

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

3
1 Intro

2 Hello. Welcome to the CARE hotline. For English Press 1 or stay on the line. Pour le
3 français appuyez sur 2.

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. Do you have your CARE card?
12 Press 1 for yes, Press 3 for no.

13
14
15 No card connect

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

18
19 Enter ID

20 Great! Your CARE ID number is on the back of your CARE card. Please enter your
21 CARE ID number now.

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 (0920-0821).

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 CARE hotline.

42

43

44

45 Take Temp Q and YN

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

48

49 Fever Q and YN

50 Press 1 if your temperature was at or above 100.4 degrees Fahrenheit or 38 degrees
51 Celsius. Press 3 if it was lower.

52

53 Lost Therm

54 If you've lost your thermometer and are unable to take your temperature, please press 1.
55 We'll connect you with someone at the Centers for Disease Control and Prevention. If
56 you can't take your temperature for a while and want to call back later, press 3.

57

58

59 Therm close loop

11

60 Please find your thermometer and take your temperature at a convenient time. It may help
61 to take your temperature everyday before lunch and then again before dinner, as part of
62 your daily routine. We won't call you back again, but please take your temperature and
63 call this number as soon as you can. Doing so will help to make sure that you and your
64 loved ones stay safe and healthy.

65

66 Fever Confirm

67 You have indicated that you have a fever.

68

69 Connect with CDC

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

73

74

12

75

76 Symptoms Q and YN

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

79 Press 3 for no.

80

81 Symptoms confirm

82 You have indicated that you have symptoms.

83

84 Connect with CDC 2

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 Health questions

90 If you have questions about possible symptoms or if you'd like to talk more about your
91 health, please press 1 to be connected with someone at the Centers for Disease Control
92 and Prevention. If not, press 3.

93

94 No card connect

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

97

98 Continue to monitor

99 Thank you. Please continue to monitor your symptoms and take your temperature two
100 times a day. Call this number each day to check in. Protect yourself and your family.
101 Report Ebola symptoms right away.

102

103

13

104 .

105

106 General info questions

107 If you have general questions about Ebola, please press 1 to be connected to a CDC-

108 INFO representative. Otherwise, please hang up to end the call.