

Script for DGMQ Hot Line — Introduction, Flight and Seat Confirmation
Ebola Air Contact Investigation

INSERT FLIGHT INFORMATION AND DATE

Hello my name is _____. Thank you for calling the CDC Global Migration Task Force Hotline.

CDC and the **INSERT NAME OF STATE HEALTH DEPARTMENT** have confirmed a diagnosis of Ebola in a person who traveled on a commercial airline from **INSERT LOCATION** to **INSERT LOCATION** on **INSERT DATE**. The patient was admitted to a hospital in **INSERT LOCATION** on **INSERT DATE**. Blood samples submitted to CDC tested positive for Ebola. While it appears that the person was not symptomatic while on the flight, CDC along with state health departments, are working to follow-up with all passengers on this flight.

First, can I get your name? First Name: _____

Last Name: _____

Can I also get a phone number in case we get disconnected?

Phone number: (_____) _____ - _____ (Circle one: Cell Home Other)

Did you fly on **INSERT AIRLINE NAME AND FLIGHT #** on **INSERT DATE** from **INSERT LOCATION**, to **INSERT LOCATION**?

Yes

No

Unsure

If **NO**, stop here and say the following:

It appears that you were not on the flight of interest. Thank you for your time. Do you have any questions at this time? [if so, answer questions using the Ebola Q&A document or connect them with Epi/Surveillance Team. if not say: If you have additional questions about Ebola, you can call 1-800-CDC-INFO or send an email through www.cdc.gov.]

If the caller is **UNSURE**, suggest checking e-mail confirmation, airline website, boarding documents, asking travel companion, to determine whether on flight. The flight time was **INSERT FLIGHT DEPARTURE AND ARRIVAL TIMES**.

If **YES**, continue:

It appears that you were on the flight of interest. Can I get some additional contact information from you?

E-mail address: _____

Home address (or address for next 21 days if nonresident/traveling): _____

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City _____ State _____ Zip _____

If non-US resident, country of residence: _____

Alternate phone number: (____) _____ - _____ (Circle one: Cell Home Other)

Can you tell me where you were seated on the plane? Seat Number: _____

We are giving your information to your state health department and they will be following up with you. We will ensure that this is done.