

# TESTING RESULT: POSITIVE

## COVID-19 TEST RESULTS

### Read:

Hello, my name is \_\_\_\_\_ from \_\_\_\_\_. May I speak with \_\_\_\_\_?

### Agent Action Steps:

- **If patient answers:** Verify patient's Date of Birth or Address including city, state, zip code-complete contact in CRM. Move to Patient (Verified).
- **If patient is too sick to answer:** Verify patient's Date of Birth and Address including city, state, zip code and provide-complete contact in CRM. Move to Patient Too Sick (Verified).
- **If patient is not available:** Document CRM and move to Closing the call.
- **If wrong number:** Flag the information in CRM and report back to HHS. Move to Closing the call.
- **If patient does not answer:** Release the call and do not leave a voicemail. Document CRM and move to the next contact.

### Patient Verified=> Read:

Hello, (Patient's name). You were recently tested for COVID-19. I'm following up today to share your test results. You received a document at the community testing site detailing how to monitor your symptoms and what you should know.

**Do you still have this paper?**

### Patient (Verified)=> Yes=> Read:

I am going to walk you through information from that paper.

### Patient (Verified)=> No=> Read:

Not a problem, you can go later to [coronavirus.gov](https://www.cdc.gov/coronavirus) for more information. I am going to walk you through the information from that paper.

### Patient (Verified)=> Read:

The test showed that you have the coronavirus also known as COVID-19. As explained in the instructions you received, stay home. Do not go to work, school, or leave your home unless absolutely necessary. This also applies to everyone else living in your home.

Most people with COVID-19 experience minor symptoms such as low-grade fever, cough, and potential shortness of breath. Over-the-counter medications to reduce your symptoms may help you feel better. It is important to get rest and drink plenty of fluids.

While you recover, it is very important that you isolate yourself from others, particularly the elderly and those with health conditions. Check your temperature twice a day, and keep a daily record of your symptoms.

Even if you do not have symptoms, you might make others sick.

It is safe to leave home when:

- 1) You have been fever-free for at least 3 days without using medicine that reduces fevers AND
- 2) Your other symptoms have improved AND
- 3) At least 7 days have passed since your symptoms first appeared.

All of this information is on the paper you received at the community testing site.

If you find that your symptoms are worsening or additional symptoms arise, you should call your healthcare provider. When you call your healthcare provider make sure to tell them that you tested positive for COVID-19.

Seek medical attention immediately if you develop any of the following emergency warning signs for COVID-19: extreme difficulty breathing, bluish lips or face, constant pain or pressure in the chest, severe constant dizziness or lightheadedness, difficulty waking up, slurred speech (new or worsening), and/or new seizures or seizures that won't stop. This list is not all-inclusive. Please consult your healthcare provider for any other symptoms that are severe or concerning.

For medical emergencies, call 911 and notify the dispatch personnel that you have COVID-19.

You might find it helpful to visit [coronavirus.gov](https://www.cdc.gov/coronavirus). There are several useful resources on this website.

### **Patient Too Sick (Verified)=> Read:**

Hello, (Contact's name), thank you for verifying the patient's information. (Patient's Name) was recently tested for COVID-19. I'm following up today to share the patient's test results.

The patient received a document at the community testing site detailing how to monitor symptoms and what they should know. Do you know if the patient has this paper?

**Patient Too Sick (Verified)=> Yes=> Read:**

I am going to walk you through information from that paper.

**Patient Too Sick (Verified)=> No=> Read:**

Not a problem, you can go later to [coronavirus.gov](https://www.cdc.gov/coronavirus/2019-nCoV) for more information. I am going to walk you through the information from that paper.

**Patient Too Sick (Verified)=> Read:**

The test showed that (Patient's name) has the coronavirus also known as COVID-19.

As explained in the instructions the patient received, they cannot go to work, school, or leave the home unless absolutely necessary. This guidance also applies to everyone else living in their home.

Most people with COVID-19 experience minor symptoms such as low-grade fever, cough, sore throat, and potential shortness of breath. Over-the-counter medications to reduce symptoms may help the patient feel better. It is important to get rest and drink plenty of fluids.

While the patient recovers, it is very important that the patient is isolated from others, particularly the elderly and those with health conditions. Temperature should be checked twice a day, and a daily record of the patient's symptoms should be kept.

It is safe for the patient to leave home when:

- 1) The patient has been fever-free for at least 3 days without using medicine that reduces fevers AND
- 2) Their other symptoms have improved AND
- 3) At least 7 days have passed since their symptoms first appeared.

All of this information is on the paper received at the community testing site.

If the patient's symptoms are worsening or additional symptoms arise, please call the patient's healthcare provider. When calling the healthcare provider make sure to tell them that the patient tested positive for COVID-19.

Seek medical attention immediately if the patient develops any of the following emergency warning signs for COVID-19: extreme difficulty breathing, bluish lips or face, constant pain or pressure in the chest, severe constant dizziness or lightheadedness, difficulty waking up, slurred speech (new or worsening), and/or new seizures or seizures that won't stop. This list is not all-inclusive. Please consult the patient's healthcare provider for any other symptoms that are severe or concerning.

For medical emergencies, call 911 and notify the dispatch personnel that the patient has COVID-19.

You might find it helpful to visit [coronavirus.gov](https://www.coronavirus.gov). There are several useful resources on this website.

## Closing the call

### READ

- Thank you for speaking with me today. Good-bye.

# TESTING RESULT: INCONCLUSIVE / UNREADABLE / INDETERMINATE / TEST NOT PERFORMED

## COVID-19 TEST RESULTS

### Read:

Hello, my name is \_\_\_\_\_ from \_\_\_\_\_. May I speak with \_\_\_\_\_?

### Agent Action Steps:

- **If patient answers:** Verify patient's Date of Birth or Address including city, state, zip code-complete contact in CRM. Move to Patient (Verified).
- **If patient is too sick to answer:** Verify patient's Date of Birth and Address including city, state, zip code and provide-complete contact in CRM. Move to Patient Too Sick (Verified).
- **If patient is not available:** Document CRM and move to Closing the call.
- **If wrong number:** Flag the information in CRM and report back to HHS. Move to Closing the call.
- **If patient does not answer:** Release the call and do not leave a voicemail. Document CRM and move to the next contact.

### Patient Verified=> Read:

Hello, (Patient's name). You were recently tested for COVID-19. I'm following up today to share your test results. You received a document at the community testing site detailing how to monitor your symptoms and what you should know.

**Do you still have this paper?**

### Patient (Verified)=> Yes=> Read:

I am going to walk you through information from that paper.

### Patient (Verified)=> No=> Read:

Not a problem, you can go later to [coronavirus.gov](https://www.cdc.gov/coronavirus) for more information. I am going to walk you through the information from that paper.

### Patient (Verified)=> Read:

For a variety of reasons, some samples do not yield a positive or a negative result. This is what happened with your test sample. Therefore, we recommend that you are tested again.

You can go back to the Community-Based Testing Site or contact your local or state health department or healthcare provider to be tested again.

If you are experiencing symptoms, follow guidance from your healthcare provider and your state and local health departments.

If you find that your symptoms are worsening or additional symptoms arise, you should call your healthcare provider. When you call your healthcare provider make sure to tell them that you have tested inconclusive or unreadable for COVID-19.

Seek medical attention immediately if you develop any of the following emergency warning signs for COVID-19: extreme difficulty breathing, bluish lips or face, constant pain or pressure in the chest, severe constant dizziness or lightheadedness, difficulty waking up, slurred speech (new or worsening), and/or new seizures or seizures that won't stop. This list is not all-inclusive. Please consult your healthcare provider for any other symptoms that are severe or concerning.

For medical emergencies, call 911 and notify the dispatch personnel that you may have COVID-19.

You might find it helpful to visit [coronavirus.gov](https://www.covid19.gov). There are several useful resources on this website.

#### **Patient Too Sick (Verified)=> Read:**

**Hello, (Contact's name), thank you for verifying the patient's information. (Patient's Name) was recently tested for COVID-19.** I'm following up today to share the patient's test results. The patient received a document at the community testing site detailing how to monitor symptoms and what they should know. Do you know if the patient has this paper?

#### **Patient Too Sick (Verified)=> Yes=> Read:**

I am going to walk you through information from that paper.

#### **Patient Too Sick (Verified)=> No=> Read:**

Not a problem, you can go later to [coronavirus.gov](https://www.covid19.gov) for more information. I am going to walk you through the information from that paper.

#### **Patient Too Sick (Verified)=> Read:**

For a variety of reasons, some samples do not yield a positive or negative result. This is what happened with the patient's test sample. Therefore, we recommend that they are tested again.

If the patient is experiencing symptoms, they should follow guidance from their healthcare provider and their state and local health departments.

If the patient's symptoms are worsening or additional symptoms arise, you should call the patient's healthcare provider. When you call the patient's healthcare provider make sure to tell them that the patient has tested inconclusive or unreadable for COVID-19.

Seek medical attention immediately if the patient develops any of the following emergency warning signs for COVID-19: extreme difficulty breathing, bluish lips or face, constant pain or pressure in the chest, severe constant dizziness or lightheadedness, difficulty waking up, slurred speech (new or worsening), and/or new seizures or seizures that won't stop. This list is not all-inclusive. Please consult the patient's healthcare provider for any other symptoms that are severe or concerning.

For medical emergencies, call 911 and notify the dispatch personnel that the patient may have COVID-19.

You might find it helpful to visit [coronavirus.gov](https://www.cdc.gov/coronavirus). There are several useful resources on this website.

## Closing the call

### READ

- Thank you for speaking with me today. Good-bye.

# TESTING RESULT: NEGATIVE

## COVID-19 TEST RESULTS

### Read:

Hello, my name is \_\_\_\_\_ from \_\_\_\_\_. May I speak with \_\_\_\_\_?

### Agent Action Steps:

- **If patient answers:** Verify patient's Date of Birth or Address including city, state, zip code-complete contact in CRM. Move to Patient (Verified).
- **If patient is too sick to answer:** Verify patient's Date of Birth and Address including city, state, zip code and provide-complete contact in CRM. Move to Patient Too Sick (Verified).
- **If patient is not available:** Document CRM and move to Closing the call.
- **If wrong number:** Flag the information in CRM and report back to HHS. Move to Closing the call.
- **If patient does not answer:** Release the call and do not leave a voicemail. Document CRM and move to the next contact.

### Patient (Verified)=> Read:

Hello, (Patient's name). You were recently tested for COVID-19. I'm following up today to share your test results. The test showed you do not have COVID-19. After being tested, you received a document at the community testing site detailing how to monitor your symptoms and what you should know. **Do you still have this paper?**

### Patient (Verified)=> Yes=> Read:

I am going to walk you through information from that paper.

### Patient (Verified)=> No=> Read:

Not a problem, you can go later to [coronavirus.gov](https://www.cdc.gov/coronavirus) for more information. I am going to walk you through the information from that paper.

### Patient (Verified)=> Read:

You are probably not infected at this time. However, you could have been exposed and test positive later. You should continue to protect yourself and others.

If you are feeling sick, please continue to consult this document and record your symptoms. It is always good practice to wash your hands and cover your mouth and nose with a tissue when you cough or sneeze.

If you find that your symptoms are worsening or additional symptoms arise, you should call your healthcare provider.

Seek medical attention immediately if you develop any of the following emergency warning signs for COVID-19: extreme difficulty breathing, bluish lips or face, constant pain or pressure in the chest, severe constant dizziness or lightheadedness, difficulty waking up, slurred speech (new or worsening), and/or new seizures or seizures that won't stop. This list is not all-inclusive. Please consult your healthcare provider for any other symptoms that are severe or concerning.

For medical emergencies, call 911.

You might find it helpful to visit [coronavirus.gov](https://www.coronavirus.gov). There are several useful resources on this website.

## Closing the call

### READ

Thank you for taking my call. Good-bye.

### Patient Too Sick (Verified)=> Read:

Hello, (Contact's name), thank you for verifying the patient's information. (Patient's Name) was recently tested for COVID-19. I'm following up today to share the patient's test results. The test showed that the patient does not have COVID-19. After being tested, the patient received a document at the community testing site detailing how to monitor symptoms and what they should know. **Do you know if the patient has this paper?**

### Patient Too Sick (Verified)=> Yes=> Read:

I am going to walk you through information from that paper.

### Patient Too Sick (Verified)=> No=> Read:

Not a problem, you can go later to [coronavirus.gov](https://www.cdc.gov/coronavirus) for more information. I am going to walk you through the information from that paper.

### Patient Too Sick (Verified)=> Read:

The patient is probably not infected at this time. However, the patient could have been exposed and test positive later. The patient should continue to protect him/herself and others.

If the patient is feeling sick, please continue to consult this document and record their symptoms. It is always a good practice to wash the hands and cover the mouth and nose with a tissue when coughing or sneezing.

If you find that their symptoms are worsening or additional symptoms arise, you should call the patient's healthcare provider.

Seek medical attention immediately if the patient develops any of the following emergency warning signs for COVID-19: extreme difficulty breathing, bluish lips or face, constant pain or pressure in the chest, severe constant dizziness or lightheadedness, difficulty waking up, slurred speech (new or worsening), and/or new seizures or seizures that won't stop. This list is not all-inclusive. Please consult the patient's healthcare provider for any other symptoms that are severe or concerning.

For medical emergencies, call 911.

You might find it helpful to visit [coronavirus.gov](https://www.cdc.gov/coronavirus). There are several useful resources on this website.

### Closing the call

#### READ

Thank you for taking my call. Good-bye.