

Guided Script - Positive Outreach

Script Usage:

The *Positive Outreach* script is used by a NASA Contact Tracer when performing outreach to a confirmed or presumed positive COVID-19 NASA civil servant or NASA contractor.

Script Goals:

The high-level goals of the *Positive Outreach* script are:

- Provide tips to the contact tracer before making the call
- Call introduction and confirm the caller identity
- Provide a basic COVID-19 overview
- Reinforce need to speak with a medical professional
- Confirm and collect caller details
- Basic symptom check (onset date)
- Contact Tracing overview
- Identify potentially exposed contacts and on-site locations
- Call closure

Script Key:

- Text is text that appears in the Guided Script screen in Black font color
- **Text** is text that appears in the Guided Script screen in Red font color (not to be read to caller)
- **Text** represents a data field that is captured during the Guided Script
- **<Text>** represents a field value that is dynamically populated into the script
- **Text** represents back-end flow logic that may take user to a new dynamic script section

Change Log:

Date	Logged By	Section	Change Description
6/15/20	Dylan Volk	N/A	Change log added
6/15/20	Dylan Volk	Confirm Employee/Contractor Details	Employee/Contractor field updated to be 'Employment Type'
6/15/20	Dylan Volk	Symptom Check	Test Taken is confirmed to be captured on this step
6/15/20	Dylan Volk	Next Best Time to Call	Updated section header to be title case
6/16/20	Dylan Volk	Confirm Employee/Contractor Details	Update field name to NASA Location
6/16/20	Dylan Volk	Identify Potentially Exposed Contacts and Locations	Added helper text for the 'Do you have another contact' checkbox
6/17/20	Dylan Volk	Call Closure	Added helper text to first paragraph
6/17/20	Dylan Volk	Contact Tracing Overview	Added backend flow screen logic clarification
6/19/20	Dylan Volk	Introduction and Confirming Caller Identity	Fixed spelling error 'infected'

Pre-call: Tips to the Contact Tracer

- It may be helpful to use a calendar or specific dates (holidays, weekends, etc.) to help patients recall activities.
- You will not be giving clinical advice, but you will be asking about basic symptoms.
- If you feel nervous at any point you should refer them to their provider. If they do not have a provider, you should suggest to them options including the provider who ordered their test; the nearest community health center; an urgent care; and you can also contact your supervisor.
- Fear can slow down someone's ability to recall contacts. Providing reassurance and gentle prompts may help put the patient at ease. It is ok to redirect to a different part of the script and come back to items if they are stuck.
- Their name and private information will only be used to establish possible exposure contacts and will not be shared with anyone outside of the clinic.
- Remember to be compassionate and empathetic. These are individuals who have learned just recently (or while on this call) that they were diagnosed with this virus. They may feel scared about this or about the possibility of having exposed others to the virus.
- This is not a replacement for any contact tracing the local public health department may want to perform, it is only for the health and safety of the staff at NASA.

Introduction and Confirming Caller Identity

Hello, my name is <User_FirstName_LastName> and I am calling from the _____ Center Clinic regarding COVID-19 and assisting as a contract tracer for NASA and would like to speak with you regarding your recent work activities.

Can I confirm I am speaking with <Contact_FirstName_LastName>?

If no, ask to speak to that person.

If yes, ask them to confirm they have indeed recently been told they were positive for COVID-19 virus.

Thank you for confirming this information.

We have recently learned that you have tested positive for COVID-19. We are calling to determine if you were on Center during any period when you may have been infected and may have exposed other employees.

*Do you have time to speak with me now?

If yes, go to Section 'Coronavirus Information'

If No, go to Section 'Next Best Time to Call'

Next Best Time to Call

When is a better time to call?

* Callback Time

Coronavirus Information

COVID-19 is a new virus and is in almost all countries in the world. It can cause many types of symptoms but mostly affects the respiratory system, causing fever and cough. It spreads from an infected person from when they cough, breathe, sneeze, or touch a surface that other people then touch. COVID-19 is extremely contagious, and it spreads very easily through contact. Luckily, most

cases are mild or moderate and most people do not need to be hospitalized. Some cases can get more serious and cause pneumonia and breathing difficulties. This call is not intended to replace the interaction with your private healthcare provider. If you need additional information, please speak with your clinician.

Have you already spoken with a doctor or a nurse about your test results?

If yes, go to Section 'Call Objectives'

If no, go to Section 'Instruct to Call Medical Provider'

Instruct to Call Medical Provider

Only if answered 'no' to "Have you already spoken with your doctor or nurse"

To assess your symptoms and risks you should speak with a clinician. It is important that you contact your health provider.

Call Objectives

NASA is working to slow the spread of COVID-19 in the workplace. To do this, we need to talk about two important items with you.

First, we need to contact the NASA employees and contractors you have been in contact with and let them know there may be actions they should take. Your name will not be disclosed to the contacts we contact.

Second, it is critical that you self-isolate immediately so that nobody else becomes infected. Self-isolation means not coming to work and isolating yourself for at least 14 days.

Confirm Employee/Contractor Details

Before we start, let us make sure we have your correct contact information, and we need a few more details.

Preferred Phone

Preferred Email

NASA Location (*Contact*)

Employment Type

Supervisor Name

Symptom Check

Have you had any of the following symptoms? Such as:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches

- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

If no, mark 'Still have symptoms' as no and proceed to next section.

When was the first day you felt any symptoms at all? Even if they were minimal, we want to be sure to capture the first day you felt symptoms.

Do you still have symptoms?

If no, indicate the date the symptoms resolved.

***Still have symptoms?**

Symptom Onset Date

Symptom Resolution Date

Test Taken Date

Contact Tracing Overview

One of the most important things that we can do as a NASA community to slow the pandemic is contact tracing. We need your help to do this. We are talking to everyone who is diagnosed, such as yourself. We need to notify individuals you came into close contact with while you were contagious and urge them to self-isolate and be hypervigilant to monitor developing symptoms and urge them to get tested, if needed. This will help them protect themselves and their families, and we want to make sure they receive the help they need to do that.

During this process we do everything we can to keep your diagnosis confidential, but sometimes that may not be possible, for example for activities where there was only one other person present.

Have you been to a NASA site since the earlier of either 2 days before your symptoms began or 2 days before the date you were tested?

Symptom Onset Date: <Symptom_Onset_Date>

Test Taken Date: <Test_Taken_Date>

If the answer is no, select 'No Contacts to Report.' Otherwise, proceed to next screen to collect potentially exposed contacts.

No Contacts to Report (Checkbox)

If above box is checked, go to the 'Call Closure' screen

Identify Potentially Exposed Contacts and Locations

We are going to think through everyone you have been around, while at a NASA location, during this time.

The earlier of either 2 days before your symptoms began or 2 days before the date you were tested.

Symptom Onset Date: <Symptom_Onset_Date>

Test Taken Date: <Test_Taken_Date>

Think back to where you were on that day and since then. Don't worry, we will go into detail.

I want you to think about the people you are around routinely in your work life: your coworkers. We will want to discuss anyone you have been within 6 feet (2 meters) for 6 minutes or more while at a NASA location.

Examples:

- Who do you share an office with?
- Who did you have meetings with?
- Who is your boss? Who reports to you?
- Who do you eat meals with when you are at work?
- Who do you travel with to work?
- Have you worked with anyone at other NASA Centers/Locations during this period?
- What locations did you visit onsite during this period? (i.e., conference rooms, gym, library, post office, mail room, warehouse, bathrooms)

Only create contacts for NASA employees or NASA contractors

If the caller has no contacts, go back to previous screen and check 'No contacts to Report'

For each contact created, fill in at least the required fields:

- If required information is not available but there is any possibility of finding the information you can fill in with 'X' and indicate in description how we can locate the missing information (e.g. if we have email but not phone)
- Keep the 'Do you have another contact to disclose?' checkbox checked until the last contact is collected, this will allow you to enter multiple contacts.

Use the 'Other Exposure Notes' field to (optionally) capture additional information that may be helpful when contacting the identified individual (e.g., was this person the meeting organizer)

This will be stored on the 'Positive Outreach Case'. (Case: Exposure Source Details field)

What locations did you visit onsite during this period?

These fields will be used to create the related 'Contact Outreach' cases.

*First Name

*Last Name

Phone

*NASA Location (Case)

***Type of Exposure**

Other Exposure Notes

***Does contact know you have tested positive for COVID-19 and may have been exposed to you?**

IMPORTANT: Only proceed with this checked if there is another contact to add.

Do you have another contact to disclose?

If checked, can enter another contact.

If unchecked, will proceed to next step.

Call Closure

[If contacts provided] We will be trying to contact the people you provided. We will be encouraging them to take appropriate action to protect themselves and those close to them.

We know that all of this may sound concerning, yet we know that the way to slow this COVID-19 is to work together as a NASA community. The more contacts we find and get tested early, the more cases we can hopefully prevent. Thank you for helping your fellow employees.

If at any time you have questions about anything we discussed, please feel free to call us back at _____.