Provider Telephone Note Scripts for COVID -19 Results Discussion

Scenario #1: Patient ***exposed*** to COVID, ***negative*** result, with no more contact with positive case.

**“Your child’s test is NEGATIVE and they DID have a COVID-19 exposure and will NOT have ongoing exposure with positive case.** Your child must still QUARANTINE for 10 days after the date of exposure. Quarantine means staying away from others outside of your home. Your child’s exposure was on \_\_\_, so quarantine will end on \_\_\_.  Please seek emergency care if your child has unusual weakness or fatigue, trouble breathing, severe belly pain, pain or pressure in the chest, bluish color of lips or face, confused or not making sense, not drinking or urinating normally, or any concerns. Please call us if you have any questions or concerns at 215-427-5985.”

Scenario #2: Patient ***exposed*** to COVID, ***negative*** result, will have continued contact with positive case. (for example, person in household).

“Your child has a NEGATIVE covid result after exposure to a positive case, and will have ongoing exposure with the positive case.  If the person who is covid positive can isolate by staying in a separate bedroom, please keep your child home and quarantine for 10-days from the time the person with COVID started isolation. However, if isolation is not possible, please quarantine your child at home for 20 days from the date the person with COVID got sick. The positive contact got sick on \_\_\_, so quarantine will end on \_\_\_. Please seek emergency care if your child has unusual weakness or fatigue, trouble breathing, severe belly pain, pain or pressure in the chest, bluish color of lips or face, confused or not making sense, not drinking or urinating normally, or any concerns. Please call us if you have any questions or concerns at 215-427-5985. “

Scenario #3: Patient ***exposed*** to COVID, ***positive*** result.

“Your child has a POSITIVE covid test result. Most children have very mild or no symptoms and can be treated at home. If possible, your child must isolate for 10 days so they don’t spread the infection to others, meaning staying in a separate bedroom. Isolation starts on \_\_\_ and isolation ends on this date  \_\_\_  if your child is feeling better and they have had no fever for the past 24 hours. Household contacts of your child must QUARANTINE because they have been exposed to COVID-19.  If other people in the house CANNOT stay completely away from your child, then they must quarantine for 20 days, meaning they should avoid being around others. Household quarantine ends on \_\_\_\_. Please seek emergency care if your child has unusual weakness or fatigue, trouble breathing, severe belly pain, pain or pressure in the chest, bluish color of lips or face, confused or not making sense, not drinking or urinating normally, or any concerns. Please call us if you have any questions or concerns at 215-427-5985. “

Scenario #4: Patient NOT exposed to COVID, but has symptoms, negative result -- treat like standard sick patient just so

**Your child’s test is NEGATIVE and your child DID NOT have a COVID-19 exposure**. (give standard sick patient care advise depending on complaint)