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There are several possible scenarios Case Investigators may encounter on a call. The following scenarios are not particularly common, but they are good examples of how to navigate certain topics that may take you off script or require you to consider alternatives.

Disclaimer: Scripts are frequently updated, so review the [Investigative Guidelines](#) for the most updated protocols. Past recordings use different versions of scripts.

<p>Full mock call Recorded February 2021</p>	<ul style="list-style-type: none"> • Typical call using the Standard Data Form. • Case is cooperative. • Case has symptoms. 	<p> Recording  Transcript</p>
<p>Full mock call Recorded June 2021</p>	<ul style="list-style-type: none"> • Typical call using the Standard Data Form. • Case is cooperative • Case has symptoms. 	<p> Recording</p>
<p>Scenario 1: Case is upset</p>	<ul style="list-style-type: none"> • How to respond to a case who is upset. • Asymptomatic, feels like they will be punished with isolation. <ul style="list-style-type: none"> ➢ Emphasize the call is confidential and the purpose is to see if they're OK and provide access to resources. 	<p> Recording  Transcript</p>
<p>Scenario 2: Multiple family members are positive</p>	<ul style="list-style-type: none"> • Kids are in virtual school. • Son also tested positive, husband and daughter are negative. <ul style="list-style-type: none"> ➢ Ask about the arrangement in home ➢ Emphasize the need to isolate and provide temporary isolation options, such as positive members of the family staying in a hotel. ➢ To inquire about hotel options, notify your manager to contact the county. 	<p> Recording  Transcript</p>
<p>Scenario 3: Teenager went to a party</p>	<ul style="list-style-type: none"> • Fear of retaliation, hesitant with investigation. <ul style="list-style-type: none"> ➢ Redundancy in questions provides more contact information. ➢ Alternative situation: If the case already told their friends they have been diagnosed with COVID, and the friends say they are getting tested, so they 	<p> Recording  Transcript</p>

	<p>don't want to provide contact information to the CI: Educate the case on why it's important to still collect contact information.</p>	
<p>Scenario 4: Essential worker</p>	<ul style="list-style-type: none"> ➤ Ask about workplace information, supervisor's name, and whether anyone else has been sick at work to identify outbreaks. <p><i>Note:</i> If a case worked within two days before symptom onset, they did "work while sick".</p>	<p> Recording</p> <p> Transcript</p>
<p>Scenario 5: Elderly case with comorbidities (multiple diseases or medical conditions)</p>	<ul style="list-style-type: none"> • How to investigate medical background <ul style="list-style-type: none"> ➤ Encourage case to touch base with doctor, monitor symptoms, and share resources for temporary isolation. 	<p> Recording</p> <p> Transcript</p>
<p>Scenario 6: How to get an interpreter on the line</p>	<ul style="list-style-type: none"> • If a contact or case needs an interpreter, tell them "OK, one moment please" or "Yes, please hold" • Select "add a call" on your phone and dial Language Link: 877-764-7999 • Enter the account number provided by your manager • If you know the language needed, select it, or dial 9 • Introduce yourself to the interpreter • Merge the calls <ul style="list-style-type: none"> ➤ <i>Note:</i> It takes practice to comfortably use an interpreter. Allow for pauses and be patient with the process. 	<p> Recording</p>
<p>REALD 5-Star Recordings Recorded June 2021</p>	<p>5-star examples of how to ask REALD questions</p>	<p> REALD - Language Recording</p> <p> REALD - Disabilities Recording</p>

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