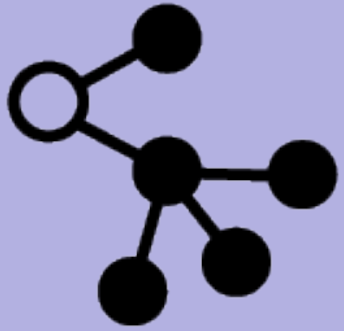


COVID-19 Virtual Training Academy



How to Conduct Contact Tracing Interviews

Learning Objectives

At the end of this session, the participant will be able to:

- List the materials needed to conduct a contact tracing interview.
- Discuss and address contact concerns about being notified or interviewed.
- Summarize the sequence of activities involved in conducting a contact tracing interview.
- Explain the rationale for each section included in the Contact Tracing Questionnaire.
- Recite the introductory and closing script of the contact tracing interview.

Key Terms

Contact Tracer: A person trained to inform others of exposure to COVID-19

Case: A person who has tested positive for the coronavirus or COVID-19

Contact: Someone who was within 6 feet of an infected person for at least 15 minutes starting from 48 hours prior to illness onset until isolation

Isolation: Separates infected people from others

Quarantine: Separates individuals believed to be exposed who are not yet ill

What is a contact interview?

A contact interview is a conversation with a person who is a close contact of someone who tested positive for COVID-19 with the ultimate goal of detecting and isolating new cases as soon as possible.

What are the goals of a contact interview?



To inform contacts
of their exposure to
the virus



To assess the
contact's symptoms
and risk



To link contacts
with symptoms to
testing and care



To support isolation
and education of
contacts



To provide instructions for
next steps

Contact tracing interview: The order of things



Secure list of contacts to call



Prepare your materials and resources



Make the call



Introduce yourself



Conduct the interview



Make recommendations on testing, quarantine or isolation and social services support

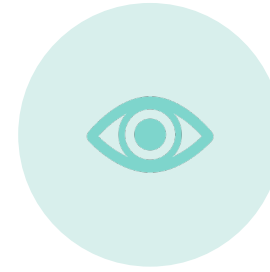


End the call

Resources to have available prior to call



Call center app or
web-phone



Interview
questionnaire



Data entry app



List of contacts with
phone numbers

Essential Principles of a Contact Interview

- Be clear on your mission
- Manage personal opinions and biases
- Remain supportive and foster self-empowerment
- Maintain respect for the contact
- Acknowledge and “hear” the contact’s reality
- Be prepared to address concerns about being notified/interviewed
- Emphasize confidentiality

Contact Concerns Around Being Notified of Exposure or Interviewed

- Why are you calling me?
- How did you get my name?
- What are you going to do with my information?
- Do I have to talk to you?
- I feel fine and I don't have any symptoms!

Elements of the Contact Tracing Questionnaire

- Introduction to include purpose of call, confirm identity of contact and emphasize confidentiality
- Demographic information
- Home assessment/living situation
- Clinical information/medical history
- Inquiry about exposure to those with COVID-19
- Quarantine/isolation assessment, to include necessary referrals
- Secure follow-up consent
- Conclude and address contact's final questions

Rationale
behind what
you are
asking

Demographic information

Age

Race

Address

Rationale behind what you are asking

Home assessment/living situation

Type of residence

Number in household

Private bathroom availability

Rationale behind what you are asking

Clinical/medical history

Symptom history in the past 3 days

Immune suppression

Pre-existing medical conditions

Rationale behind what you are asking

Exposures

Contact to those with COVID-19

Last date of contact with case

Where did exposure to case occur

Rationale behind what you are asking

Quarantine/isolation assessment

Quarantine start date

Quarantine end date

Food supply and medical needs inquiry

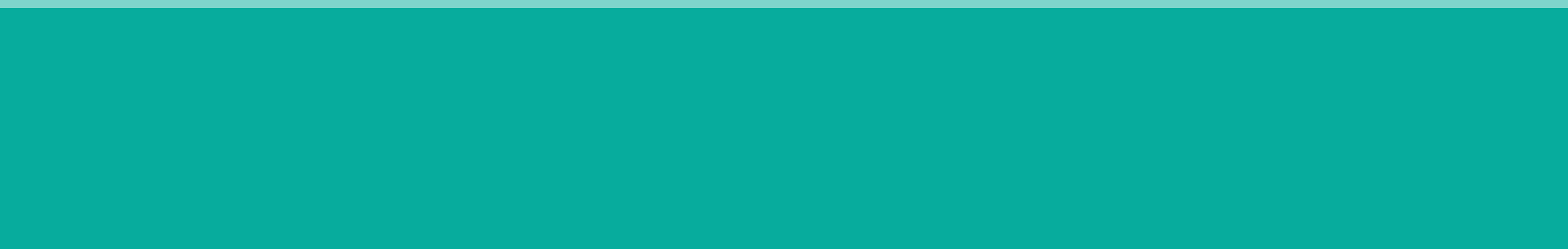
Other social services needs

Rationale
behind what
you are
asking

Follow up consent

Willingness to receive messages via SMS

Demonstration of a Contact Interview



Practice Session Instructions – 40 Minutes

- Each person will have an opportunity to conduct a mock contact tracing interview using a call script
- Each interview should be no more than 12 minutes
- You will play a contact tracer, contact and observer by rotating roles every 12 minutes
- When an observer, please take notes addressing the questions provided on the Practice Session Instructions sheet to later provide feedback to your colleague
- Monitors may be “popping in” to help with time management

Practice Debrief

1. Give me one word to describe how you felt about your practice session
2. When does John's quarantine date begin and end?
3. Questions/Answers

Learning Objectives Review

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