

MAKING CONTACT:

A Training for COVID-19 Contact Tracers

THE 4 PARTS OF A CONTACT TRACING INTERVIEW

For Coronavirus Disease 2019 (COVID-19)

Each interview will have four parts: an introduction, information gathering and listening, advice and instructions, and a conclusion. Let's look at what each of the interview sections includes. Check with your supervisor to see if you will be interviewing contacts, PUIs, or both.

Interview Section	When Interviewing...	
	Persons Under Investigation (PUIs)	Contacts
Part 1: Introduction	<ul style="list-style-type: none"> • Introduce yourself, including your name and agency. • Confirm the identity of the individual by asking them to verify their name and date of birth. • Ask if this is a good time to talk, and if they are in a place where they can talk privately. • Explain the purpose of your phone/video call. • Before diving into the questions, explain that the conversation is confidential. 	<ul style="list-style-type: none"> • Introduce yourself, including your name and agency. • Confirm the identity of the individual by asking them to confirm their name and date of birth. • Ask if this is a good time to talk, and if they are in a place where they can talk privately. • Explain the purpose of your phone/video call. • Before diving into the questions, explain that the conversation is confidential.
Part 2: Information Gathering and Listening	<ul style="list-style-type: none"> • To begin, you will ask the PUI about their contact information and demographics (e.g., age, sex, race). • Next, you will need to collect medical information. • Collect information about the individual's potential exposure to COVID-19 before moving on to contact tracing. • Identify the PUI's potential infectious period. • Document any COVID-19-related symptoms, including the date when they started and how long the symptoms lasted. • Identify the PUI's contacts during the infectious period. Contacts may include household members, intimate partners, individuals providing care in a household, and individuals who have had close contact (less than six feet) for a prolonged period of time. • Collect identifying and locating information for each contact. 	<ul style="list-style-type: none"> • To begin, you will ask the contact about their contact information and demographics (e.g., age, sex, race). • Confirm the contact's potential exposure without identifying the PUI. • Review and collect additional information about the individual's potential exposure to COVID-19. • Find out if they have COVID-19-related symptoms. If they do have symptoms, document the date when they started and how long the symptoms lasted.

Part 3: Advice and Instructions	<ul style="list-style-type: none"> • Engage and build trust with the PUI. Explain the availability of basic resources, social supports, and linkage to medical care. • Offer to connect the PUI to clinical services, especially if the PUI does not have a primary care provider. • Share approved information about isolating while potentially infectious, and monitoring symptoms. • Keep in mind: the PUI may be facing many complicated problems. Check with your supervisor on how to handle situations where the PUI needs more than the services that you're approved to provide. 	<ul style="list-style-type: none"> • Engage and build trust with the contact. Explain the availability of basic resources, social supports, and linkage to medical care. • Offer to connect the contact to clinical services, especially if the contact does not have a primary care provider. • Share approved information about undergoing quarantine and monitoring symptoms. • Provide information on who the contact should call if a fever, cough, or shortness of breath develops. • Discuss the recommended form of monitoring and follow-up that the contact tracing team will have with them. • Keep in mind: the contact may be facing many complicated problems. Check with your supervisor on how to handle situations where the contact needs more than the services that you're approved to provide.
Part 4: Conclusion	<ul style="list-style-type: none"> • Inform the PUI that you might be back in touch in case more information is needed. • Give the PUI an opportunity to ask questions before ending the phone/video call. • Explain how the information will be used and remind the PUI that their information will be kept confidential. • Thank the PUI for their time and information. • Share your contact information in case the PUI has questions or remembers something later they would like to share. 	<ul style="list-style-type: none"> • Give the contact an opportunity to ask questions before ending the phone/video call. • Explain how the information will be used and remind the contact that their information will be kept confidential. • Thank the contact for their time and information. • Share your contact information in case the contact has questions.

NOTE: This guidance assumes that you will hold the interview over a **telephone or **video call**. Your agency will provide you with interview scripts and more specific instructions. If your agency asks you to do interviews in-person, they will give you equipment and special instructions to make sure you're protected.*

Adapted from the Resolve to Save Lives and Vital Strategies.



National Coalition
of STD Directors