

COVID-19 CALL CENTER EXPOSURE PROTOCOLS

VERSIONS:**March 16, 2020: Original**

If you feel that you have been exposed to someone that has, or has been exposed to, COVID-19, **AND** you are experiencing symptoms such as fever, cough and/or shortness of breath:

- Stay home from work and seek medical attention from your primary care provider as necessary.
- Contact the **Emerging Infectious Disease Hotline** at **855.361.1996** (Nurse Navigation Line).
- A clinician will evaluate your risk level and provide additional guidance for managing your illness.
- You will be enrolled with Vivify for active monitoring. You will receive a text with information regarding enrollment with Vivify.
- You will receive texts twice a day prompting you to enter your temperature and symptoms. The nurse navigation team will monitor your responses. They will contact you for any positive responses to obtain additional information. You may also request to speak with a nurse within the application.
- Homecare instructions:
 - Monitor your temperature twice daily. If taking your temperature by mouth, avoid any food or drink 15 minutes before you measure your temperature. If you develop any fever of 101.0F or higher or rise in temperature over 2°F of your baseline, this is a positive finding.
 - Respiratory symptoms such as a cough, shortness of breath, or sore throat are also positive findings. To the extent possible, separate yourself from others in your home. Avoid preparing meals for others in your home and avoid shared sleeping spaces.
 - If you have any positive findings between testing periods or any additional concerns, press the phone icon within the application to request to speak to a nurse.

If you feel that you have been exposed to someone that has, or has been exposed to, COVID-19 but you **DO NOT** have symptoms of COVID-19 (fever, cough and/or shortness of breath):

- You are allowed to work as long as you self-monitor for the development of symptoms.
- Practice good hand washing and limit close contact with those around you.
- To the extent possible, separate yourself from others in your home. Avoid preparing meals for others in your home and avoid shared sleeping spaces if possible.
- We ask that you self-monitor for the development of COVID-19 symptoms
 - Monitor your temperature twice daily. If taking your temperature by mouth, avoid any food or drink 15 minutes before you measure your temperature. If you develop any fever of 101.0F or higher or rise in temperature over 2°F of your baseline, this is a positive finding.

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- Respiratory symptoms such as a cough, shortness of breath or sore throat are also positive findings.
- If you have any positive findings, contact your supervisor. You will not be allowed to work while you are symptomatic.
- If you have positive symptoms, call the Emerging Infectious Disease/Nurse Navigation hotline at 855.361.1996 for further instructions.