

INTERVIEW SCRIPTS FOR PERSONS UNDER INVESTIGATION (PUIs)

For Coronavirus Disease 2019 (COVID-19) Contact Tracing

Below is an outline of the steps and information to cover in an interview with a someone believed or confirmed to have COVID-19.

Prepare for the interview

Case Information – prepare for the interview

- PUI's name and date of birth
- Symptom information, including date of onset

Part 1: Introduction

Interviewer Information – introduce yourself, verify identity, and purpose for call.

Sample Script – Hello, my name is [insert name] and I'm calling from [insert agency]. I am calling today because we are closely monitoring the outbreak of respiratory illness caused by the new coronavirus (called COVID-19). We have identified you as potentially being sick. Can you first please confirm the following information? [Confirm name matches] Thank you. Can you please assist in providing some additional information so that we may understand your risk and potentially enroll you in public health monitoring?

Part 2: Information Gathering and Listening

During this portion of the interview, you will ask questions to gather information on the case. This includes, but is not limited to the following:

PUI's Information

- Name and contact information
- Date of birth
- Demographic information, i.e. race, ethnicity, and sex

Medical Information

- Symptom information, including date symptoms started
 - The date will be important to determine the contact tracing period
- If the person was admitted to the hospital and received any care during that time
- Lab testing information
- Medical history

Contact Tracing

- Who the PUI had contact with during the specified time period
- Events the PUI attended
- Where the PUI was on each day

Sample Script - I am going to ask you to think back over each day while you have been sick to remember what you did each day. This will help us figure out who you may have been around, and who else might get sick. If you are having a hard time remembering, sometimes it is helpful to look back at a calendar, or on your phone for messages sent on each day, or even at your credit card receipts.

Please list all activities, places visited, and travel you participated in starting 48 hours before the day of your first symptom. From: ____/____/____ THROUGH: date of isolation or date at the end of estimated infectious period (Day 7 or 3 days after feeling afebrile and well, whichever is longer) ____/____/____.

Questions to assist- Where did you wake up this morning? Did you go to work or school this day? What is your work or school environment like? What is your normal work or school day like? Who lives with you? Did you have any visitors? Who did you eat your meals with? Did you have any outings or social gatherings? Did you ride on public transportation or in a ride-share? Did you have any appointments?

Part 3: Advice and Instructions

Monitoring and Follow-Up

- Provide the proper guidance for the person based on the information provided to you. This will include instructions to quarantine or isolate.

Resources and Support

Sample Script - I know this is a long time to stay at home. Let's talk through some barriers you might face during this time.

- What do you do for work? Is it possible to work from home during this time?
- Who else lives in your household? Are any household members at a higher risk for getting very sick from COVID-19?
- Do you have someone that could run errands/get groceries for you?
- Do you know what to do if you start to feel sick?

Clinical Services

- Refer to medical care or a care coordinator if appropriate.
- Ask if they need help finding medical care.

Part 4: Conclusion

Answer Questions

- Ask the person if they have any additional questions.
- Provide factual information to answer questions.

Express Gratitude

- Thank the person for their time and providing the information.

Adapted from the Virginia Department of Health.

