

1 Health and Human Services
2 Centers for Disease Control and Prevention

3
1 Intro

2 Hello. Welcome to the Ebola CARE hotline. Press 1 or stay on the line for English.
3 Appuyez sur 2 pour le français.

4
5 This phone line will help you make sure that you and your loved ones are healthy and
6 safe after your recent travel from a country with an Ebola outbreak. We'll ask you some
7 questions and help connect you with a doctor if needed.

8
9 Begin ID

10 To begin, we will need the ID number from the back of your CARE card. The CARE
11 card was given to you at the airport with your CARE kit.

12
13 No card

14 If you do not have a CARE card, press 3 now.

15
16 No card connect

17 I'm going to connect you with someone at the Centers for Disease Control and
18 Prevention to help you. Please hold.

19
20 Enter ID

21 Please enter the ID number from your CARE card.

22
23 You entered

24 You entered

25
26 Correct ID

27 Is this correct? Press 1 for yes. Press 3 for no.

28
29 Re-enter ID

4 Public reporting burden of this collection of information is estimated to average 4 minutes per response, including the time for
5 reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing
6 the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of
7 information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other
8 aspect of this collection of information, including suggestions for reducing this burden to CDC/ATSDR Information Collection Review
9 Office, 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; ATTN: PRA (0920-xxxx).

10

30 Please re-enter the ID number from your CARE card.

31

32 No recognize ID

33 I'm sorry. I'm don't recognize that number. I'm going to connect you with someone who
34 can help. Please hold.

35

36 Now registered

37 Thank you. You're now registered in our system. Next, please answer some questions
38 about how you're feeling today.

39

40 Intro 2

41 Thanks for calling the Ebola CARE hotline.

42

43 Call back

44 Hi. This is the Ebola CARE Hotline. We're calling back to see how you're feeling.

45

46 Take temp Q

47 Did you take your temperature today?

48

49 Take Temp YN

50 If you took your temperature, press 1. If you did not take your temperature, press 3.

51

52 Take Temp Q and YN

53 Did you take your temperature today? If you took your temperature, press 1. If you did
54 not take your temperature, press 3.

55

56 Fever Q

57 Was your temperature 100.4 degrees Fahrenheit or 38 degrees Celsius or higher?

58

59 Fever YN

11

60 Press 1 for yes. Press 3 for no.

61 Fever Q and YN

62 Press 1 if your temperature was at or above 100.4 degrees Fahrenheit or 38 degrees

63 Celsius. Press 3 if it was lower.

64

65 Lost Therm

66 If you've lost your thermometer and are unable to take your temperature, please press 1.

67 We'll connect you with someone at the Centers for Disease Control and Prevention. If

68 you can't take your temperature for a while and want to call back later, press 3.

69

70 Call back 15

71 If you have your thermometer, please take your temperature now. We'll call you back in

72 15 minutes.

73

74 Therm close loop

75 Please find your thermometer and take your temperature at a convenient time. It may help

76 to take your temperature everyday before lunch and then again before dinner, as part of

77 your daily routine. We won't call you back again, but please take your temperature and

78 call this number as soon as you can. Doing so will help to make sure that you and your

79 loved ones stay safe and healthy.

80

81 Fever Confirm

82 You have indicated that you have a fever.

83

84 Connect with CDC

85 I will now connect you with someone at the Centers for Disease Control and Prevention.

86 If necessary, that person will help you connect with the health department in your area to

87 arrange a visit with a doctor. Please hold.

88

89

12

90 Symptoms Q

91 Next, do you have other symptoms like severe headache, muscle pain, weakness,
92 diarrhea, vomiting, stomach pain, or unexplained bleeding or bruising?

93

94 Symptoms YN

95 Press 1 for yes. Press 3 for no.

96

97 Symptoms Q and YN

98 Next, do you have other symptoms like severe headache, muscle pain, weakness,
99 diarrhea, vomiting, stomach pain, or unexplained bleeding or bruising? Press 1 for yes.

100 Press 3 for no.

101

102 Symptoms confirm

103 You have indicated that you have symptoms.

104

105 Connect with CDC 2

106 I will now connect you with someone at the Centers for Disease Control and Prevention.
107 If necessary, that person will help you connect with the health department in your area to
108 arrange a visit with a doctor. Please hold.

109

110 Continue to monitor

111 Thank you. Please continue to monitor your symptoms and take your temperature two
112 times a day. Call this number each day to check in. Protect yourself and your family.

113 Report Ebola symptoms right away.

114

115

13

116 Health questions

117 If you have questions about your health or if you'd like to talk more about your
118 symptoms, please press 3 to be connected with someone at the Centers for Disease
119 Control and Prevention.

120

121 General info questions

122 If you have general questions about Ebola, please press 1 to be connected to a CDC-
123 INFO representative. Otherwise, please hang up to end the call.