COVID-19 CONTACT TRACING

ROCKY MOUNTAIN TRIBAL LEADERS COUNCIL/ EPIDEMIOLOGY CENTER

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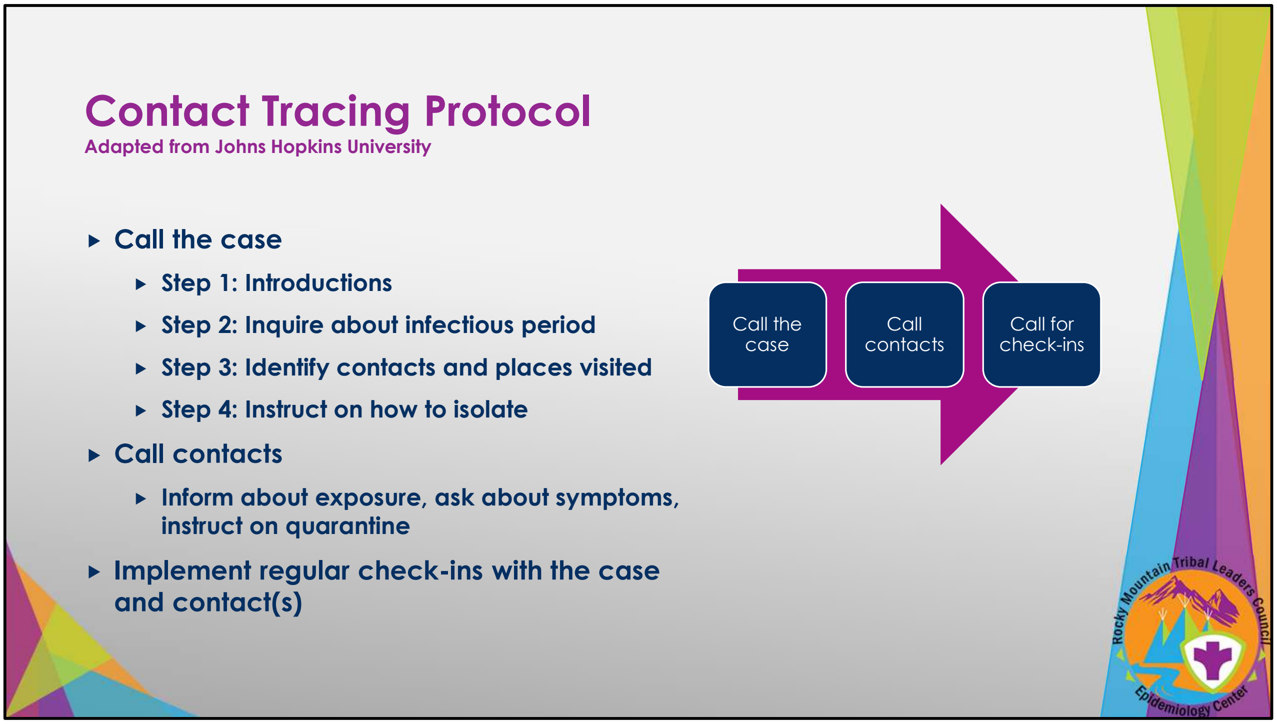


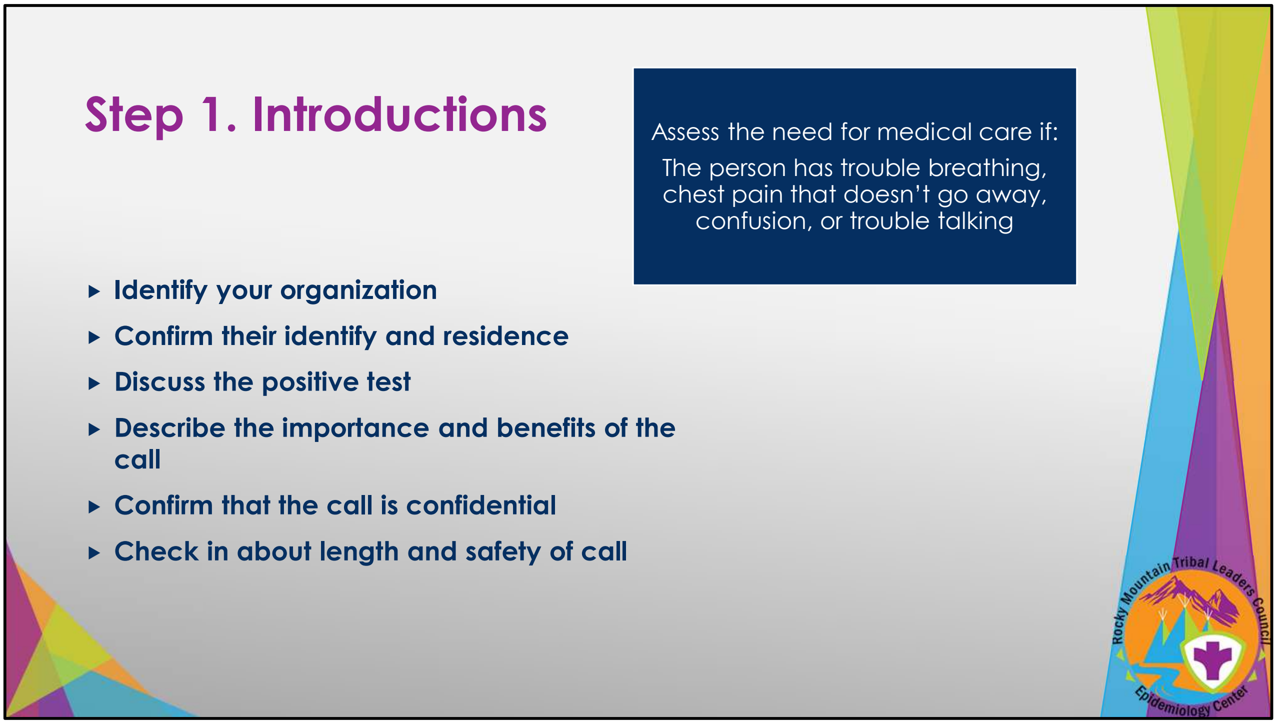
These slides are adapted from a Contact Tracing training by Johns Hopkins University. If you're looking for additional training, it can be accessed on Coursera's website for free.

Step 1-4. We will go into more detail on each of these steps.

Calling contacts is similar to calling cases, but with contacts, in addition to educating on COVID-19, we will be looking for symptoms.

Calling cases and contacts is a skill. It takes time and practice to field the conversations to the best of your ability. With each call, you will learn and identify topics that you need to further research, so you are better prepared to answer questions.

Monitor.



So you have received contact information for someone who has tested positive for COVID-19. You have an interview sheet in front of you with some general scripts and questions to ask.

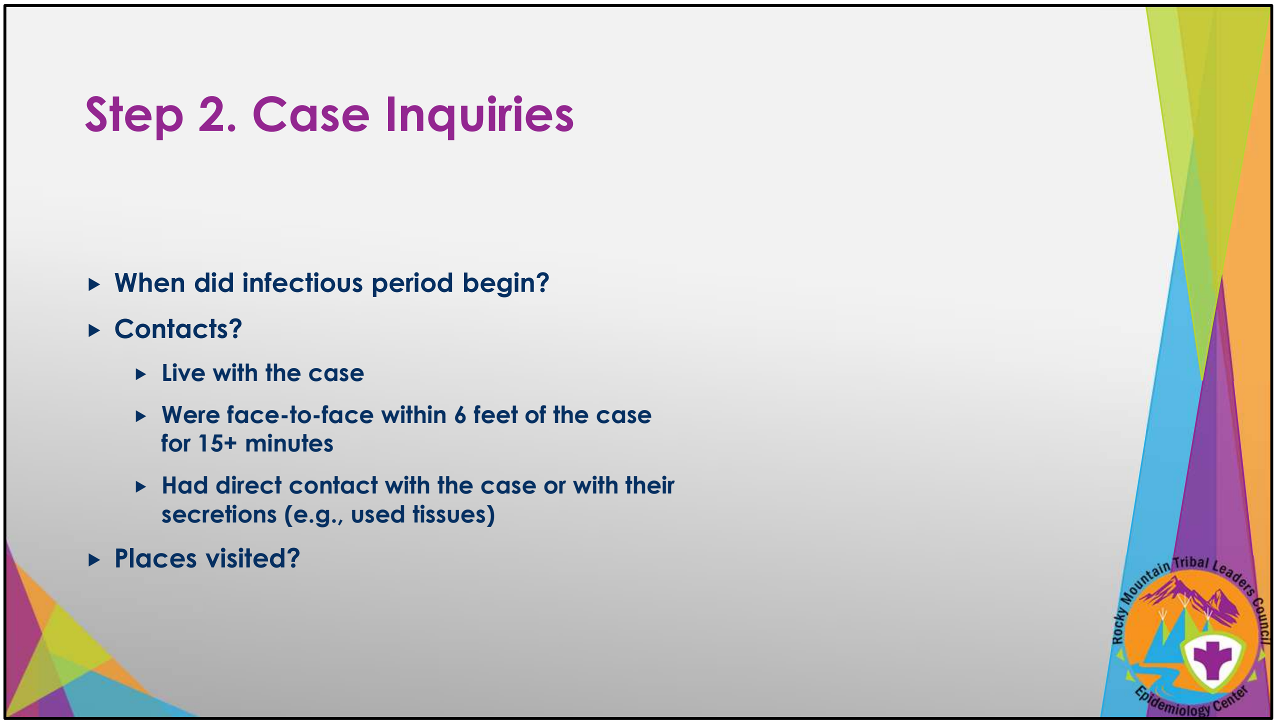
Now, you make the call. It's important to identify yourself, your organization, and make sure you're talking to the right person. At this point, you need to remember you are not a telemarketer. You want to be professional yet cordial.

Discuss the positive case. You will want to ask if they have had a discussion with their doctor or clinician. This will give you a better idea on their knowledge of the virus and the need to isolate.

Next, confirm that the call is confidential. You will not be sharing any identifying information outside of the organization.

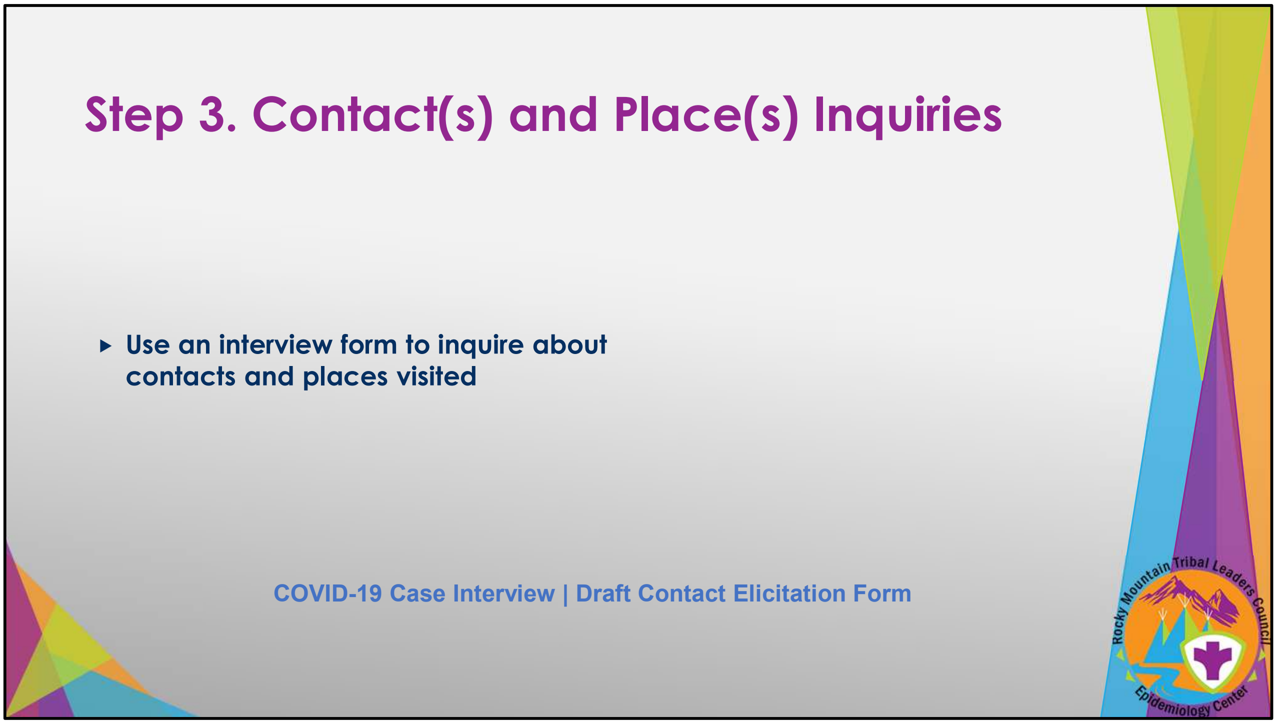
You will also want to make sure the person has time for the call. It might take about 20 minutes. Likewise, due to the sensitivity of information that will be transferred, you will want to make sure the case has privacy.

If at any time the person is showing extreme symptoms, assess the need for medical care.



Now you are moving down your interview guide. You will want to narrow down the infectious window. When did the case begin showing symptoms? Assume infectious period began two days prior and will extend for two weeks.

With this information, you will begin to inquire about contacts and places they have visited during this time period. You want to get the person thinking.



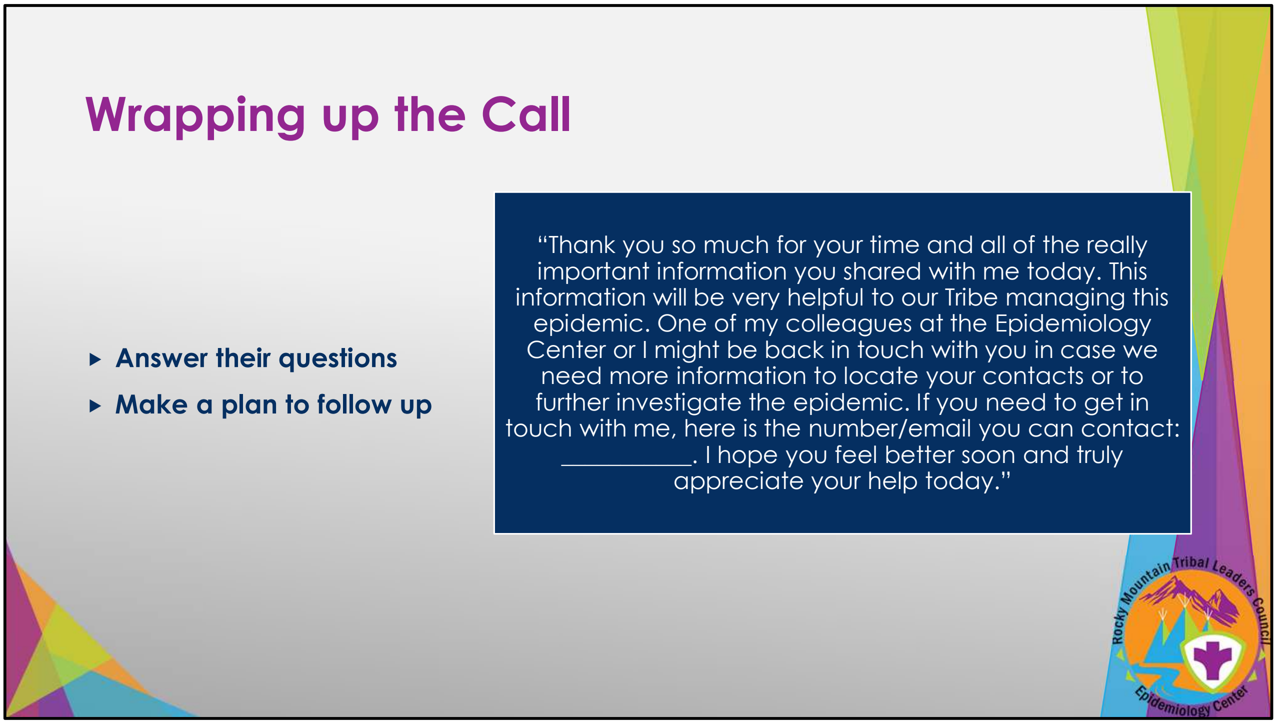
You will hopefully have an interview guide with questions to ask on each of the contacts and places the case previously identified. We will be sharing some resources to generate this guide. One of which is the COVID-19 Case Interview Contact Elicitation Form.

Step 4. Isolation Instructions

- Explain isolation in simple terms
- Ask questions to check that they understand completely and help them plan
- Identify challenges that may stop them from following your isolation instructions
- Offer resources to improve their chances of following your isolation instructions

Isolation means that you should try to avoid contact with other people, except if you need to see a doctor. If you live with others, you might try to find a different place to stay or you might use your own bedroom and bathroom. If you need to be around other people, you should wear a mask.

A big part of the call is education. You want to have a conversation with the case to discuss isolation, and any support they may need to isolate.



After you have done your best to answer any curveball questions that get thrown your way, you want to make maintain the relationship you just built. Over the next couple of weeks, you will want to continually reach out to the case to monitor for any health changes.

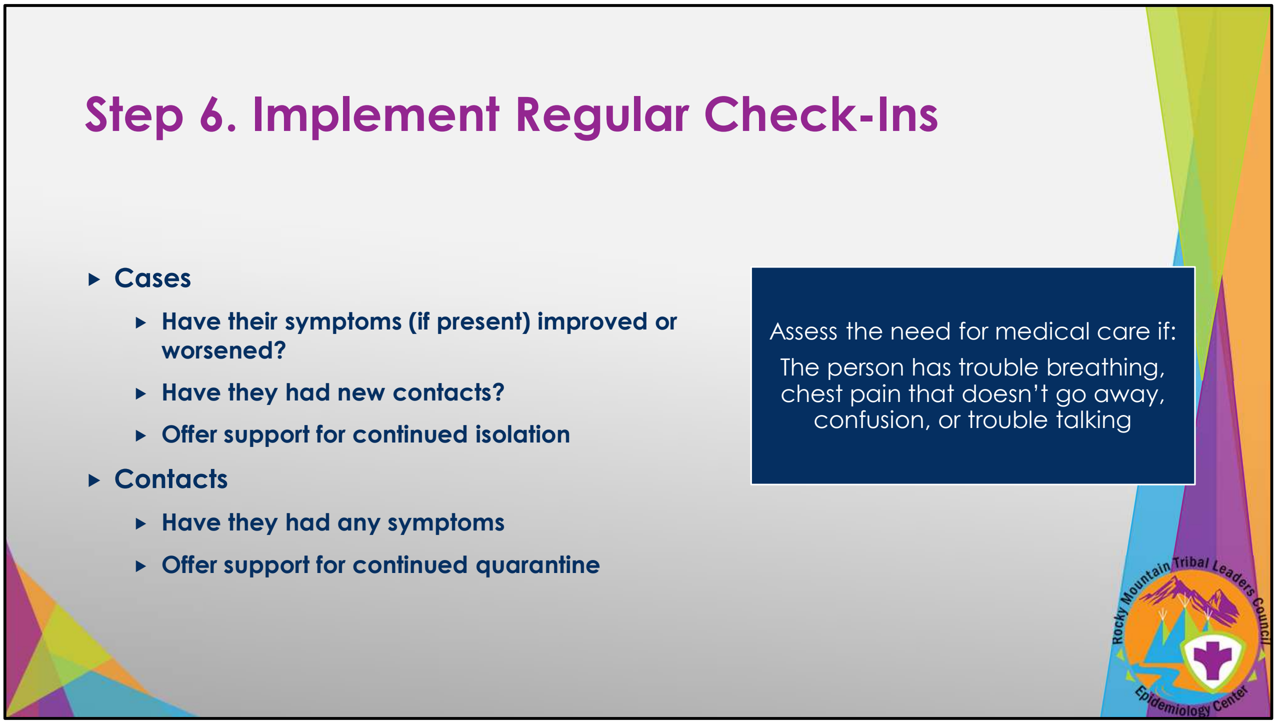
If at any point you find yourself with a question you cannot answer, it's better to be honest and request that you do some research after the call. Contact them in the coming days with more information.

Step 5. Initiate Contact Tracing

- Inform them that they were in close contact with someone who has COVID-19
- Check if they have symptoms (e.g., fever)
- Provide instructions to quarantine, identify challenges, and offer resources to overcome those challenges
- Answer their questions
- Make a plan to follow up

Contact interviews will be very similar to case interviews.

Even though you may find yourself with stacks of contacts to call, it’s important to avoid turning into that telemarketer robot and make your best effort to listen and care for the contact.



Monitoring can happen daily, weekly, or at any frequency that can be handled by your team.

For cases, you will want to check up on symptoms, inquire about new contacts, and continue to offer support. At this point, it's possible you will have some new wisdom to share with them.

For contacts, you looking for changes to their health.

Example Basic Case Call

- Using the Contact Elicitation form
- Case
  - Chris
- Interviewer
  - Dyani

COVID-19 Case Interview | Draft Contact Elicitation Form

Case ID number: ______________________ **DOB of Case:** __ __/__ __/__ __ (mm/dd/yy)

Name of Interviewer: ______________________ (Last, First) **Interviewer ID:** ________________

Date assigned for investigation: __ __/__ __/__ __ (mm/dd/yy) **Date of Interview:** __ __/__ __/__ __ (mm/dd/yy)

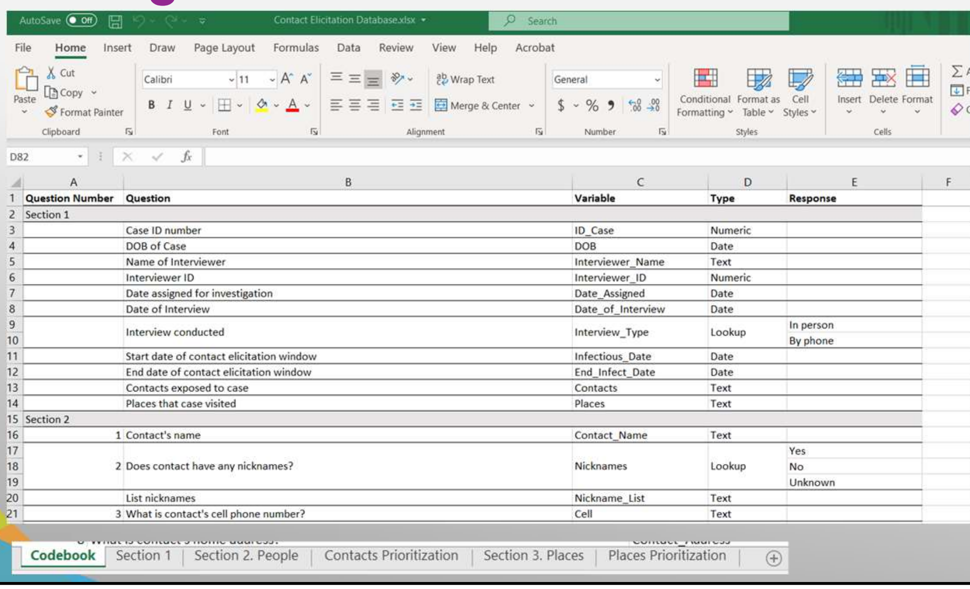
Interview conducted: ☐ In person ☐ By phone

Section I

"Thank you for speaking with me today. My name is ____ and I'm working for the <Department of Health>. I'm sorry to reach out under these circumstances. Because you've been diagnosed with COVID-19, I'd like to talk to you about the people you've been in contact with during the period

Dyani and I will do a demonstration of a case call using an example interview guide. This is a very basic, simple case. My guess is that many of your calls will be more challenging and detailed.

Tracking Data



Question Number	Question	Variable	Type	Response
Section 1				
	Case ID number	ID_Case	Numeric	
	DOB of Case	DOB	Date	
	Name of Interviewer	Interviewer_Name	Text	
	Interviewer ID	Interviewer_ID	Numeric	
	Date assigned for investigation	Date_Assigned	Date	
	Date of Interview	Date_of_Interview	Date	
	Interview conducted	Interview_Type	Lookup	In person By phone
	Start date of contact elicitation window	Infectious_Date	Date	
	End date of contact elicitation window	End_Infect_Date	Date	
	Contacts exposed to case	Contacts	Text	
	Places that case visited	Places	Text	
Section 2				
1	Contact's name	Contact_Name	Text	
2	Does contact have any nicknames?	Nicknames	Lookup	Yes No Unknown
	List nicknames	Nickname_List	Text	
3	What is contact's cell phone number?	Cell	Text	

We put together a template database using Excel based on the Contact Elicitation guide we just demonstrated.

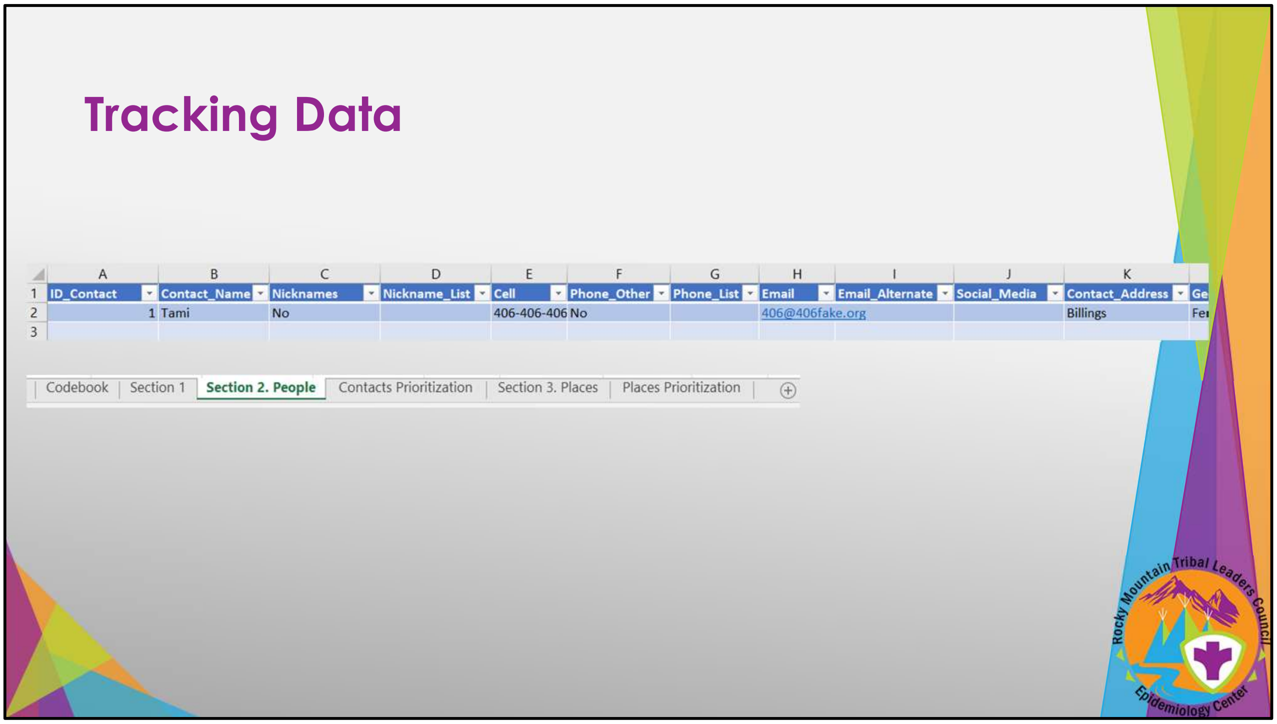
The first worksheet is the codebook that provides information on the questions, their variable names, the type of variable, and the response options. In the workbook, we have numeric data (numbers), date data, text data, and lookup data, which is where you select a cell and it drops down with predetermined responses.

Tracking Data

	A	B	C	D	E	F	G	H	I	J	K
1	ID_Case	DOB	Interviewer_Name	Interviewer_ID	Date_Assigned	Date_of_Interview	Interview_Type	Infectious_Date	End_Infect_Date	Contacts	Places
2	1	4/6/1980	Dyani	1	6/15/2020	6/16/2020	By phone	6/6/2020	6/20/2020	Tami	Grocery store
3											
4											

Codebook | Section 1 | Section 2. People | Contacts Prioritization | Section 3. Places | Places Prioritization

After the calls, someone can enter the data into the workbook, so the information can be more easily accessed.



You can do this for each question on the interview form, so all data is in one place. Here we can see my fictitious sister's information being entered into the database.

Tracking Data

X	Y	Z	AA	AB
Pregnant	Higher_Risk	Critical_Work	Symptoms	Priority
No	No	Yes	No	1

Codebook | Section 1 | Section 2. People | Contacts Prioritization | Section 3. Places | Places Prioritization

	A	B	C	D
1	ID_Contact	Contact_Name	Priority_Level	
2	1	Tami	1	
3	0	0	0	
4	0	0	0	
5	0	0	0	

Codebook | Section 1 | Section 2. People | Contacts Prioritization | Section 3. Places | Places Prioritization

Part of the interview form is creating priority levels for contacts. This prioritization will identify the contacts that are theoretically more likely to become cases. If you are limited on staff, these are the individuals you will probably want to contact first. After you fill out the 'People' worksheet, the priority level will be auto populated into your 'Contacts Prioritization' worksheet. Now you can sort the information by the priority level.

One last thing, this interview guide and tracking database are templates. You will want to modify them to best serve your needs.

Thank You

Any Questions?