# Today's training will include updates to the Informational Calls Script.

If you are new to these meetings – welcome! We are happy to have you.

*Thank you for your patience. We will begin shortly.*

Resources for New Users
- **Troubleshooting CCTO Access Errors Job Aid**
- **CD Manual Main Page** (general CI/CT resources)
- **Scripts Page** (contains links to sample scripts for CI/CT and vaccine outreach)
- **CCTO Training Resources Page** (contains job aids, micro-training links, system updates, etc.)
- **AHEC Training Page** (contains the recorded CCTO onboarding training, links to previous recorded live sessions – including today's)
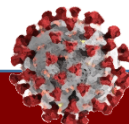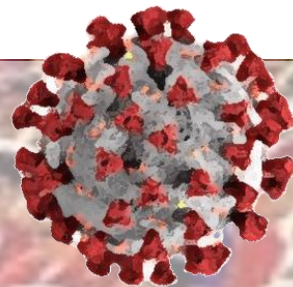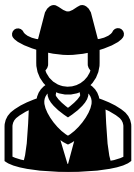
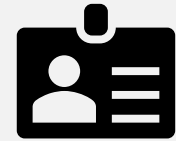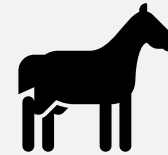| Riddle Results | Announcements | Script Updates & Roleplay | Q&A |

You were asked this riddle in last training's feedback survey…

A cowboy riding a horse came into town on Friday, stayed for 3 days and left on Friday. How is this possible?
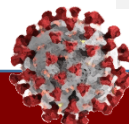
The answer is….

The horse is named Friday!

**Number of people who got the answer to this riddle right:**

20

*(about **87%** of attendees that answered the question)*

Agenda for Today's Training

Q&A will be monitored throughout each module and reviewed at the end of the presentation.

Topics	Presenters
• **Announcements** • Overview of Prioritization Guidance Update	**Elizabeth Murray** *Contact Tracing Project Manager*

• **Informational Call Updates**
   • Overview of an Informational Call
   • How to Use This Script and Motivational Interviewing Reminders
   • Informational Call Script
   • Script Roleplay Demo
	Sonja Escamilla
	Contact Tracing Software and Training Specialist

User Feedback and Q&A – *Please use the "Q&A" feature in the control panel*	**Laura Farrell** *Contact Tracing Program Manager*

Announcements

| Riddle Results | Announcements | Script Updates & Roleplay | Q&A |
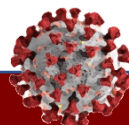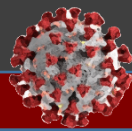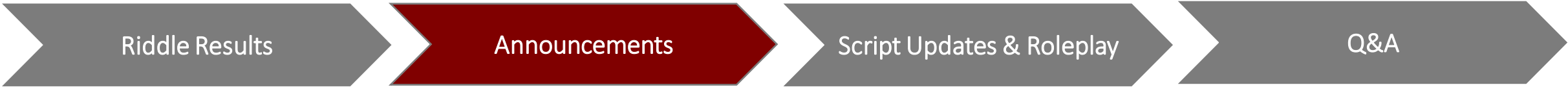
<u>Revised Prioritization Guidance</u> is Available On The CD Manual
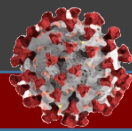
Priority	Population
1	**Case patients aged 65 years or older**
2	**Case patients whose CCTO record indicates their text was not delivered**
3	**Case patients in populations most likely to have resource needs**; populations defined by geography (zip or address) based on SVI

Revised guidance for case outreach was issued effective December 19, 2022.

- Focuses on the most effective interventions: treatment and linkage to resources.

- Case Investigation and Contact Tracing are no longer routinely recommended.

- Automatic outreach will continue to all case patients in NC COVID by text and email.

Overview of an Informational Call
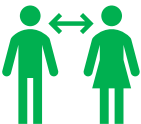
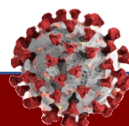| Riddle Results	Announcements	Script Updates & Roleplay	Q&A

What an Informational Call is <u>NOT</u>

❌ Case investigation interview

❌ Outbreak identification

❌ Monitoring

❌ NC COVID documentation

❌ Collecting contacts

What an Informational Call <u>IS</u>

Isolation guidance

Information regarding close contacts

Treatment options

Connection to resources

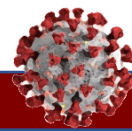Vaccine information

| Knowledge Check 1 | Knowledge Check 2 | Knowledge Check 3 | Knowledge Check 4 |

True/False: The Informational Call Script is intended to support completing a case patient interview.

    A. True
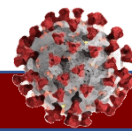
    B. False

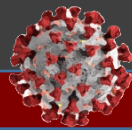Knowledge Check 1 | Knowledge Check 2 | Knowledge Check 3 | Knowledge Check 4

True/False: **The Informational Call Script is intended to support completing a case patient interview.**
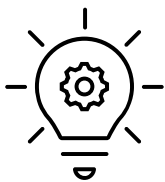
A. True

B. False

Intro: How to Use This Script and Motivational Interviewing Reminders

| Riddle Results | Announcements | Script Updates & Roleplay | Q&A |

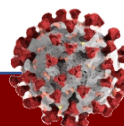# How to Make the Most of the Table of Contents

Remember: The Table of Contents feature at the beginning of the script is helpful because you can press CTRL and click on any line and it will enable you to "jump" directly to that section.

This document provides an outline of the steps and content to cover when providing information, treatment, and resource support for someone believed or confirmed to have COVID-19. To jump to a particular section, click the hyperlinks below while holding the CTRL key on your keyboard:

| Riddle Results | Announcements | Script Updates & Roleplay | Q&A |

How to Make the Most of Script Format & Structure

Key info on both sides

- Arranged to show scripted talking points side-by-side with helpful strategies and key info

Made to Match

- All Sample Scripts now parallel each other, with consistent language, flows, and sections

Aligned with your workflow

- Provides prompts and job aid links for CCTO workflow

Supplements your local guidance

- Use this script as a tool to guide your conversation, and defer to your local guidance for specific policies

Section 2: Introducing Yourself and Purpose for Call

IF THERE IS A RESPONSE:

"Hello, my name is [insert your name] and I am calling on behalf of the [insert name of local health department] regarding a time-sensitive public health matter. May I speak with [insert case patient's first name]?"

If the person is not the individual you were trying to reach, ask to speak with the correct person. If the number is wrong, apologize for the inconvenience and end the call.

IF THERE IS NO RESPONSE (VOICEMAIL SCRIPT):

"Hello, this is [insert your name] calling for [insert case patient's first name] on behalf of [insert name of local health department]. We are reaching out about a time-sensitive public health matter and would like to speak with you to provide some further information. *Proceed appropriately with an option below.*

IF LHD: At your earliest convenience, please give us a call back at the [insert name of local health department] at [insert phone number] or at our statewide call center at (844) 628-7223. Their hours are 8am to 6pm. Again, I am [insert your name] calling on behalf of the [insert name of local health department] regarding a time-sensitive public health matter. Thank you."

IF CCTC: At your earliest convenience, please give us a call back through the statewide call center at (844) 628-7223 between 8am to 6pm, and ask for me, [insert your name], at extension [insert ext. number]. Again, the number for the call center is (844) 628-7223, and I am [insert your name] calling on behalf of the [insert name of local health department] regarding a time-sensitive public health matter. Thank you."

ESTABLISHING PREFERRED LANGUAGE:

"Could I please confirm, is English your preferred language?"
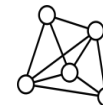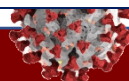**IF** ENGLISH IS CASE PATIENT'S PREFERRED LANGUAGE:

"Thank you. And is this the best phone number to reach you?"
IF ENGLISH IS NOT THE CASE PATIENT'S PREFERRED LANGUAGE:

"I'd like for you to be able to speak to someone in the language in which you are most comfortable speaking. May I call you

How to Make the Most of Motivational Interviewing Techniques

Establishing rapport

- Placing more sensitive subjects later in the script to allow time to build comfort and trust

Carefully Selected Language

- Adjusted language to ask open-ended questions, obtain permission, and establish clear expectations of the what and why

Section 6: Resource Referrals

"Now, I would like to ask you about what kind of resources you might need or how we may be able to assist you with some of the challenges of remaining in isolation."

Invite the Individual to Share

"We know it is a difficult time for many people right now, and we want to make sure that we are doing a good job of serving our community. We would like to understand what issues and concerns people might be facing and what we can do to better support our community.

"I'm curious are there any barriers that you may experience as you approach staying home from work, or working from home, during your isolation period?

Pause for response.
- Always use a warm, welcoming, confident tone of voice.
- It is important to remember that everyone is different. Some will be receptive and others will be hesitant or uninterested.
- Give them a moment to comment or acknowledge they understood.

Be positive and supportive. Individuals should know that we are here to make sure they are informed and receive the support, resources, and information they need.

*If a work note is needed, follow local protocol for getting this to the case patient.

Reminders to listen and reflect

- Action steps next to open-ended questions to promote thoughtful, empathetic listening

Additional Motivational Interviewing Training
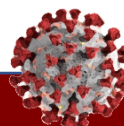
Informational Call Script Overview and Roleplay
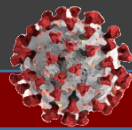
| Riddle Results | Announcements | **Script Updates & Roleplay** | Q&A |

What does an informational call consist of?
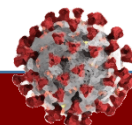
Isolation guidance
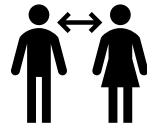
Close contact information

Treatment options

Connection to resources

Vaccine information

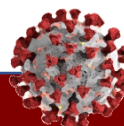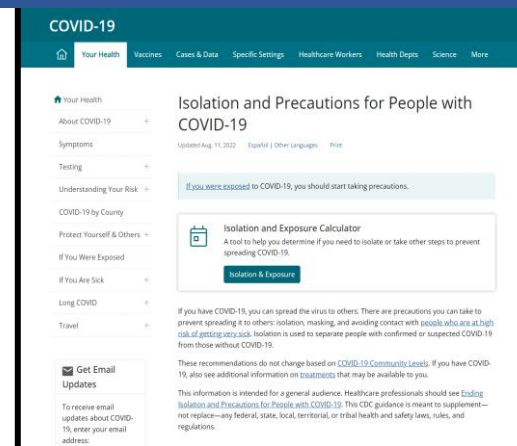| Riddle Results | Announcements | Script Updates & Roleplay | Q&A |

Section 3. Isolation Guidance

This document provides an outline of the steps and content to cover when providing information, treatment, and resource support for someone believed or confirmed to have COVID-19. To jump to a particular section, click the hyperlinks below while holding the CTRL key on your keyboard:

In this section of the script:
- Review test date
- Ask the case patient about their recent diagnosis
- Ask if the case patient:
  - Has symptoms?
  - Is immunocompromised?
  - Is in a high-risk/congregate setting?

Stay informed with current isolation guidance using CDC link: https://www.cdc.gov/coronavirus/2019-ncov/your-health/quarantine-isolation.html
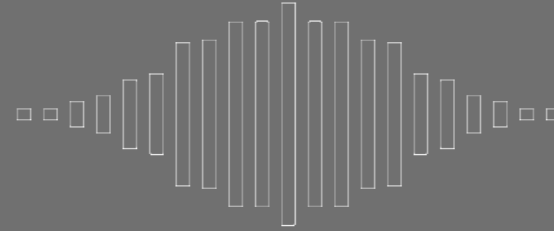
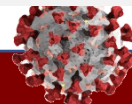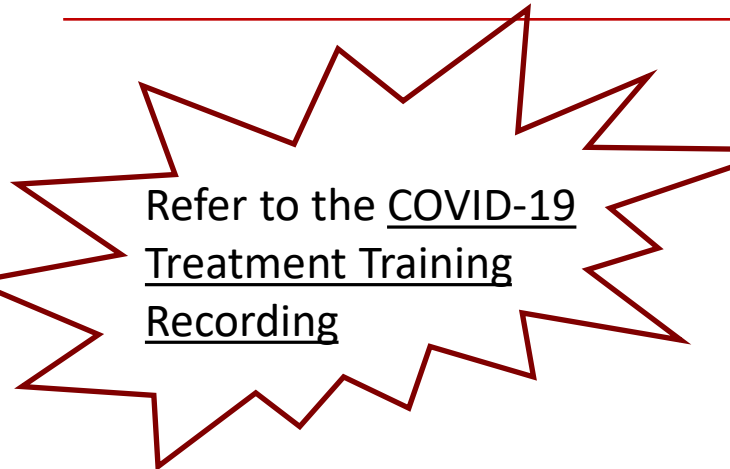| Riddle Results | Announcements | **Script Updates & Roleplay** | Q&A |

CONVERSATION IN PROGRESS

Role Play Example

1. Listen to the conversation between the person making phone outreach and a case patient

2. Follow along using the Informational Calls script

LISTEN IN…

| Riddle Results | Announcements | Script Updates & Roleplay | Q&A |
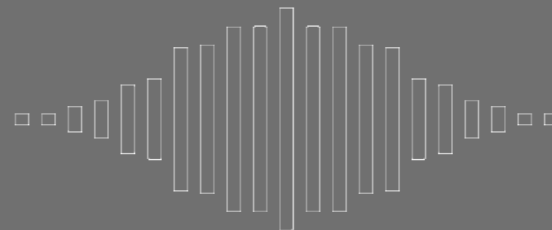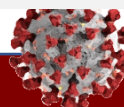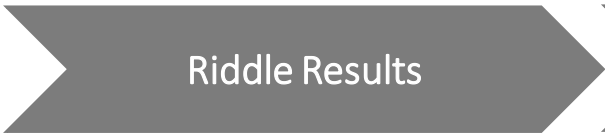
Section 4. Information for Case Patient's Close Contacts

In this section of the script:
- Define a close contact
- DO NOT collect close contacts
- Share the importance of notifying their contact of exposure
- If requested, share testing information
- Share that contacts may call NC COVID Community Team Call Center at 844-628-7223

For more information about the case portal, refer to the Understanding the Case Portal job aid.

For testing information, see https://covid19.ncdhhs.gov/FindTests
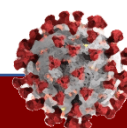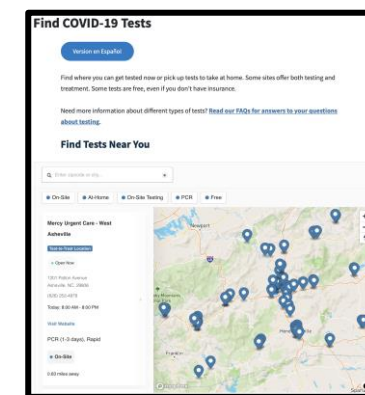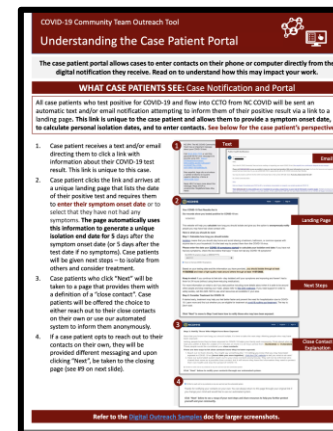
| Riddle Results | Announcements | **Script Updates & Roleplay** | Q&A |

CONVERSATION IN PROGRESS

Role Play Example

1. Listen to the conversation between the person making phone outreach and a case patient

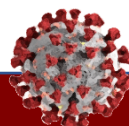2. Follow along using the Informational Calls script

LISTEN IN...

Riddle Results	Announcements	Script Updates & Roleplay	Q&A

Section 5. Treatments for COVID-19

This document provides an outline of the steps and content to cover when providing information, treatment, and resource support for someone believed or confirmed to have COVID-19. To jump to a particular section, click the hyperlinks below while holding the CTRL key on your keyboard:

Refer to the COVID-19 Treatment Training Recording

Review current treatment options at the following link: Understanding COVID-19 Treatment Options for CI/CT Staff

For information and FAQs: https://covid19.ncdhhs.gov/treatment

In this section of the script:

- Ensure the case patient is aware of treatment options
- Review treatment criteria
- Provide information on when and where to get treated
- NC-sponsored Telemedicine program
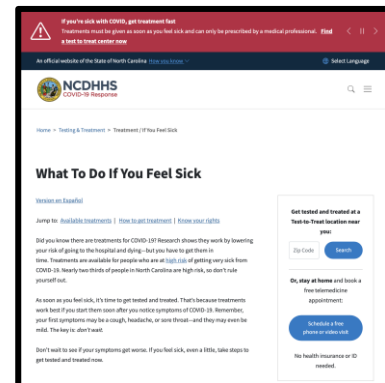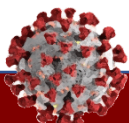
North Carolina's COVID-19 Telemedicine Program

- No cost to the patient
- No ID required
- https://starmed.care/nc/ (7 languages)
- **704-941-6000** (200+ languages including ASL)
- 7 days a week, 9am-7pm
- Time-limited until funds run out
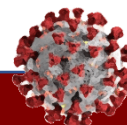
| Riddle Results | Announcements | Script Updates & Roleplay | Q&A |
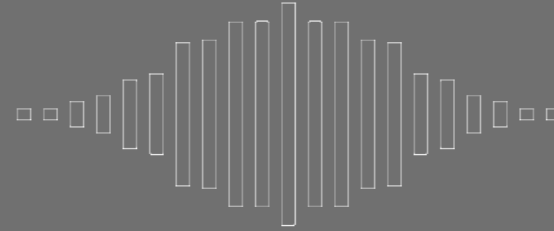
CONVERSATION IN PROGRESS

Role Play Example

1. Listen to the conversation between the person making phone outreach and a case patient

2. Follow along using the Informational Call script

LISTEN IN...
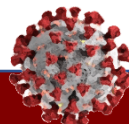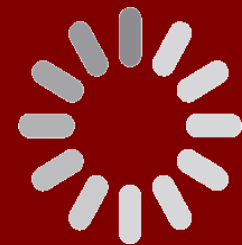
Knowledge Check 1 | **Knowledge Check 2** | Knowledge Check 3 | Knowledge Check 4

Which of the following is <u>true</u> about the telemedicine program?

A. An ID is required

B. It is available 24/7

C. It is of no cost to the case patient

D. It is only available in English

Knowledge Check 1 | **Knowledge Check 2** | Knowledge Check 3 | Knowledge Check 4

Which of the following is <u>true</u> about the telemedicine program?

A.   An ID is required

B.   It is available 24/7

C.   It is of no cost to the case patient

D.   It is only available in English

Riddle Results	Announcements	Script Updates & Roleplay	Q&A

Section 6. Resource Referrals

In this section of the script:
- Ask case patient what resources they might need due to COVID-19
- When to transfer to a Resource Specialist

Take your time and listen with empathy. Individuals may be experiencing major life events, such as job loss, loss of a loved one, illness, or food insecurity.

If a resource need is identified, transfer to a Resource Specialist at the NC COVID Community Team Call Center (844-628-7223 ext. 7).

| Riddle Results | Announcements | **Script Updates & Roleplay** | Q&A |
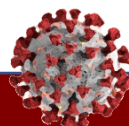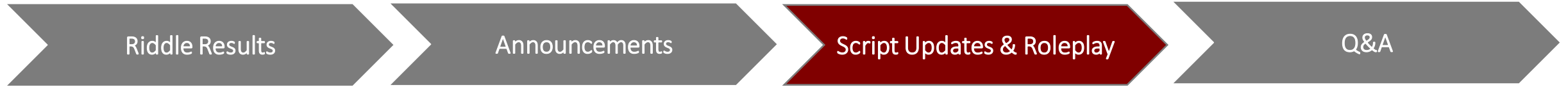
Resource Referral Process

Case Patient → LHD, CI/CT, or Call Center → Resource Specialist → Resource Agency
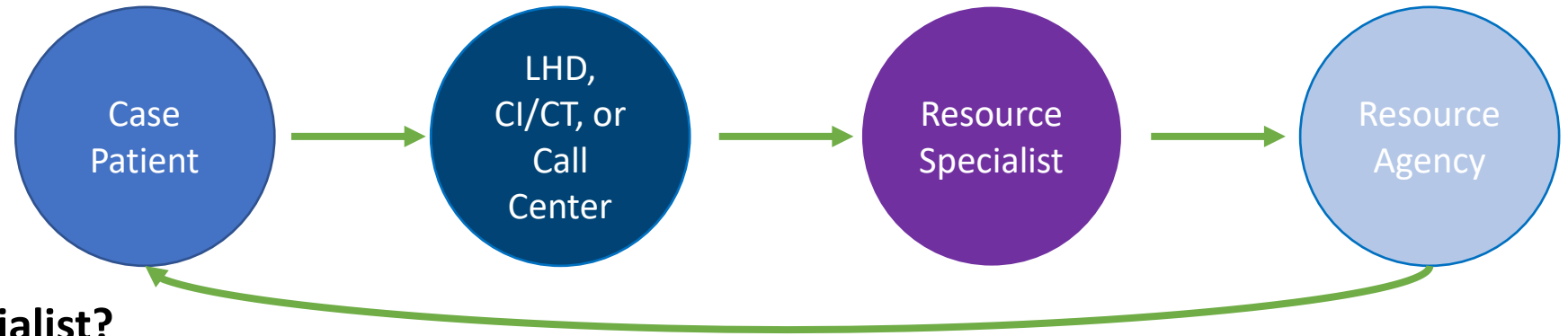
What is a Resource Specialist?
- Members of the NC COVID Community Team Call Center
- Expert at making resource referrals at state and local levels

How does a Resource Specialist make a referral?
- By providing Case Patient with agency information **OR** entering them into NC CARE 360 (pilot starting February 2023)

What is NC CARE 360?
- A web-based platform that helps health and community-based organizations in all 100 North Carolina counties make electronic referrals, communicate in real time, securely share client information, and track outcomes together
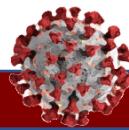
| Riddle Results | Announcements | Script Updates & Roleplay | Q&A |

CONVERSATION IN PROGRESS

Role Play Example

1. Listen to the conversation between the person making phone outreach and a case patient

2. Follow along using the Information and Resource Outreach script

LISTEN IN...
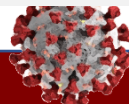
| Knowledge Check 1 | Knowledge Check 2 | Knowledge Check 3 | Knowledge Check 4 |

What should you do if a case patient expresses that they need help finding food? Select the <u>best</u> answer.

A. Transfer them immediately to a Resource Specialist

B. Transfer them to a Resource Specialist after completing the Informational Call

C. Offer them the option of calling 211.

D. Apologize that their situation is difficult and say you hope it gets better soon.

| Knowledge Check 1 | Knowledge Check 2 | Knowledge Check 3 | Knowledge Check 4 |

What should you do if a case patient expresses that they need help finding food? Select the <u>best</u> answer.

A. Transfer them immediately to a Resource Specialist

B. <u>**Transfer them to a Resource Specialist after completing the Informational Call**</u>

C. Offer them the option of calling 211.

D. Apologize that their situation is difficult and say you hope it gets better soon.
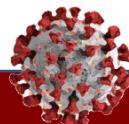
| Riddle Results | Announcements | Script Updates & Roleplay | Q&A |

Sections 7. Wrapping Up
Section 8. Supplemental COVID-19 Vaccine Information

Refer to the [Vaccine Booster/Script Updates Training](#)

This document provides an outline of the steps and content to cover when providing information, treatment, and resource support for someone believed or confirmed to have COVID-19. To jump to a particular section, click the hyperlinks below while holding the CTRL key on your keyboard:

In this section of the script:
- Share NC COVID Community Team Call Center phone number
- Ask case patient's experience with COVID-19 vaccine
- Share information about boosters and eligibility

If they have not been vaccination, listen and reflect on their response. If they are willing to discuss more with you, continue to Section 8. Supplemental COVID-19 Vaccine Information when you finish your conversation.
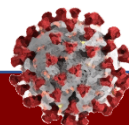
Informational Call Script Training | **Knowledge Check** Questions

Knowledge Check 1   Knowledge Check 2   Knowledge Check 3   **Knowledge Check 4**

Which of the following is <u>NOT</u> a part of the Informational Call? (Select all that apply).

A. Treatment information

B. Connection to resources

C. Isolation guidance

D. Collecting contacts

| Knowledge Check 1 | Knowledge Check 2 | Knowledge Check 3 | Knowledge Check 4 |

Which of the following is NOT a part of the Informational Call? (Select all that apply).

A. **Treatment information**

B. **Connection to resources**

C. **Isolation guidance**

D. **Collecting contacts**
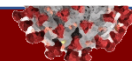
Support Resources
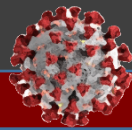
To review everything we covered today...

Updated Prioritization Guidance

- Updated Prioritization Guidance can be found on the CD Manual.

Updated Informational Call Script

- The Informationall Calls Script can be found on the CD Manual.
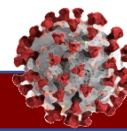
To review everything we covered today...

Job Aids – Case Portal, Treatment, Resources

- <u>Motivational Interviewing Training</u>

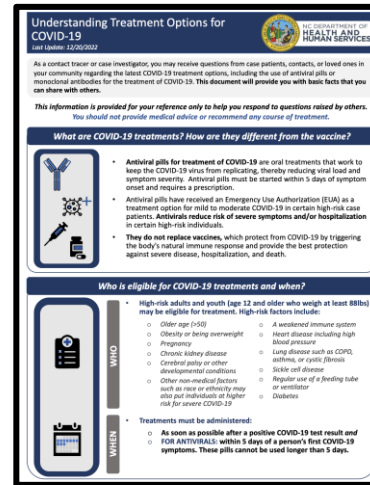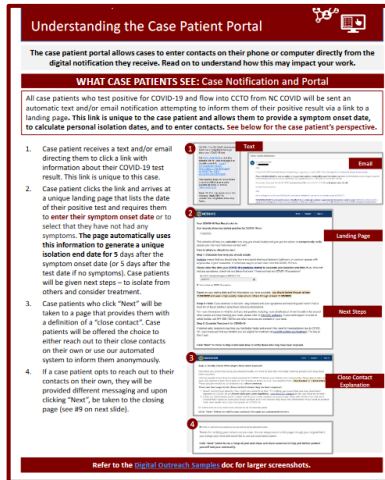- <u>Treatment Training Recording</u>

- Vaccine Booster/Script Updates Training

- The **Understanding the Case Portal** job aid provides an overview of the portal available to case patients with guidance information and the ability to input their close contact info..
- The **COVID-19 Treatments** job aid describes treatment options available to COVID-19 case patients.
- List of trainings that we referenced today (MI, Treatment, Vaccine Script Updates)
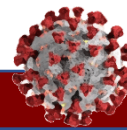
Where to go for training support

CT Process Questions: Contact Your Supervisor	Access Support: CD Manual & Knowledge Center	CCTO Tool Help: Training Materials and Office Hours	CCTO Tool Help & Suggestions: ServiceNow (SNOW)

- If you have process-based questions about contact tracing workflows, policies, and procedures beyond the CCTO software, **contact your supervisor directly**, as these may vary on local levels

- **"CCTO Help Desk & IT Support" on the CD Manual** for NCID/ServiceNow/CCTO access support job aids
- **ServiceNow Knowledge Center** for job aids on tech issues (login, NCID, password reset, etc.)

- FAQs, Training Resources, System Updates, Process Documentation and Scripts (Found on the NC DPH Communicable Disease Manual Coronavirus Page)
- Patient Education Tools, CCTO trainings and slides and recorded live sessions posted to the AHEC Portal
- *Check your email for ongoing CCTO office hours opportunities and regular live trainings*

- Register for ServiceNow and then visit the DHHS Contact Tracing ServiceNow Portal to log in using your NCID and submit **CCTO questions and suggestions**

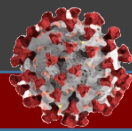
If you have a process-based question on contact tracing requiring specific guidance...
- **Consult state CT guidance in the CD Manual Contact Tracing Instructions**
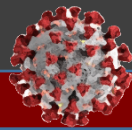- **Consult federal CT guidance on the CDC website**

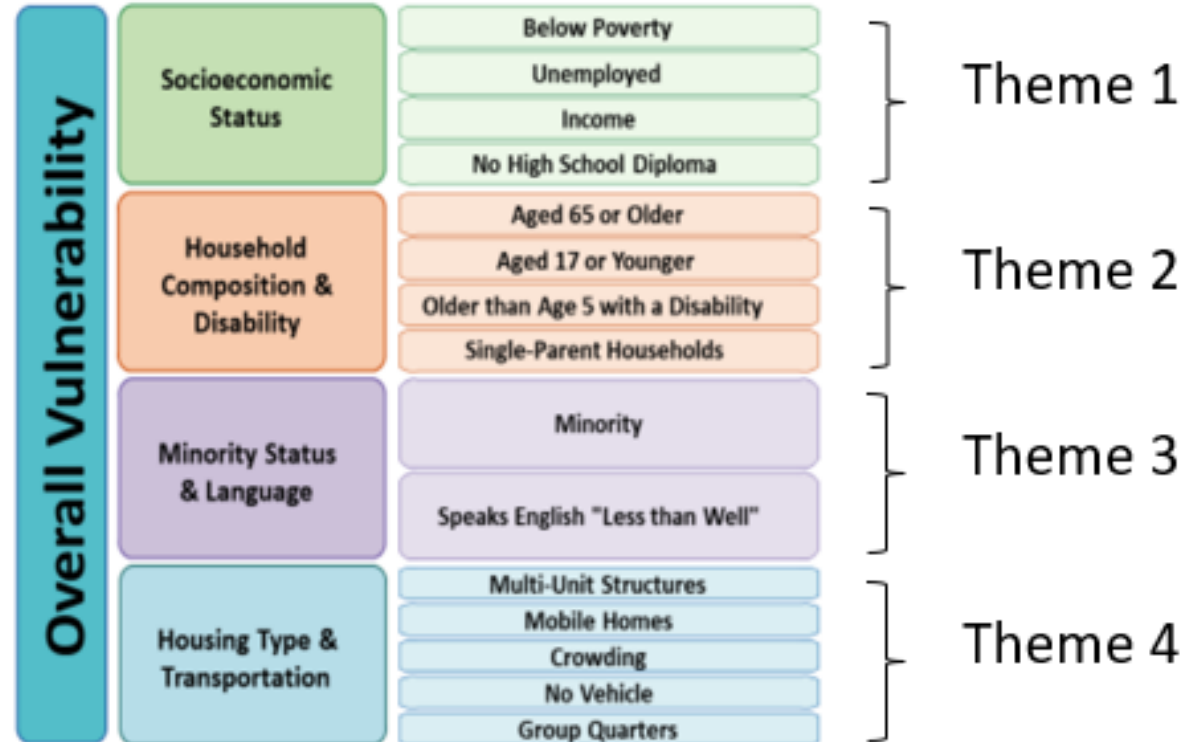# Participant Feedback
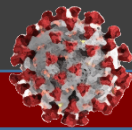
Questions?

Appendix

Social Vulnerability Index (SVI)

- There is an overall score as well as a score for four main themes:
  - Socioeconomic Status
  - Household Composition & Disability
  - Minority Status & Language
  - Housing Type & Transportation

Source:
https://www.atsdr.cdc.gov/placeandhealth/svi/index.html