**Guide for Contacting Close Contacts (Call 3)**

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| **Step** | ***Script*** | ***Guidance*** |
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| **Introduce Yourself** | 1. *Hello, my name is X and I am calling on behalf of the HSE , I am a Cadet with the Irish Army, who am I speaking to ?* | If they are not proficient in English – ask is there is someone who they would like included in the conversation.  If the contact does not answer the phone, please ask to speak to the contact. |
| **Purpose of the Call** | 1. *“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 \_\_\_\_\_\_\_\_\_\_\_” in Household/Workplace/Healthcare/Transport Air/Transport Taxi/ Social setting (as recorded on form)*   *Pause…..*   1. *Please don’t be alarmed, this is a standard call that we make to those in close contact with a person who has COVID-19. This call should only take a short time.* 2. *Is this a good time to speak?*   a. if the person says yes, proceed with call.  b. if the person says no ‘*a colleague of mine will call you back within a few hours.*   1. *“Can I ask you what your date of birth is?” \_\_\_\_\_\_\_\_\_\_\_\_\_\_* 2. Can I ask for you for an email address? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | 1. Confidentiality: I cannot tell you who the person who has COVID 19 is but any questions you may have do not impact on the information I am giving you. 2. Verify with contact exposure date 3. Good time to speak: Try to encourage the person to proceed with call only defer in exceptional circumstances. 4. Ask for a date of birth to verify the identity of the person. If the person is under 18 (before 13/03/2001) ask to speak with a parent/legal guardian. If they are not with their guardian, stress the importance of getting their parent’s/ guardian’s phone number and the name. 5. If no email, take home address. |
| **Identifying Healthcare Workers** | 1. *Can I ask do you work in a healthcare setting?* | 1. If yes, refer to the healthcare professional .   *“Don’t be alarmed I will refer you to a colleague of mine for further advice”*.  b. If no, continue with call. |
| **Identify Symptoms** | 1. *Can I check with you if you have any of the following symptoms?*  * fever / high temperature * a cough, or * shortness of breath/difficulty with breathing   a. If YES  - Can you please give me your home address and Eircode  - *Can you please stay on the line and I will transfer this call to my colleague who will ask you further questions?*   1. If NO, *That’s great news*. | 1. Fever/ High Temperature is above 38 C / 100.4 F).   If person reports having any of the symptoms including feeling hot refer to a healthcare professional. . |
| **Give Health Advice** | 1. *I am going to give you some information and advice which we will email to you after this conversation.* 2. *Because you have had close contact with a person who has COVID 19. We need you to quarantine yourself at home for 14 days since the last date of contact with the person who has COVID-19 which was on \_\_\_\_\_\_\_\_\_\_\_\_\_. Quarantine will end on\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*   *Because you are a close contact this advice is for you and not for other people that you are in contact with.*     1. *Quarantine means you should limit your social interactions outside the home.*  * *You should not go to work* * *You should not travel on public transport* * *You should not visit other people’s home or have visitors to your home.* * *You can continue normal interaction with family or others that you live with.* * *Other people in your house do not need to restrict their activities.* * *You can still go out for walks/runs/or cycles on your own as long as you keep a distance from people.*  1. *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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_for any of these symptoms:*  * *Fever* * *Cough* * *Shortness of Breath*  1. *If you develop any of the above three symptoms,* ***please isolate yourself on your own in a room at home, and phone HSE Live.*** 2. *I want to give you some tips that will really help to prevent the spread of the virus.*  * *Regular hand washing is very important* * *Try to avoid touching your mouth, nose and eyes.* * *Cover your mouth and nose with a clean tissue when coughing and sneezing or cough into the bend of your elbow.* * *Dispose of used tissues in a bin with a lid on it and wash your hands afterwards.* | 1. HSE Live 1850 241850 |
| **Advise on what happens next** | *1. Thank you so much for taking the time to talk to me.*  *2. You will receive a daily 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.*   1. *All the information that I have given you is available on the HSE website.* 2. *Is there anything in particular that you would like me to go back over now?* 3. *If you start to feel very unwell but it is not an emergency call your GP.* 4. *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.* |  |