Intro

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

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

Begin ID

To begin, we will need the ID number from the back of your CARE card. The CARE card was given to you at the airport with your CARE kit. Do you have your CARE card? Press 1 for yes, Press 3 for no.

No card connect

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

Enter ID

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

You entered

You entered

Correct ID

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

Re-enter ID

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

No recognize ID

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

Now registered

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

Intro 2

Thanks for calling the CARE hotline.

Take Temp Q and YN

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

Fever Q and YN

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

Lost Therm

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

Therm close loop

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

Fever Confirm

You have indicated that you have a fever.

Connect with CDC

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

Symptoms Q and YN

Next, do you have other symptoms like severe headache, muscle pain, weakness, diarrhea, vomiting, stomach pain, or unexplained bleeding or bruising? Press 1 for yes. Press 3 for no.

Symptoms confirm

You have indicated that you have symptoms.

Connect with CDC 2

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

Health questions

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

No card connect

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

Continue to monitor

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

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General info questions

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