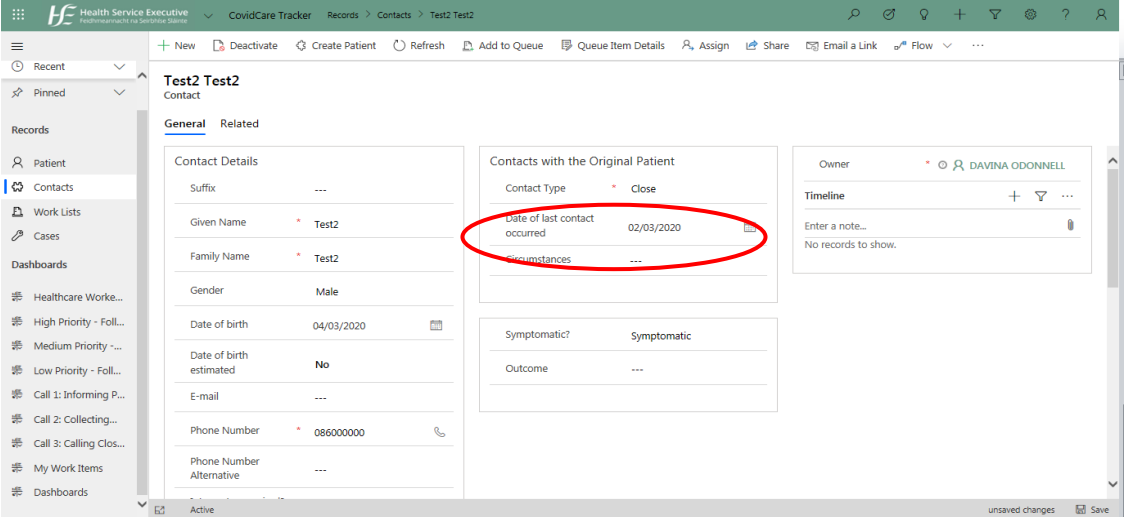
Step	Script and Guidance
Introduce Yourself & Identify Caller	<ol style="list-style-type: none"> 1. Hello, my name is XXX and I am calling on behalf of the HSE. 2. Can I ask who am I speaking to? If someone else answers the phone, please ask to speak to the contact. If the person is not proficient in 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. <ul style="list-style-type: none"> ⇒ 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 NO: proceed with the call 3. Can I confirm your date of birth? This is to verify their identity. <ul style="list-style-type: none"> ⇒ If the person is under 16 (before Today’s date 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 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 4. Is this a good time to speak? Try to encourage the person to proceed with call, and only defer in exceptional circumstances <ul style="list-style-type: none"> ⇒ If YES: proceed with call ⇒ If NO: A colleague of mine will call you back <p>*NB: Make a judgement on clinical condition of the person; whether the person is well enough and able to speak.</p> <ul style="list-style-type: none"> ⇒ If not well enough, 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 ⇒ 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.</p> <ul style="list-style-type: none"> ⇒ 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.

Call Script for Call 3 Contacting Close Contacts

Step	Script and Guidance
Data Entry	<ol style="list-style-type: none"> 1. Confirm name spelling 2. Enter date of birth 3. Check contact is showing as close 
Purpose of the Call	<ol style="list-style-type: none"> 1. <i>I am calling you because you have been identified as having close contact with someone who has tested positive for COVID-19, also known as Coronavirus. You were last in contact with this person on the *DATE*. Pause at this point to allow information to sink in.</i> <p><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></p> <p><i>* If asked about the identity of the patient they had close contact with explain 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></p>

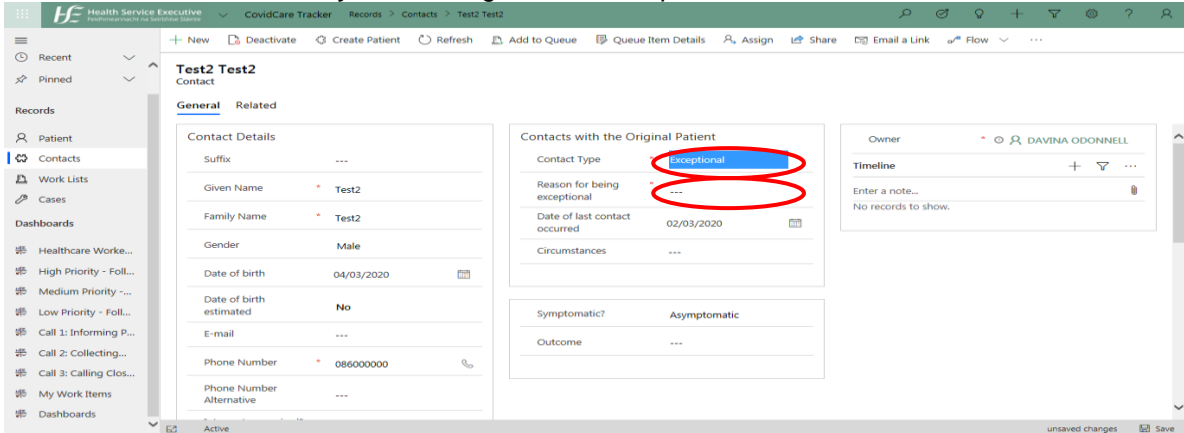
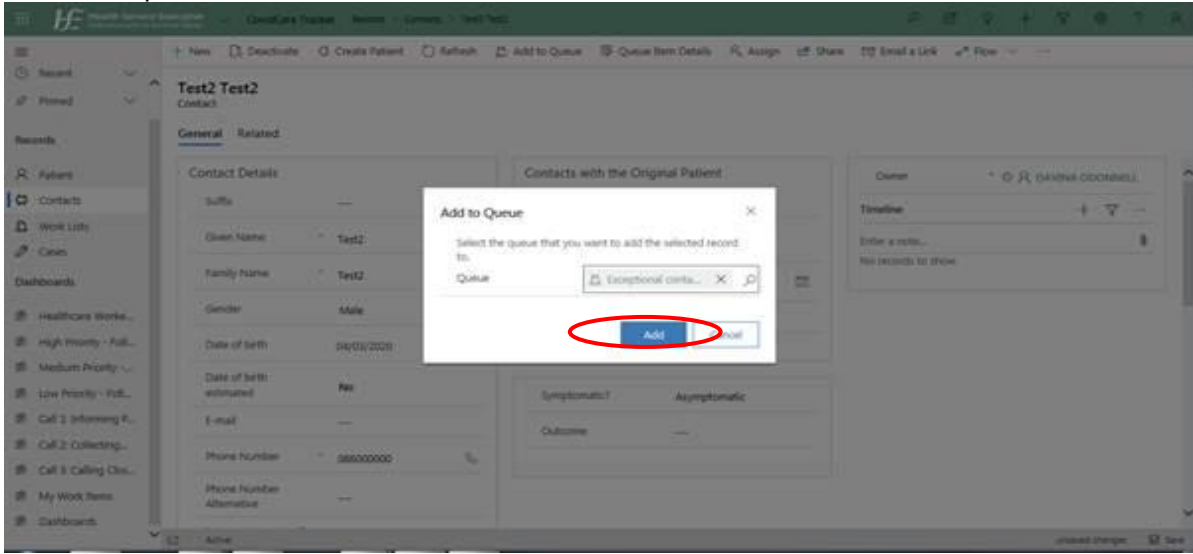
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Call Script for Call 3 Contacting Close Contacts

Step	Script and Guidance
Data Entry	<p>1. Check date of last contact occurred</p> 
Identify Healthcare Workers	<p>Can I ask, do you work in a healthcare setting?</p> <p>⇒ If YES: Please contact your line manager and occupational health department and tell them, you have been identified as a close contact of a confirmed case. I am going to refer to you a colleague of mine, who will call you back for further advice. Continue the call. Record the name of the healthcare facility they work in, the name and contact details of their line manager.</p> <p>⇒ If NO: continue with call.</p>

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Step	Script and Guidance
<p>Data Entry</p>	<ol style="list-style-type: none"> <i>If Contact is a Healthcare Worker change contact type to 'Exceptional'</i> <i>Enter reason for being exceptional, select healthcare worker from dropdown menu.</i> <i>Record healthcare facility, line manager name, and phone number.</i>  <ol style="list-style-type: none"> <i>Add to queue</i> 

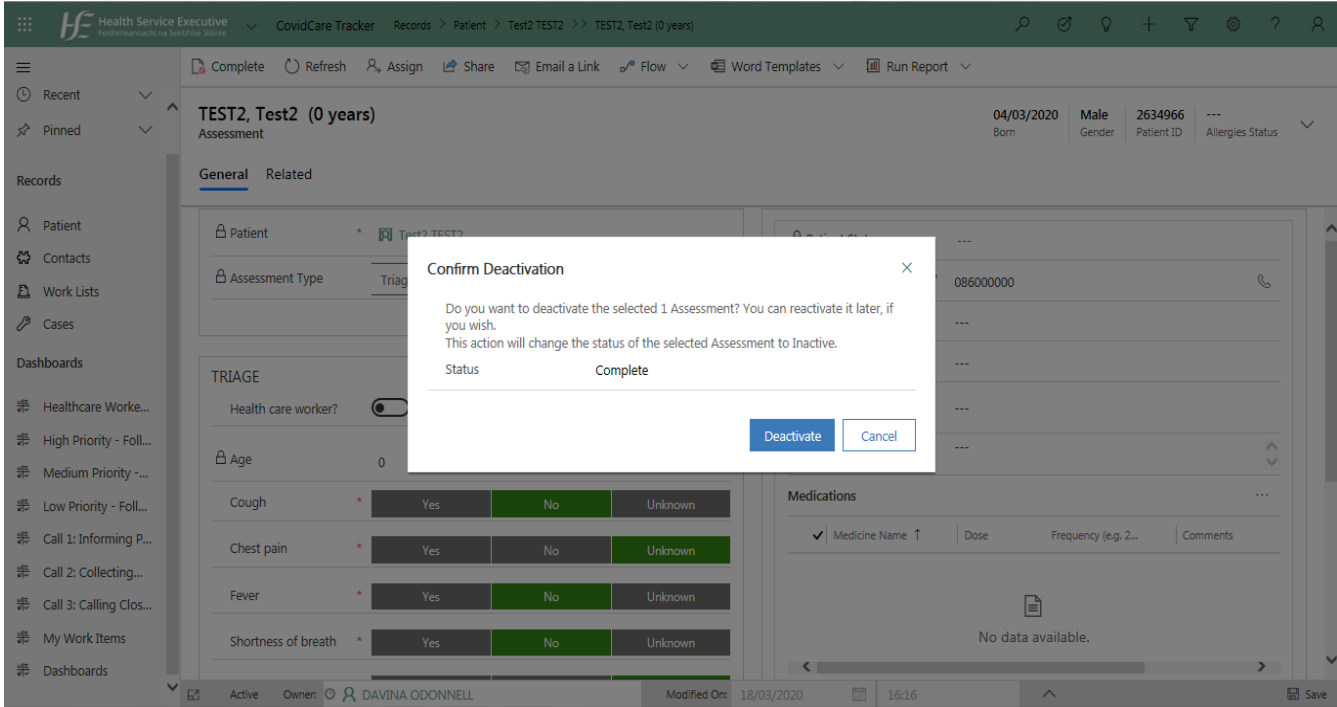
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Call Script for Call 3 Contacting Close Contacts

Step	Script and Guidance
Identify Symptoms	<p><i>Can I check with you if you have any of the following symptoms?</i></p> <ol style="list-style-type: none"> 1. <i>Fever or high temperature</i> (Fever/ High Temperature is above 38 C / 100.4 F) or are feeling feverish or have chills) <ul style="list-style-type: none"> ○ Yes/No 2. <i>A cough</i> <ul style="list-style-type: none"> ○ Yes/No 3. <i>Shortness of breath or difficulty with breathing</i> <ul style="list-style-type: none"> ○ Yes/No <p>⇒ <u>If YES</u> to any of the above 3 symptoms:</p> <p><i>Can you please give me your Eircode? You will be contacted to arrange testing.</i></p> <p><i>For the moment, let's continue with the call.</i></p> <ul style="list-style-type: none"> ○ If person is symptomatic - reports having any of the symptoms, select "Telephone Assessment" <p>⇒ <u>If NO</u>: <i>That's great news.</i></p>

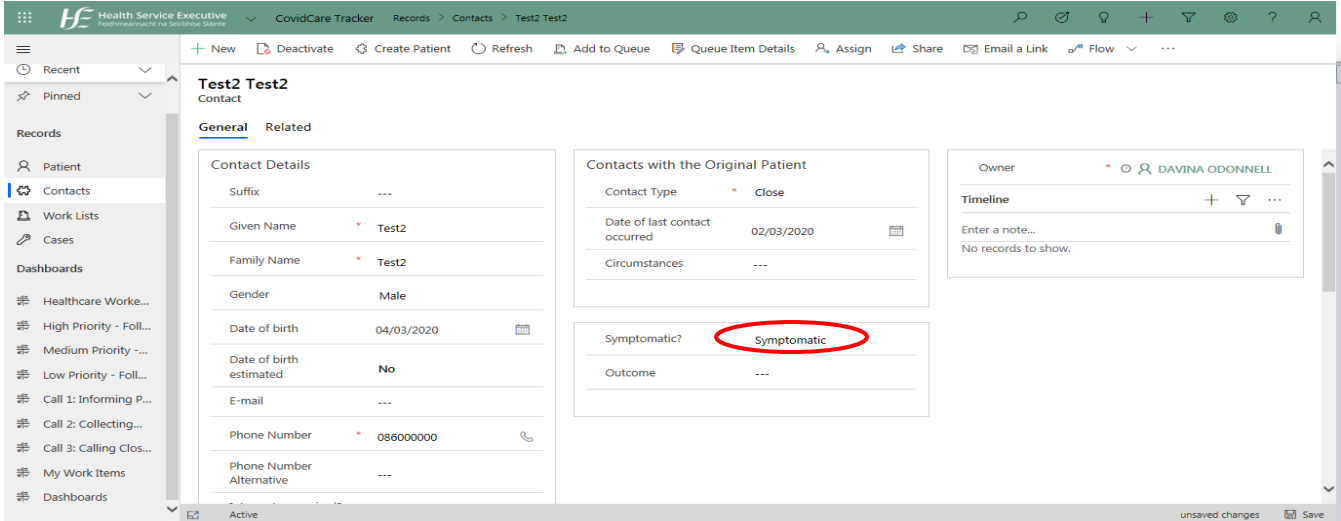
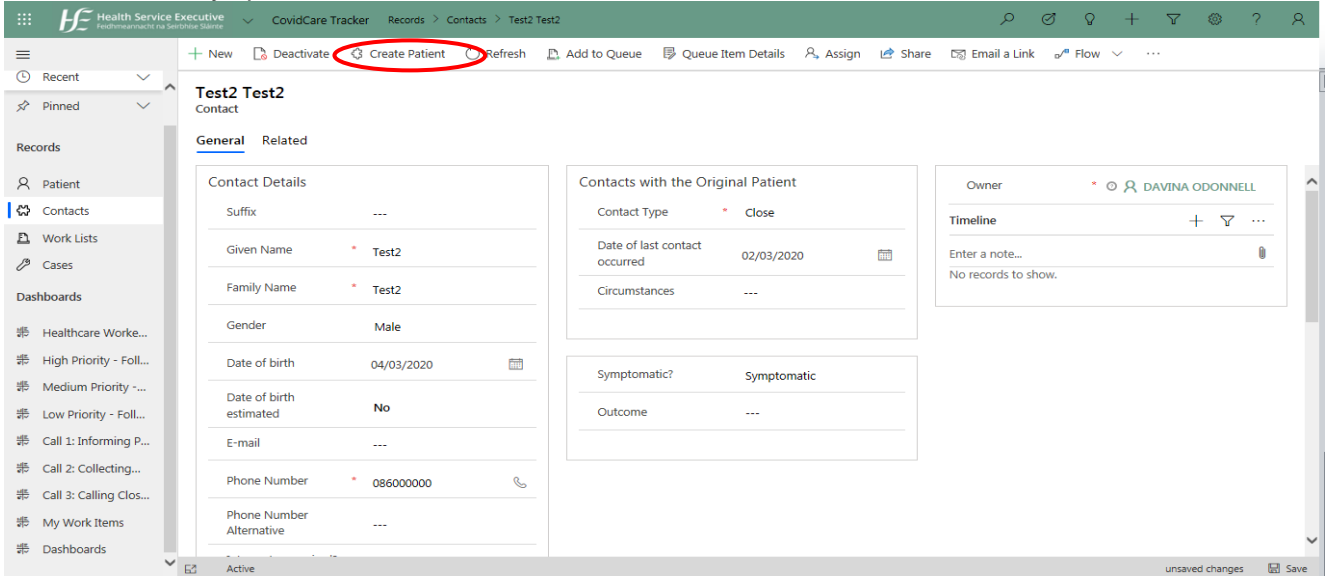
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Step	Script and Guidance
Data Entry	<ol style="list-style-type: none"> 1. If the person confirms s/he does not have symptoms, select "asymptomatic" 2. Select 'Deactivate' and confirm 'Deactivation by clicking 'Deactivate' 

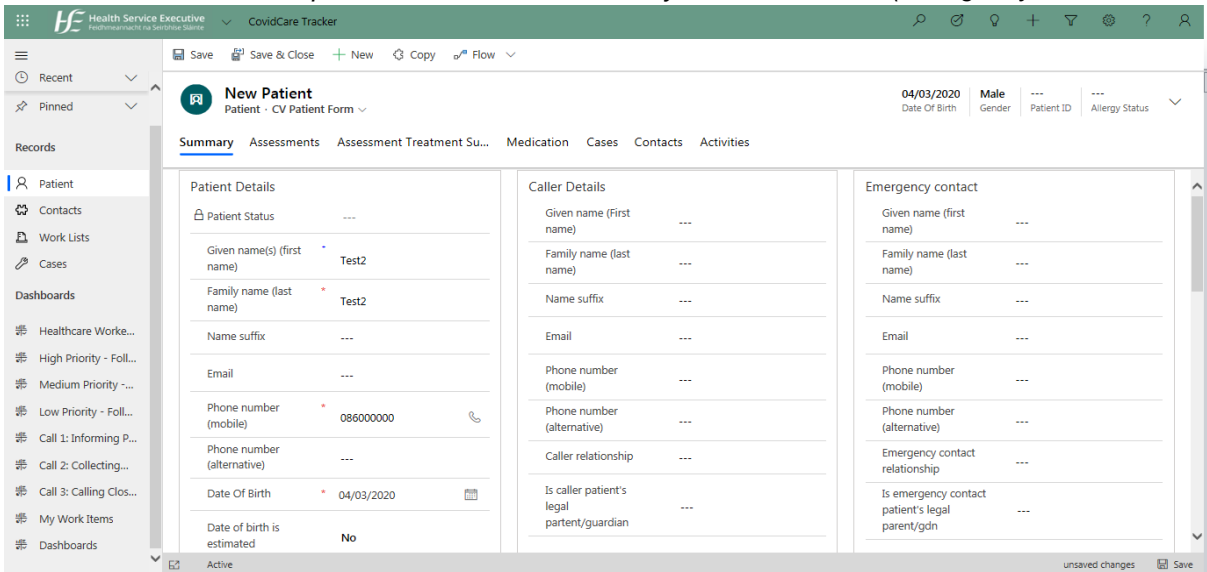
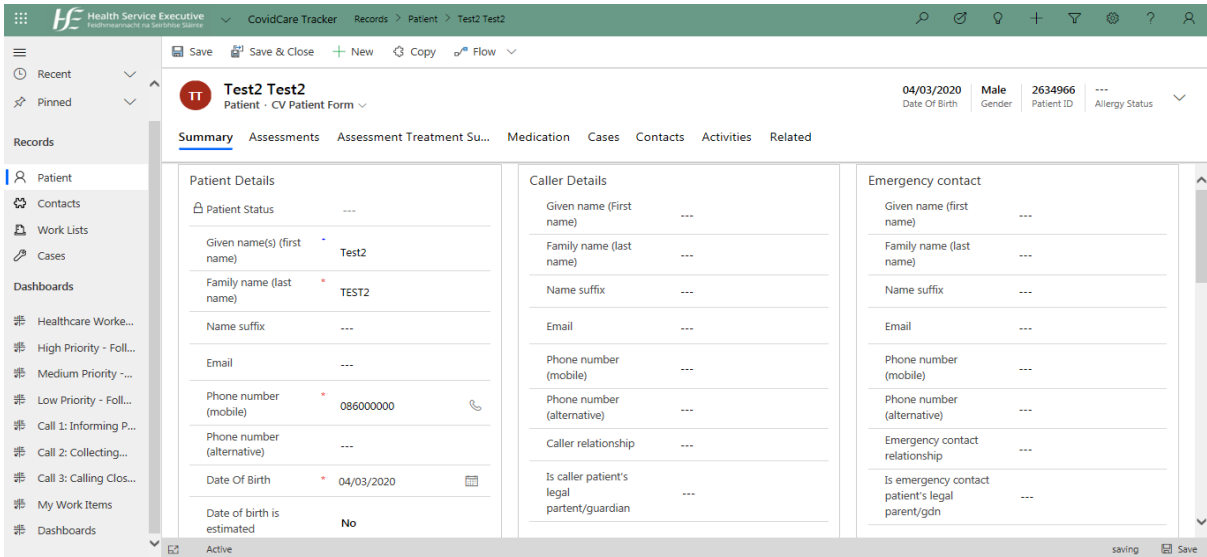
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Step	Script and Guidance
Data Entry	<p>5. If the person confirms s/he has symptoms, select “symptomatic”</p>  <p>6. If contact is Symptomatic- Select ‘Create Patient’</p> 

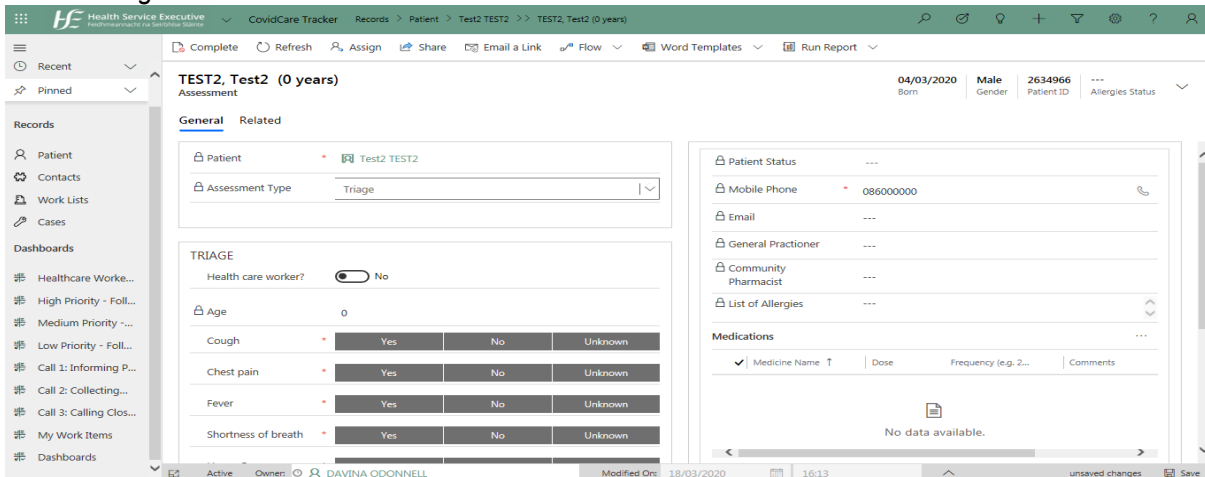
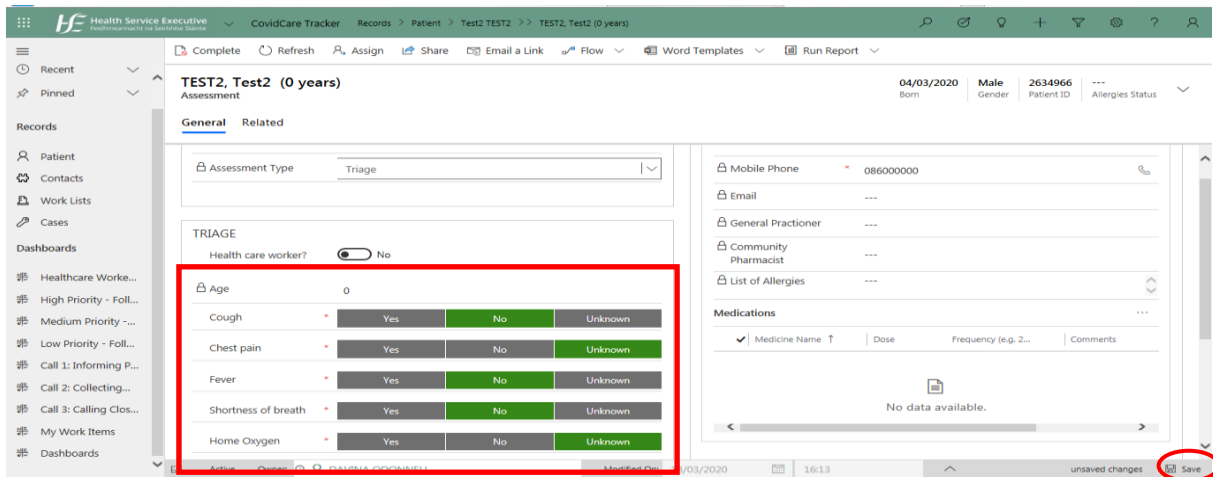
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Step	Script and Guidance
	<p>7. Confirm details of the patient and fill in the necessary additional details (emergency contacts, GP information) and click 'Save'</p>  <p>8. Click on 'Assessments'</p> 

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Call Script for Call 3 Contacting Close Contacts

Step	Script and Guidance
9. Click on 'New Assessment' 10. Select 'Triage'	
11. Fill in relevant details:	<ul style="list-style-type: none"> ○ Chest Pain = Unknown ○ Home Oxygen = Unknown ○ Type in: Close contact of confirmed case' ○ Escalated to National Ambulance Service = No
12. Click 'Save' in bottom right hand corner	

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Call Script for Call 3 Contacting Close Contacts

Step	Script and Guidance
	<p>13. Click 'Complete' in upper left corner</p> <p>14. Status = 'Complete'</p> <p>15. Click Deactivate'</p>
<p>Give Health Advice</p>	<p><i>I am going to give you some information and advice which is available on the HSE website.</i></p> <p><i>(a) If the person <u>has</u> symptoms:</i></p> <p>⇒ Refer to Patient Sheet on Self-Isolation at Home. Stress the impact of breaching self-isolation on family members. If self-isolation is breached, family members have to re-start their period of restricted movement / self-quarantine from the day of the breach. Check their understanding.</p> <p><i>(b) If they <u>do not have</u> any symptoms:</i></p> <p>⇒ Give following advice on restricting movements/ quarantining:</p> <ol style="list-style-type: none"> 1. <i>Because you have had close contact with a person who has COVID 19. We need you to restrict your movements also known as self-quarantine at home for 14 days since the last date of contact with the person who has COVID-19 which was on *DATE*. Restricted movements / self-quarantine will end on *DATE*.</i> 2. <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> 3. <i>Restricted movements / 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> 4. <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> 5. <i>If you develop any of the above three symptoms, <u>please isolate yourself on your own in a room at home, and phone GP or HSE Live. 1850 24 1850</u></i> 6. <i>I want to give you some tips that will really help to prevent the spread of the virus.</i> <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>

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Step	Script and Guidance
Summarise & Finish Call	<p><i>Thank you so much for taking the time to talk to me.</i></p> <p><i>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> <p><i>All the information that I have given you is available on the HSE website. Enter “HSE Self Quarantine” in your search engine or visit: https://www2.hse.ie/</i></p> <p><i>Is there anything in particular that you would like me to go back over now?</i></p>

Contact Tracing Capture Form

v1.0

Page of

	Contact 1	Contact 2	Contact 3	Contact 4
Given Name*				
Family Name*				
Gender				
E-mail				
Phone Number*				
Phone Number Alternative				
Date of birth				
Date of birth estimated (Y/N)				
Contact Type*	<input type="checkbox"/> Close	<input type="checkbox"/> Close	<input type="checkbox"/> Close	<input type="checkbox"/> Close
	<input type="checkbox"/> Casual	<input type="checkbox"/> Casual	<input type="checkbox"/> Casual	<input type="checkbox"/> Casual
	<input type="checkbox"/> Exceptional	<input type="checkbox"/> Exceptional	<input type="checkbox"/> Exceptional	<input type="checkbox"/> Exceptional
	<input type="checkbox"/> Complex	<input type="checkbox"/> Complex	<input type="checkbox"/> Complex	<input type="checkbox"/> Complex
Circumstances				
Date of last contact occurred				
Associated Contacts				

* Required

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