

CCBH New Case Script

If no answer: Hello, this message is for _____. My name is _____, and I am calling from the Cuyahoga County Board of Health. Please call us back at 216-201-2091 and ask for _____ at ext _____. Thank you.

If answer:

Hello, I'm looking for _____.

My name is _____, and I am calling from the Cuyahoga County Board of Health.

How are you today?

Before we get started, what is your preferred language over the phone and through mail?

- *If not English over the phone, get preferred language, and we will call them back with interpreter service.*

Can you also confirm your date of birth?

I understand you recently had some coronavirus testing, are you aware of those results?

The reason for this call is to get a little information from you and to share some information and make sure you have the resources you need to appropriately isolate yourself.

Is now an okay time to do that?

- *If not okay time, when is a better time since this is time sensitive and is there an emergency contact I can talk to get some more information*

Can I start by getting some demographic information?

- *Write address on coversheet*
- *Fill in PUI for race, ethnicity, gender*

Can you tell me a little bit about how you came to be tested?

- *Back page of PUI - Symptoms*
- *Front page of PUI - Anyone came in contact with*

Continue through all of forms

Checklist when done:

- Filled out forms
 - o Coversheet
 - o PUI form
 - o Ohio supplemental form
 - o Activity log with notes about what you did/discussed
- Explained isolation
- Explained what's coming in the mail
- Assessed resource needs
- Gave three phone numbers