

Case Monitoring - End to End Script

Latest Update: 09/29/2020

Call Script Flow

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VOICEMAIL

*Phone number reached?

Yes/No

If Yes:

Select Continue and move to the next section.

If No, state:

Hello, **[case name]**, my name is **[case monitor name]** and I'm calling from New York City Health + Hospitals about an important health matter. I will call you back again soon. You can also call us back at **212-242-2692, select your language, then select option 1**. It is critical we speak as soon as possible. If we don't reach you today, you may be contacted by our home visit team. Please call us back or answer the call the next time you see this or a similar number. Thank you.

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INTRODUCTION

Hello. My name is **[Case Investigator Name]** and I am calling from New York City Health + Hospitals about an important health matter.

***Is [Case Name] available to speak?**

Yes/No

If No, state:

Thank you. Please tell **[Case Name]** to call us back at **212-242-2692**, select their language, then select option **1**.

If hospitalized:

"Thank you for letting us know. Is there a mobile phone number or other telephone number at which we can reach them in the hospital?"

Update the record with the correct phone number and call the new number.

If deceased:

"We are sorry for your loss. We will update our records, and thank you for your time."

Select the Potentially Deceased call disposition.

If wrong number:

"Thank you for your time. We will update our records so you aren't contacted again."

Select the Incorrect Number call disposition.

If Yes, state:

***Before we continue, are you comfortable speaking in English?**

Yes/No

If Yes, state:

Select Continue and move to the next section.

If No:

***What is your preferred language?**

Single-select:

Spanish

Mandarin

Russian

Cantonese

Bengali

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Other

If Other is selected:

***Specify Other:** _____

Dial in Language Line.

Press 1 for Spanish

Press 2 Mandarin

Press 3 Russian

Press 4 Cantonese

Press 5 Bengali

Press 6 for all others and then it will prompt you to speak the language.

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IDENTITY VERIFICATION

I want to let you know that this call will be recorded for quality assurance purposes.

Because I am calling about a health issue, I need to verify your identity.

What is your date of birth?

MONTHDD, YEAR (Format)

***Date of Birth Confirmed?**

Yes/No

What is your address?

Primary Address

Alternate Address

Street Address

Street Address

City

City

State

State

Zip

Zip

If Primary Address is not confirmed:

"Do you have a previous or alternate address?"

***Address Confirmed?**

Yes/No

Confirmation Rules:

- If DOB is confirmed (Answered Yes) and Address Confirmed (Answered Yes) - Move to Next Step by clicking on Continue.
- If DOB is confirmed (Answered Yes) and Address Not Confirmed (Answered No) - Move to Next Step by clicking on Continue.
- If DOB is Not confirmed (Answered No) and Address Confirmed (Answered Yes) - Move to Next Step by clicking on Continue.
- The following dialogue appears:

Thank you. The purpose of this call is to follow-up on how you're feeling.

As a reminder, I'm now going to review some emergency warning signs of COVID-19. These include blue colored lips or face, loss of consciousness or extreme difficulty waking up, confusion, inability to talk without catching your breath, gasping for air, and severe constant pain or pressure in the chest. You should hang up and call 911 immediately if you are experiencing any of these symptoms or having any other medical emergency.

- If DOB is Not confirmed (Answered No) and Address Not Confirmed (Answered No), the following dialogue appears.

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Thank you for your time. I think I have the wrong phone number.

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SYMPTOMS

Now I have a few quick questions for you.

Are you currently hospitalized?

Yes/No

If Yes, state:

Can you please tell me where you are hospitalized?

Hospital Name

Are you currently hospitalized because of COVID-19?

Yes/No

Now I am going to list some symptoms. I would like to know whether you are experiencing any of these and whether they are worsening, improving or staying the same:

Fever	Y/N
Cough	Y//N
Chills	Y//N
Difficulty Breathing or Shortness of Breath	Y//N
Sore Throat	Y//N
Muscle Aches	Y//N
Diarrhea	Y//N
Headache	Y//N
Vomiting or Nausea	Y//N
Loss of Smell or Taste	Y//N
Fatigue	Y//N
Sinus Congestion	Y//N
Chest Pain	Y//N

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Confusion	Y//N
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For Fever: If answered "Yes",

Temperature Reading (Fahrenheit)

If Yes (For any question if answered Yes then there is picklist value available to select)

***Progression**

Select one of the following:

Worsening

Same

Improving

If the individual answers Yes for Difficulty Breathing or Shortness of Breath OR Chest Pain, Confusion, state:

Based on your answers, we strongly recommend that you speak with your doctor about the symptoms you are experiencing. If you do not have a doctor or you cannot get ahold of your doctor, you can call NYC Health + Hospitals at **1-844-692-4692**. To reach the COVID-19 Provider Hotline, press 0. If at any point you feel your symptoms require emergency medical attention, call **911** or go to your nearest Emergency Room.

For all the other answers, state:

If you have any medical questions about your symptoms or about having COVID-19, I encourage you to speak with your doctor. If you do not have a doctor or you cannot get ahold of your doctor, you can call New York City Health + Hospitals at **1-844-692-4692**. To reach the COVID-19 Provider Hotline, press 0. If at any point you feel your symptoms require emergency medical attention, call **911** or go to your nearest Emergency Room.

Processing Logic:

If answered **Yes** under "**Are you currently hospitalized?**" then the Monitoring **ends** in the **Isolation Section**.

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If DOB is not present on the Person record or last day of monitoring then the Monitoring Section will be automatically Skipped

MONITORING PREFERENCE

You have indicated a preference to be called for daily check ins. For future monitoring

Would you like us to call you or would you prefer to receive a text message for these daily check-ins? Note: In order to be eligible to use SMS monitoring, you must have an Android or iPhone smartphone running the supported operating system.

- Phone
- SMS

If user select SMS , then show below question and dialog text

***What mobile phone number can we use for these check-ins?**

<Mobile Number>

Only US mobile numbers are supported for SMS check-ins.

Thank you for providing your mobile phone number for SMS monitoring. You are about to receive a series of SMS messages from the Test & Trace program. Please respond "Yes" to these messages to complete your enrollment in SMS monitoring.

Each day during monitoring, we'll send you a text message with a link to a secure website and a brief list of questions. If you do not respond by text by 2 PM, you will receive a call from a contact tracer to complete your monitoring.

By providing your phone number, you agree to receive messages from the NYC Health + Hospitals. Message and data rates may apply. You can reply STOP to cancel at any time.

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ISOLATION

***Since your last conversation with our team, have you left home for a reason beside medical care?**

Yes/No

If Yes is answered to the above question add this question:

Why did you leave your home? (select as many as needed)

- To get groceries or food
- To get medicine
- To get supplies to help keep other people in my home safe from COVID
- To run other errands
- To take care of my children
- To take my dog for a walk
- To visit friends or family for fun
- To visit friends or family to help them
- To exercise
- To go to work
- To go to a restaurant, bar, or other social setting
- Unstable housing
- Other (if this is selected, provide free text option)

If Yes: (State the following dialogue and click on Continue to move to next section)

It is important to separate yourself from others so that you do not transmit the virus. Please stay separated throughout the course of your illness.

If No: (State the following dialogue and click on Continue to move to next section)

Thank you for taking steps to reduce the risk of transmitting the virus to others.

For Yes/No the following dialogue appears:

During Monitoring with more days remaining

Thank you. Because you have COVID-19, you must stay inside and separate from others until **[Monitoring End Date<MonthDD, Year>]**. That means you should not leave your home for anything other than essential medical services such as dialysis, chemotherapy or for any emergency. As a reminder, if you need a letter to give to your employer explaining that you cannot go to work or have questions about the new Paid Family Leave program related to COVID-19, please call 1-855-491-2667.

And, since we last spoke, have you remembered any additional close contacts you may have exposed while infectious? As a reminder, close contacts include household members, people who provide care or services in your home, anyone you recently spent more than 10 minutes with at less than six feet apart including coworkers or anyone you socialized with, and people you have recently had close physical contact with.

IF YES, click "Add Contact" at top of script

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WRAPAROUND SERVICES (If Not Final Day of Monitoring based On Above Scenario)

Are you currently isolating at a city hotel?

Yes/No

If Yes, state:

Proceed to End of Monitoring Step

If No, state:

As a reminder, there are resources available to you during your isolation, including assistance with food, utilities, and hotels if you are unable to safely isolate at home.

Do you need help getting necessities, like food or medications, while staying at home?

Yes/No

If Yes:

Great. I am going to place a referral to a resource navigator who can help you get basic necessities like food and other services you may need. To place the referral, I will need to share limited information with a partner Community Based Organization working with our team to help people access resources. Your information will remain confidential. Do you agree to let me place the referral and share information so that the resource navigator can contact you?

If yes continue with script as is, if no, change the last question to "no".

My colleague will call you back to arrange services. In the meantime, you can call 3-1-1 to request assistance with food or utilities.

If you are interested in staying in a hotel to isolate, you can call 844-NYC-4NYC (844-692-4692) and press 0, then press 1 to request a hotel. Ask about the COVID hotel program. Also, as a reminder, if you are feeling depressed or anxious, there are professional counselors you can speak to by calling 1-888-NYC-WELL (1-888-692-9355) or texting "WELL" to 65173. If you are feeling unsafe in your home for any reason, you can always call 9-1-1."

If No, state:

If your needs change, you can call 3-1-1 to request assistance at any time. Also, as a reminder, if you are feeling depressed or anxious, there are professional counselors you can speak to by calling 1-888-NYC-WELL (1-888-692-9355) or texting "WELL" to 65173. If you are feeling unsafe in your home for any reason, you can always call 9-1-1.

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End of Monitoring

This concludes your monitoring call. Is there anyone else in your household currently being monitored by our program? If so, would you like to complete that monitoring call now?

If no matching interactions are found:

"No interactions matching for the phone numbers"

If matching interactions are found:

Matching interactions with the same phone number

- Interaction Number
- Name
- Birth Date

If Not Hospitalized and today is the last Date for Monitoring, the following text will shown:

Today is your final day of monitoring with the New York City Test & Trace Corps! After today, you can stop separating yourself from others unless you have had a fever in the last 24 hours or your symptoms are not getting better, in which case you should talk to your health care provider. Also, if you have a condition that weakens your immune system, talk to your health care provider before stopping your separation from others. Please note that, if you have an employer, your employer may require you to stay out of work beyond today, so you should talk to your employer before returning to work.

Thank you for participating in the New York City COVID-19 contact tracing program. Remember to continue to wear a face covering when outside of your home and practice physical distancing. Stay well!

If Not Hospitalized / Hospitalized and today is NOT the last Date for Monitoring, the following text will shown:

If your needs change, you can call 3-1-1 to request assistance at any time. Also, as a reminder, if you are feeling depressed or anxious, there are professional counselors you can speak to by calling 1-888-NYC-WELL (1-888-692-9355) or texting "WELL" to 65173. If you are feeling unsafe in your home for any reason, you can always call 9-1-1.

If Hospitalized and today is the last Date for Monitoring, the following text will shown:

Your monitoring period with the Test & Trace Corps ends today. Please stay separated from other people and talk to your doctor about when you can return to normal activity. If you do not have a doctor or you cannot get ahold of your doctor, you can call New York City Health + Hospitals at 1-844-692-4692. Thank you for participating in the New York City COVID-19 Test & Trace Program.