

# MAKING CONTACT:

A Training for COVID-19 Case Investigators and Contact Tracers

## ELEMENTS OF A GOOD CASE INVESTIGATION OR CONTACT TRACING INTERVIEW

### Prepare for the Interview



Calling strangers can feel awkward. Take a few moments before each interview to prepare yourself.

Review information about your case or contact, practice your script, and find a quiet space to conduct the interview.

Remember, be confident and professional, and build trust with the individual.

### Listen More than You Speak



Most of the time when we are talking with others, we are listening and starting to formulate a response to what they are saying.

The goal is to listen and learn during the interview. Ask open-ended questions and follow-up questions when needed.

Summarize what you heard the individual say. Make sure the individual feels heard and understood. This also means encouraging them to ask questions!

### Validate Feelings



This is a very straightforward way of showing you understand someone's situation.

*Ex: "You seem really stressed out about this virus because of..."*

You want to validate them until they feel understood and supported.

Usually, at this point, you can feel some of the tension release, and people start to relax a bit.

### Help the Case or Contact Understand Guidance



Words like "quarantine" and "isolation" can be frightening. Using medical terms and jargon can also make someone feel scared.

Communicate at the individual's level and stick to the facts. Break down the public health guidance in a way that they can understand and address any concerns they might have.

Validate and acknowledge the person when they agree to follow prevention methods for COVID-19.

### Link the Case or Contact to Support Services



Individual needs will be different, so be familiar with what resources exist in your jurisdiction.

Your jurisdiction will provide a list of both medical and social support services, as well as a protocol on how to link people to these services.

By the end of the interview, the person should feel supported and have an action plan that addresses their needs.

Adapted from: The Michigan Department of Health and Human Services, Division of HIV and STD Programs or MDHHS, Division of HIV and STD Programs DIS