

COVID-19 Contact Tracing: How to Address Concerns During Contact Notification

CONTACT CONCERN	INTERVIEWER RESPONSE
“How did you get my name?”	“Part of my role with the health department is to work with those who have COVID-19 (also known as the coronavirus) and those who have been in contact with someone with the virus. Someone you have come in contact with tested positive for the coronavirus asked that I reach out to you. Our interest in contacting you is to make sure you are healthy, you get the medical information you need to protect yourself and others, and to offer testing and support services.”
“Why are you calling me?”	“I am calling all those in our community who have the coronavirus or have come in contact with the virus. At this time, I am reaching out to you because you have come in contact with the virus and I would like to share some important information with you. What have you heard about COVID-19, or the coronavirus?”
“What are you going to do with my information?”	“All of the information you provide will be kept confidential and only the communicable disease staff at the health department will have access to it. They use information to determine how many people we still need to reach and test, to measure what we need to do as a community to knock this virus down and to determine who in our community may need special services. Overall, the information you provide helps us stop the spread of COVID-19 and make sure you and others are healthy.”
“Do I have to talk to you?”	“No. You don’t have to talk to me. But I hope that you will, at least long enough for me to share some important information about your contact with the coronavirus, where you can get tested and how you can stay healthy and safe.”
“I don’t have any medical insurance. Where can I go to be tested?”	“Please don’t worry about the cost of testing. At this time, it’s free. You can be tested at _____ from ____ a.m. to ____ p.m. The only item you need to bring is _____ (if any). When do you think you can get tested?”
“I don’t have a stable place to live”	“I imagine that must be very stressful and can’t be a good feeling. I can assist you with finding a place to live while at the same time providing you with an appointment for care. Both are doable and I am committed to assisting you around maintaining good health and accessing testing services as soon as possible. Let’s take one step at a time. How does this sound to you? When can you come in for testing? How will you get to the test site?”
“I feel good. I don’t have any symptoms!”	“I’m glad to hear you’re feeling well. However, from what we know about the coronavirus at this time, people can experience no signs or symptoms and still have the virus. People could unknowingly pass the virus to others. For those who do get symptoms, it can take 2-14 days after being infected to show symptoms like a fever, cough and shortness of breath. The best way to know your status is to test for this virus. It likely is important that you stay at home and distance yourself from others (this is called self-quarantine) until you do test, just in case you have the virus. Your test result could also show that you are negative, and this could bring you some peace of mind. How do you feel about getting tested?”