Guided Script – Contact Tracing

Script Usage:

The *Contact Tracing* script is used by a NASA Contact Tracer when preforming outreach to a NASA civil servant or NASA contractor who has potentially been exposed to someone who is confirmed or presumed positive with COVID-19.

Script Goals:

The high-level goals of the *Contact Tracing* script are:

- Call introduction and confirm the caller identity
- Provide a basic COVID-19 overview
- Define call objectives
- Confirm and collect caller details
- Basic symptom check
- Referral to speak with a medical professional
- Self-isolation instructions
- 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	Contact Type field updated to be 'Employment Type'
6/15/20	Dylan Volk	Self-isolation Instructions	Relocated section to be before the 'Symptom Check' section
6/15/20	Dylan Volk	Call Objectives	Reordered the First & Second statements
6/15/20	Dylan Volk	Symptom Check	Updated Symptom Start/Stop date to Onset/Resolution date
6/15/20	Dylan Volk	Next Best Time to Call Referral to Healthcare Provider	Updated section headers to be title case
6/16/20	Dylan Volk	Confirm Employee/Contractor Details	Update field to NASA Location

Introduction

Hello, my name is ***<User_FirstName_LastNamer>*** 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 that I am speaking with ***<Contact_FirstName_LastName>***?
If no, ask to speak to that person.

We are following up on all cases of the novel coronavirus called COVID-19. One person who has been diagnosed with the virus has been in contact with you recently. This does not mean that you have coronavirus or will get coronavirus. Do you have a few minutes for us to discuss what this might mean for you?

*__Do you have a few minutes we could discuss what this might mean for you?__
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 in the next 24 hours?

* Callback Date and Time

Coronavirus Information

We believe that you could have been exposed to the coronavirus recently. There are a few next steps for you, but first, I would like to tell you more about the coronavirus.

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.

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 will make a plan together to help you make sure that in case you do become ill with the coronavirus, those close to you (your co-workers, family, friends) will not be put at any unnecessary risk.

Second, I would like to discuss with you a list of common symptoms.

Confirm Employee/Contractor Details

Before we start, let us make sure we have your correct contact information.

Preferred Phone
Preferred Email
NASA Location *(Contact)*
Employment Type
Supervisor Name

Self-isolation Instructions

As some people are more at risk for serious illness from COVID-19, we recommend that, if possible, you stay separate from them during the self-isolation period. This is to protect them in case you develop symptoms. Sometimes symptoms can take a few days to show up, so it is important we separate individuals who may be at risk. This is to be on the safe side. We are going to talk about what self-isolation means together today.

Self-isolation is 14 days long from when you were exposed.

You should not return to on-site work until after this period, and after discussing your return to work with your supervisor.

It is important to separate yourself even if you do not have any symptoms, because you can transmit the virus before you feel ill or develop symptoms.

During this time, you must actively monitor your symptoms. This includes fever, cough, shortness of breath, and muscle aches and pains. At any point if you develop symptoms you should call your provider immediately as you likely will be eligible for COVID-19 testing. It is critical that you remain in self-isolation during this entire time period.

Symptom Check

Let's review common COVID-19 symptoms that might indicate a COVID infection. If you have any of these, you should consult with your private healthcare provider.

Have you experienced any of the following symptoms?
- 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 yes to any, capture what date the symptoms started.

*Patient has symptoms

Are you still having symptoms? *If no indicate when symptoms stopped.*
Symptom Onset Date
Symptom Resolution Date

Referral to Healthcare Provider

*Do you have a healthcare provider?

[If yes] Please call your provider and tell them you were exposed to the coronavirus. Tell them you were instructed to call them as soon as possible because you have symptoms and need to determine if you should be tested.

Please note that if you are tested and your test shows you have coronavirus, please contact us so that we can gather information about people you have been in close proximity with in the days leading up to your symptoms.

It is important to think about this now while your memory is fresh. From now on it will be important to separate yourself from close contact with everyone and stay in your home.

Call Closure

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 you are told you are positive for COVID, you need to let your supervisor know and this clinic as well, so that any potential other exposed persons can be determined.

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