

# COVID-19 – contact tracing script

## FOR CONTACTS OF A CONFIRMED CASES

### Document Information

<b>For use in</b>	The NHS COVID-19 Test and Trace Programme
<b>For use by</b>	Tier 2 and 3 Call handlers
<b>Document owner</b>	Contact tracing cell lead
<b>Status</b>	Final
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<b>Accreditation and Endorsement</b>	
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<b>File Name</b>	
<b>Supersedes</b>	All previous arrangements
<b>Additional Information</b>	

### Document history

Version	Change made	Reason	Date	Author
1 - 4	Amended following comments from within PHE	To reflect changes in CTAS and input from the Behavioural Sciences team	12/05/2020	Maya Gobin
5.01	<ol style="list-style-type: none"> <li>Clarification of instructions regarding reading of script Pg 1.</li> <li>Inclusion of details on how to respond to requests for verification Box 1 and 2, Box 5 Scenario 4</li> <li>Inclusion of section regarding action needed for people who have or require</li> </ol>	Updated to reflect feedback from end to end testing. Change in CTAS and policy changes.	19/05/2020	Maya Gobin

	<p>additional support new Bon 4.</p> <ol style="list-style-type: none"> <li>4. Inclusion of new flow chart Pg 2.</li> <li>5. Inclusion of instructions regarding access to webpage pg 1</li> </ol>			
6.00	<ol style="list-style-type: none"> <li>1. Instructions about checking spelling of names Pg 3</li> <li>2. Inclusion on how to provide assurance regarding data security Box 1 and 5</li> <li>3. Instructions on how to update CTAS all boxes</li> <li>4. Re-wording of sentences to make clearer to read out – all boxes</li> <li>5. Dialog added to BOX 5 scenarios to support call handlers</li> </ol>	Updated to reflect feedback from second end to end testing.	21/05/2020	Maya Gobin
7.00	<ol style="list-style-type: none"> <li>1. Inclusion of contact advice in Box 3.</li> </ol>	Updated to reflect guidance	22/05/2020	Maya Gobin

## Purpose

To provide guidance on how to contact and provide public health advice to a person identified as a contact of a confirmed case of COVID-19.

## Contacting individuals

Do not attempt an interview in any of the following situations:

- If the telephone number provided is for a workplace or fax;
- If there are no adults (18 years or older) available to speak to;
- If there is no English-speaking adult available to speak to.

If the contact is not English-speaking, you may undertake the interview with a relative or friend provided verbal permission is given or seek access to a translation service.

Please check spellings of names, address and email addresses.

A script has been provided (see Boxes 1 to 4, and Figure 1 overleaf for a summary). You should familiarise yourselves with the script and read out. The points that you must explain are as follows:

- Who you are;
- That you are calling on behalf of the NHS COVID-19 Trace Programme;
- That all information will be kept in **strict confidence**, in other words, what they tell you will not be passed beyond the NHS COVID-19 Trace Programme team;
- How long the interview will take and if necessary that you will phone back at a time that is more convenient for them;
- It is important that they provide informed consent for this information (Clinical and Information Governance Training slide pack slides 7 to 12). The information is collected so that public health action can be taken.

Please also ensure you have the following web-page open on your browser - [www.gov.uk/coronavirus-local-help](https://www.gov.uk/coronavirus-local-help)

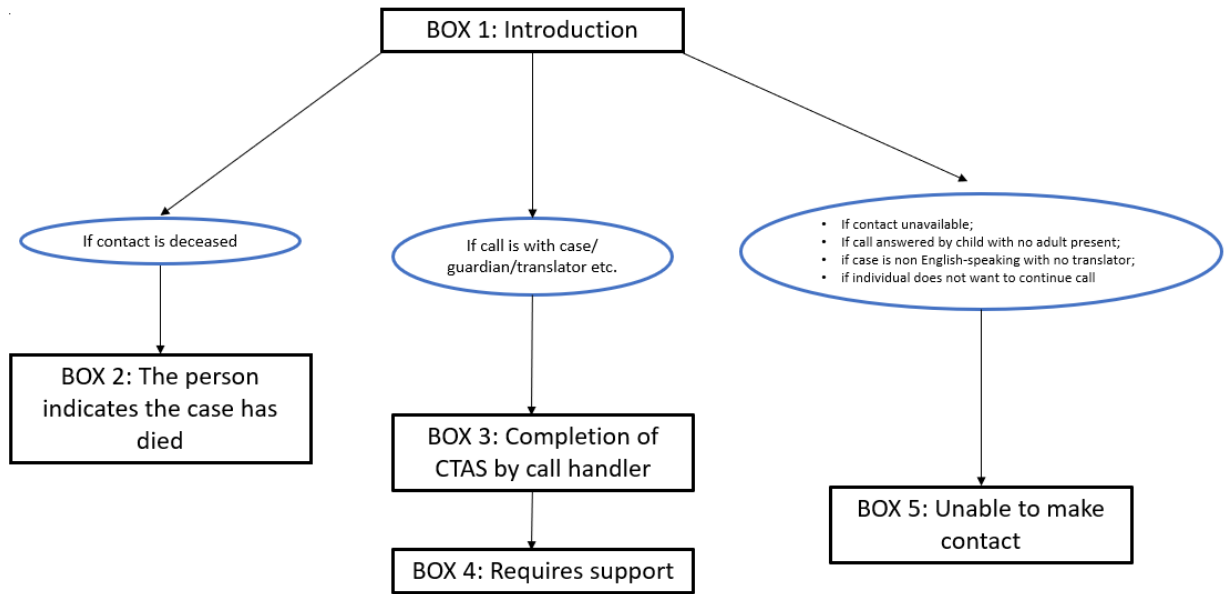


Figure 1: Summary of contact tracing script for contacts of a confirmed case

## Completing on behalf of someone else

The person you talk to may be taking this call on behalf of someone – such as a parent of a child. If someone is answering on behalf of an adult (the case), you must confirm the case is happy for them to speak to you on their behalf. If so, the script applies to the person you are calling to speak to (the case) not the person on the call responding.

# SCRIPT

Please note underlined text in Boxes are not part of the script for the caller to read out.

## BOX 1

### INTRODUCTION

Good morning/afternoon/evening.

QUESTION IF ADULT CONTACT: Am I speaking to [ADD CONTACT'S NAME]? or Could I please speak to [ADD CONTACT'S NAME]?

QUESTION IF CHILD CONTACT: Can I please speak to a parent or guardian of [ADD CONTACT'S NAME]?

If CONTACT IS DECEASED: SEE BOX 2

If TELEPHONE CONTACT MADE BUT INTERVIEW NOT ABLE TO PROGRESS (for example, contact or parent/guardian is not available to take the call or non-English speaking with and not able to access a translator): SEE BOX 5: SCENARIO 2

### If YES AND INTERVIEW ABLE TO PROCEED:

- Hello, my name is [ADD YOUR NAME] and I am calling on behalf of the NHS COVID-19 Test and Trace Programme.
- I'm phoning because [you or NAME OF THE CONTACT] were identified as a CONTACT OF A CONFIRMED CASE OF COVID-19. As a precaution, we are contacting you (or them) today to provide [you or them] with the correct advice about what you (or they) now need to do. This could take up to around 20 minutes.
- I will need to collect some information about [you or NAME OF THE CONTACT].
- Just before I start I would like to confirm the information that you provide will be kept in **strict confidence**, in other words, what you tell me will only be used to support the public health response to COVID-19. We have all done data security awareness training and all information will be stored securely.
- I would also like to let you know that this call will be recorded for training and quality improvement purposes.

QUESTION: Do you have any questions about what I will be asking about and the information I will be collecting?

**IF PERSON SEEKS VERIFICATION OF THE CALLER: MOVE TO BOX 5: SCENARIO 4**

**IF PERSON SEEKS ASSURANCE ABOUT DATA SECURITY: MOVE TO BOX 5: SCENARIO 5**

QUESTION: Can I please confirm that you are happy for me to continue?

**IF PERSON IS NOT HAPPY TO SPEAK TO YOU: MOVE TO BOX 5: SCENARIO 3**

**IF PERSON IS HAPPY TO PROCEED:**

QUESTION: Is this a convenient time to talk?

**IF YES: MOVE TO BOX 3**

**IF NOT A CONVENIENT TIME:**

QUESTION: Is another, more convenient time that I can call you?

**IF NO: MOVE TO BOX 5: SCENARIO 3**

**IF YES:** Arrange an alternative time to talk and record call back arrangements.

- Thank you for taking the time to speak to me. If you need any further information please visit our website at [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

Politely end call

Once call completed, details of the attempted call should be entered onto CTAS and complete CTAS status - FOLLOW UP NEEDED (TIER 3) and unassign the contact.

## BOX 2

### **THE PERSON INDICATES THAT THE CONTACT HAS DIED**

- I am sorry to be calling at this very difficult time, my name is [ADD YOUR NAME] and I am calling on behalf of the NHS COVID-19 Test and Trace Programme.
- I'm phoning because [ADD CONTACT'S NAME] was identified as A CONTACT OF A CONFIRMED CASE OF COVID-19 and I needed to provide advice to [ADD CONTACT'S NAME] to help contain the spread of infection.
- I am very sorry to hear about [ADD CONTACT'S NAME] and the public health advice is therefore no longer appropriate or required.

**QUESTION:** Do you have any questions for me about anything I have spoken to you about today?

**Please refer to the FAQ**

**QUESTION:** Would you like someone else in my team to speak to you about this?

**IF YES:** I will need to pass your details onto our team lead who will call you as soon as possible.

**Please escalate to team leader**

**IF NO:** Thank you for taking the time to speak to me. If you need any further information, please visit our website at [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

**Politely end call**

**Once call completed ensure all details entered onto CTAS and complete CTAS status - COMPLETED**

## BOX 3

### **COMPLETION OF CTAS BY CALL HANDLER -**

- I am now going to ask questions to confirm some details about [you or NAME OF THE CONTACT] and about [your or their] current well-being.
- Could you please provide [your or NAME OF THE CONTACT] date of birth or address; you do not have to, but, it would be helpful to have [your or NAME OF THE CONTACT] a mobile number or email address and post code in case we need to direct you to local support services in your area.

**Call handler should now refer to CTAS to complete all the questions.**

**STEP 1: assign the record to yourself**

**STEP 2: start the questionnaire.**

**Read the following - In working through screens on CTAS, call handlers will reach a page titled “Please can you read the following guidance on what self-isolation measures are required while you have symptoms”.**

**Call handlers should read the following key messages:**

- If you have been informed that you are a ‘contact’ **immediately self-isolate** at home for 14 days from the date of your last contact with a possible or confirmed case of COVID-19.
- Stay at home for 14 days. Do **not** go to work, school, or public areas, and do **not** use public transport or taxis.
- If you develop symptoms you should arrange for testing by contacting or [www.nhs.uk](http://www.nhs.uk) or NHS 119 and you should remain at home.

### **IF THE CASE LIVES WITH OTHER PEOPLE:**

- If you do not have symptoms of coronavirus (COVID-19), other people in your household do not need to stay at home to self-isolate with you.

**QUESTION:** Do you live with anyone that would have received a letter from NHS that they are clinical vulnerable?

### **IF YES:**

- Where possible, move anyone who is clinically vulnerable and clinically extremely vulnerable out of your home, to stay with friends or family for the duration of your home isolation period.



- If you cannot move vulnerable people out of your home, stay away from them as much as possible, following the guidance [here](#). For the clinically extremely vulnerable please follow the [Shielding guidance](#).

QUESTION: Would you like me to repeat any of this advice?

Please visit [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus) for more information and guidance.

**At the end of the CTAS questions:**

**IF the CONTACT needs additional support while self-isolation please MOVE TO BOX 4.**

**IF TICKED NONE OF THE ABOVE**

QUESTION: Do you have any questions for me about anything I have spoken to you about today?

Please refer to the FAQ

QUESTION: Would you like someone else in my team to speak to you about this?

IF YES: I will need to pass your details onto our team lead who will call you as soon as possible.

Please escalate to team leader

IF NO: Thank you for taking the time to speak to me. If you need any further information, please visit our website at [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

Politely end call

Once call completed ensure all details entered onto CTAS and complete CTAS status - COMPLETED

## BOX 4

**CONTACT REQUIRES SUPPORT WHILE SELF-ISOLATING**

QUESTION: Do you have access to the internet?

IF YES: You are able to find details of local support if you visit [www.gov.uk/coronavirus-local-help](http://www.gov.uk/coronavirus-local-help) and enter your post code. We will send the link to you via a text or mobile.

IF NO: I can look this up for you now.

**The call handler must now go to [www.gov.uk/coronavirus-local-help](http://www.gov.uk/coronavirus-local-help) and enter the post code of the case to find the local authority.**

**The call handler then gives the contact the phone number for support as listed on the local authority website.**

**At the end of the CTAS questions the caller should ask:**

QUESTION: Do you have any questions for me about anything I have spoken to you about today?

Please refer to FAQ

QUESTION: Would you like someone else in my team to speak to you about this?

IF YES: I will need to pass your details onto our team lead who will call you as soon as possible.

Please escalate to team leader

IF NO: Thank you for taking the time to speak to me. If you need any further information, please visit our website at [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

Politely end call

**Once call completed ensure all details entered onto CTAS and complete CTAS status - COMPLETED**

## BOX 5

### **UNABLE TO MAKE CONTACT**

#### **Scenario 1: Unable to contact – no answer to phone call**

Continue to make call attempts which are in line with the call centre agreement and record state in CTAS. If there is an alternative e-mail address or phone number, then attempts should also be made with these. If answerphone is available, leave the following message:

“Hello, my name is [YOUR NAME] I am calling on behalf the NHS COVID-19 Trace Programme. This is a message for [ADD CONTACT’S NAME]. **Someone from my team or I will call you again later today or tomorrow.**”

Do not give any further information on the answerphone message.

Details of ALL attempted calls should be entered onto CTAS and complete the CTAS status FOLLOW UP NEEDED (Tier 3) and unassign the contact.

#### **Scenario 2: Telephone contact made - interview not able to progress**

If a child (person under 18 years) answers – ask if an adult is available to speak to you. If not, leave a message requesting a call back.

If the case is not English-speaking – try to ascertain if they can give permission for an English-speaking relative or friend to undertake the interview. If necessary record alternative contact details. Consider use of translation service if no friends or family available to support the interview.

Once call completed, details of the attempted call should be entered onto CTAS and complete the CTAS status FOLLOW UP NEEDED (Tier 3) and unassign the contact.

#### **Scenario 3: Telephone contact made - but does not wish to proceed with the call at any time**

Ask if the case would like to receive information by email should they change their mind in the future.

“Following up contacts will enable us to check that the individuals are well, to provide them with advice if they are unwell or if they become unwell and will also help us to protect your friends, family, the community and NHS by containing the spread of the virus.

Would you like to receive an email which explains the reason for this call?”

IF YES: Obtain email address and arrange for CTAS invitation to be sent to the case.

“Thank you for taking the time to speak to me. If you need any further information, please visit our website at [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)”

Call handler should escalate the call to the call handler tier lead as per the SOP: [Managing queries, complex issues and situations, and escalation within and between Tiers](#)

Once call completed, details of the attempted call should be entered onto CTAS and complete CTAS status FOLLOW UP FAILED.

#### **Scenario 4: Seeking verification on authenticity of the caller**

The call handler can advise the person to visit the following website which will have the required detail of the programme.

Alternatively, the person can call the number **0300 013 5000** that comes up on the phone where they will hear an automated message regarding the programme. Please use the following script:

“Details of the programme can be found at [www.gov.uk](http://www.gov.uk) alternatively you can hang up and call the number I have dialled on **0300 013 5000** where you will hear an automated message regarding the programme.

“Would you be happy to proceed with the call at this time?”

IF YES - continue with questionnaire

IF NO – “We will attempt to call you again the future to complete the questionnaire.”

IF PERSON IS HAPPY TO BE CALLED AGAIN: Thank you for taking the time to speak to me. If you need any further information, please visit our website at [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

Once call completed, details of the attempted call should be entered onto CTAS and complete CTAS status FOLLOW UP NEEDED (Tier 3) and unassign the contact.

IF PERSONS ASKS NOT TO BE CALLED AGAIN PLEASE MOVE TO BOX 5: SCENARIO 3

#### **Scenario 5: Seeking assurance regarding data security and privacy**

Information on data security and privacy can be found at [Information on what information we will collect and why and how we will use this information](#) can be found at <https://contact-tracing.phe.gov.uk/help/privacy-notice> or under Information Governance and Privacy if the [FAQ](#).

“I can answer any questions now regarding why we collect this information from you and how we will use this information or it can be found at <https://contact-tracing.phe.gov.uk/help/privacy-notice>”

“Would you be happy to proceed with the call at this time?”

IF YES - continue with questionnaire

IF NO – “We will attempt to call you again the future to complete the questionnaire.”

IF PERSON HAPPY TO BE CALLED AGAIN: Thank you for taking the time to speak to me. If you need any further information, please visit our website at [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

Once call completed, details of the attempted call should be entered onto CTAS and complete CTAS status FOLLOW UP NEEDED (Tier 3) and unassign the contact.

IF PERSONS ASKS NOT TO BE CALLED AGAIN PLEASE MOVE TO BOX 5: SCENARIO 3