

# COVID-19 Contact Tracing Interviews: How to Address Common Patient Concerns When Discussing Contacts

PATIENT CONCERN	INTERVIEWER RESPONSE
<p><b>“Who else is going to find out about this?”</b></p>	<p>“It sounds like you’re concerned that someone will find out that I spoke with you. I want to assure you that you can safely speak with me. Actually, it’s against the law for me to tell anyone other than the health care providers on your care team anything you and I have discussed. Our conversation is private. If you choose to talk to others about our conversation, that is fine, but legally I’m not able to do that.”</p>
<p><b>“Do I have to tell you the names of my contacts?”</b></p>	<p>“No. You don’t have to tell me about your contacts. However, I hope that you will. By sharing the names of your contacts, I can privately and quickly reach out to them and offer testing and care services. This can help stop the spread of the coronavirus and make sure they are healthy and get the medical information they need to protect themselves and others. I can also offer support services that are available to them.”</p>
<p><b>“What are you going to tell my contacts?”</b></p>	<p>“I will let them know that I’m calling on behalf of the Department of Public Health and would like to speak with them regarding an urgent health matter.</p> <p>Once I confirm that I am speaking with the correct person I will say: ‘I want to let you know that this is a confidential phone call and I am reaching out to those who have COVID-19 (also known as the coronavirus) and to those who have been in contact with someone with the virus. The health department is doing this to help stop the spread of the coronavirus in the Bay area and nationwide and to make sure you are healthy, you get the medical information you need to protect yourself and others and to offer support services that are available to you.</p>
<p><b>“Is this curable?”</b></p>	<p>“At this time there is no cure, but scientists are currently working to potentially develop a vaccine. From what we know now, most people who have COVID-19 (or the coronavirus) will be fine, but some will have very severe symptoms or could die. That’s why it’s important to discuss anyone you have had any interaction with in the past 14 days, so we can contact them, get them tested and prevent or slow down the spread of this virus.”</p>
<p><b>“What if they don’t have symptoms?”</b></p>	<p>“It’s common for many people with COVID-19 (or the coronavirus) not to have any symptoms. If someone does show signs or symptoms of this virus, it can take 2-14 days for them to appear. This is why we want to reach out to people immediately, test them and provide important education and information to them based on their personal health.”</p>