MEDICAL STUDENT INSTRUCTIONS

Tasks to complete each day:
- ☐ Call all new "Needs Contact" or "Attempted Contact" and input all their data into SENDSS.
- ☐ Call "Symptomatic" people for the day
  - ○ Try to avoid calling those that consistently log symptoms. Only call those that need an initial followup.
- ☐ Call all the Phone Follow-ups (check the "Phone" List - should match the "Phone" template).
- ☐ Call all the people who have not logged ("Ok" with no symptom dots for the past two days).

Roles:
- ● SENDSS #1 works on "New Contacts" and "Attempted Contact"
- ● SENDSS #2 works on "Symptomatic" and "Have Not Logged"
- ● SENDSS #3 works on "Phone Follow-up"

9 AM - 9:30 AM	Print out TEMPLATES and LIST (if it was not done last night) ● "Phone F/U Filled out (Hopefully it was edited from the previous day) ● New Active Monitoring List ● Symptomatic List Debrief the whole team and assign a "template" to each volunteer.
9:30 AM	"Phone follow-up" caller can get started calling immediately. Their template should be pre-filled.
9:30 AM - 12:00 PM	● SENDSS #1 should work with "New" caller to simultaneously call and input PUAM data into system. ● SENDSS #2 should: 　○ Work with "Symptomatic" caller and continue to give them new PUAM. 　○ Fill out the template for "Have Not Logged".
12:00 PM - 1:00 PM	Reconvene and debrief. Chill out. Eat something.
1:00 PM - 4:00 PM	● Train new volunteers. ● Start calling "Have Not Logged" PUAMs. ● Continue to call "New" PUAMs. ● SENDSS #1 can input data from morning phone calls. ● Re-attempt to contact PUAMs who could not be reached in the morning.
4:00 PM - 5:00 PM	No more phone calls. Make sure everything is input in SENDSS and/or updated on the templates.

PUAM = patient under active monitoring

NEW ACTIVE MONITORING

For each call:

- Prior to the call:
  - Fill out the green-HEADER columns in the "New Active Monitoring" template.
- During the call:
  - Follow the provided [script](#) and fill out the template as you go.
    - *Ensure they received the email. (*There will be two emails)
- After hanging up:
  - Input information into SENDSS as instructed by the **2019-nCoV Active Monitoring Procedures** document.
    - *You will find a tutorial of how to do this printed in the packet.*
    - *Status is either "contacted" or "attempted contact"*

GOAL: make sure they are doing okay

For each call:

- Prior to the call:
    - Fill out the green-HEADER columns in the "Symptomatic" template using SENDSS.
- During the call:
    - Follow the script below.
    - *Is this _____? This is _____ calling from the Georgia Department of Public Health.*
    - *We see that you reported symptoms. How are you? Are you still having sx?*
    - *Do you have a PCP and Have you been in contact? Are they aware?*
        - *Yes → great. Please continue to notify your PCP about your sx.*
        - *No → If you do not, and you need higher level care, please notify the facility you will be going to and tell them that you are undergoing active monitoring and what we verbally agreed upon on the phone.*
    - *Isolation: go over protocol and state that they should remain isolated until their predetermined isolation date which is the latest date of the following:*
        - Until: (1) 72hrs afebril, (2) cough/SOB have improved, and (3) 7d since first sx
- After hanging up:
    - Input information into SENDSS. Add a comment with the following: "I recommended that she follow-up with her provider if her symptoms get worse and starts to develop a cough or shortness of breath. If she needs to go to the hospital and she calls 911 to let EMS know that she has been exposed to COVID-19. If she goes to hospital and does not use EMS, call the hospital ahead of time and let them know of her previous exposure."
    - "Based on our efforts to monitor your health, we have noticed that you are experiencing symptoms. **I want to recommend that you contact your healthcare provider about your current symptoms and update them about your exposure to COVID-19.** If you feel that you need to go to the hospital, call 911 and notify the EMS that you have been exposed to COVID-19 and under Active Monitoring by the Department of Health. If you do not use EMS, then please notify the hospital ahead of time about your exposure to ensure safety precautions for your arrival. "
    - If they did not pick up, add a comment (this will time stamp). "Attempted to contact - left voicemail."

PHONE FOLLOW-UP

Refer to the "Phone"

- *You are only going to call PUAMs who have not been called that day*
- Prior to the call:
  - **Fill out the green columns in the "Phone Follow-up" template using SENDSS prior to calling the PUAM.**
- During the call:
  - Follow the script below.
  - *Is this _____? This is _____ calling from the Georgia Department of Public Health.*
  - *How are you? We're calling check-up on you as you have indicated that you would like to be followed up via phone. Have you been having any symptoms?*
  - Ask about **all** of the symptoms listed below and **record their codes into the template**.
    - ➔ *(1) Tactile fever if no thermometer? (2) Stomach pain? (3) Diarrhea? (4) Vomiting? (5) Muscle pain? (6) Headache? (7) Weakness? (8) Cough? (9) Sore throat? (10) SOB? ⊘ Any other symptoms?*
  - **If actively symptomatic, reflex to "Symptomatic" before proceeding.**
  - **If asymptomatic -** *Have you been in contact with your PCP? If not, please contact them immediately if you begin having symptoms.*
- After hanging up:
  - Input information into SENDSS.
  - If they did not pick up, add a log that you attempted to contact them.

- ➔ Prior to the phone call:
  - ◆ Fill out green columns on the "Have Not Logged" template.
  - ◆ Determine the "category" based on last login date.
  - ◆ Write down number of missed logs
- ➔ During the call: Follow the script below depending on "Category"
  1. Never logged in. **We will not record symptoms; we want to encourage them to use the online system and ensure that they can login properly.**
     - ○ *How are you?*
       - ■ **If actively symptomatic, reflex to "Symptomatic" before proceeding.**
     - ○ *Have you been receiving our emails? If not, we are going to resend the email with your login information. I will also tell you your login information now. Do you have a pen and paper? Your username is the email address you provided us. We have it in the system as this: ____email_____. Your password is* NCov!check.
     - ○ *Could you log-in now while I am on the phone with you?* ****hum elevator music to them softly***
     - ○ *If not, please log-in urgently when we get off the phone and can call me back at _____phone # of the phone you are using____ within the next hour if you cannot log-in.*

  2. Missed one day - **we will not record symptoms; we want to encourage them to use the online system and ensure that they can login properly.**
     - ○ *Hi! Is this _____? This is _____ calling from the Georgia Department of Public Health. We have previously spoken on the phone, and you had indicated that you would like to monitor your symptoms online. We wanted to check-in because we did not see anything logged from yesterday. How are you?*
       - ■ **If actively symptomatic, reflex to "Symptomatic" before proceeding.**
       - ■ **Use your judgement and determine if they are likely to follow-up via online system.**
       - ■ **Online →**
         - ● *Have you been receiving our emails? If not, we are going to resend the email with your login information. I will also tell you your login information now. Do you have a pen and paper? Your username is the email address you provided us. We have it in the system as this: ____email_____. Your password is* NCov!check.
         - ● *Could you log-in now while I am on the phone with you?* ****play the jeopardy song or hum elevator music to them softly***
         - ● *If not, please log-in urgently when we get off the phone. We would appreciate if you log your symptoms from yesterday and today as we try to keep this virus from spreading. You can call me back at _____phone # of the phone you are using____ within the next hour if you cannot log-in.*
         - ● *We would appreciate if you*
       - ■ **Phone → Reflex to "Phone follow-up"**
         - ● Ask about **all** of the symptoms listed below.

- ○ *Temperature? (Tactile fever if no thermometer?) Stomach pain? Diarrhea? Vomiting? Muscle pain? Headache? Weakness? Cough? Sore throat? SOB? Any other symptoms?*
  - ● *Have you been in contact with your PCP? If not, please contact them immediately if you begin having symptoms.*

3. Missed two or more days - **record symptoms; still continue to encourage them to use the online system and ensure they log in before you hang up.**
   - ○ *Hi! Is this _____? This is _____ calling from the Georgia Department of Public Health. We have previously spoken on the phone, and you had indicated that you would like to monitor your symptoms online. We wanted to check-in because we did not see anything logged for _____ days. How are you?*
     - ■ **If actively symptomatic, reflex to "Symptomatic" before proceeding.**
     - ■ **If they can log in while you are on the phone with them, continue online. If not, reflex to "Phone follow-up"**
     - ■ **Online →**
       - ● *Have you been receiving our emails? If not, we are going to resend the email with your login information. I will also tell you your login information now. Do you have a pen and paper? Your username is the email address you provided us. We have it in the system as this: _____email_____. Your password is* <mark>*NCov!check*</mark>*.*
       - ● *Could you log-in now while I am on the phone with you?* ******play the jeopardy song or hum elevator music to them softly*****
     - ■ **Phone →** *If not, we would like to follow up with you via phone calls instead.*
       - ● Ask about **all** of the symptoms listed below.
         - ○ *Temperature? (Tactile fever if no thermometer?) Stomach pain? Diarrhea? Vomiting? Muscle pain? Headache? Weakness? Cough? Sore throat? SOB? Any other symptoms?*
       - ● *Have you been in contact with your PCP? If not, please contact them immediately if you begin having symptoms.*

➔ After hanging up:
   ◆ Input information into SENDSS.
   ◆ If they did not pick up, add a log that you attempted to contact them.

Other tidbits:
- ● If there are multiple household contacts (persons under the age of 18), then one email can be used with multiple usernames with Active Monitoring.
  - ○ Username: First and Last Initial + last 4 digits of phone # on file