Common Ground Community Health Volunteer Script

Hi [name of patient], my name is __ and I'm a (retired nurse, etc) and a volunteer with Common Ground and the City of Milwaukee Health Dept. I'm going to call you each day until you're feeling better. My job is to give you some support in this difficult time and to make sure that you get medical attention if your health worsens. [Feel free to share why this is important to you personally.]

We're supported by the City of Milwaukee Health Department and a team of clinicians who can address any COVID-19 related concerns that come up in our conversation. Most patients who catch this virus have mild or moderate symptoms that can be treated at home, but it is also important to have a good idea about when to go to the hospital. In case of an emergency, it is a good idea to have a list of contacts you can reach out to for help. These could be people you live with, family members, neighbors, etc.

Now I'll be asking you a few questions about your health, it would be helpful for us to also be aware of your age and any preexisting conditions. Are you comfortable telling me that information? How are you doing overall? Do you need any help using the Pulse Oximeter? In the package you received there was a log for you to track your own numbers and symptoms. Please keep it updated. Should your symptoms worsen and you need to go to the Emergency Department, you would bring this log with you.

1. **What is the oxygen reading on your pulse oximeter?**
   - Input info into O₂ sat% Patient Log Template. Watch tutorial on pulse oximeter for specific questions regarding the device.
   - If the number is 92 or above, reassure the person that this is a good sign as long s there are no other clear symptoms that would suggest worsening
   - If the number is equal to or below 92, let them know you'll let the medical team know and someone will be calling to check in with them in the next 30 minutes. If they do not receive a call from a physician in 30 minutes, they should call you back.

2. **What is your heart rate reading on your pulse oximeter?**
   - Input info into HR Patient Log Template. Watch tutorial on pulse oximeter for specific questions regarding the device.
   - If the number is between 50 and 100, be sure to reassure the person that this is a good sign as long s there are no other clear symptoms that would suggest worsening

- If the number is below 50 or over 100, let them know you'll let the medical team know and someone will be calling to check in with them in the next 30 minutes. If they do not receive a call from a physician in 30 minutes, they should call you back.

3. **Have you had any worsening of shortness of breath or difficulty breathing?**
   - Input info into <u>Worse Symptoms</u>.
   - If their breathing is getting worse, let them know you'll let the medical team know and someone will be calling to check in with them in the next 30 minutes. If they do not receive a call from a physician in 30 minutes, they should call you back.

4. **How are you overall? Has being sick impacted other parts of your life? Is there anything else you are concerned about right now in regard to COVID-19?** (This is not just a pleasantry!)

   Possible pressures in peoples' lives:
   - Access to medication and treatment for other health conditions that you may have?
   - Are you concerned about the health of a family member?
   - Is it difficult being confined at home? Are you able to isolate yourself from others in your home? (reference CDC guideline below abut home isolation)
   - Childcare?
   - Loss of income?
   - Housing?
   - Food?
   - Mental health concerns?
   - Do you have internet access? Water? Electricity?
   - Do you know other people experiencing the same challenges?

➢ Be kind and compassionate in this time of suffering. Take notes if you feel necessary. Otherwise respond compassionately as you would to a friend or family member. Remember that if they're self-isolating, they may be lonely.

Thank you for taking the time to speak with me, [name of patient]. I'll call again tomorrow. Does the same time work for you?

After your first call, you can start the call by asking how they are doing, then skip to question #1
* if you wish to hide your phone number, press *67 before dialing the number*

CDC Guidelines For Persons with COVID-19 Under Home Isolation
Sources: https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html;
https://www.cdc.gov/coronavirus/2019-ncov/hcp/faq.html;
Last Updated: May 3, 2020

Volunteers, here's how you can address questions about home isolation after monitoring through our program.

- COVID-19 Patients can discontinue home isolation if:
  - At least **3 days (72 hours)** have passed since resolution of fever without the use of fever-reducing medications (e.g. Advil or ibuprofen, Tylenol or acetaminophen) **and** improvement in respiratory symptoms (e.g., cough, shortness of breath); **and,**
  - At least **10 days** have passed since symptoms first appeared.
- If a patient asks, "can I get re-infected with COVID-19?"
  - State that as of right now, the evidence is unclear and that they should still take precautions.
- Should the patient wear a cloth mask when leaving their home after home isolation has ended?
  - CDC recommends that people wear a cloth face covering to cover their nose and mouth in the community setting. This is an additional public health measure people should take to reduce the spread of COVID-19 in addition to (not instead of) social distancing, frequent hand cleaning and other everyday preventive actions. *A cloth face covering is not intended to protect the wearer, but may prevent the spread of virus from the wearer to others.* This would be especially important in the event that someone is infected but does not have symptoms. A cloth face covering should be worn whenever people must go into public settings (grocery stores, for example). Medical masks and N-95 respirators are reserved for healthcare workers and other first responders, as recommended by current CDC guidance."

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