**Tier 1 Contact Tracing – HPT/LA Partnership – FAQ’s – V1**

**Q: What if you encounter an answerphone?**

A: Have a form of words prepared for if you encounter answerphones but do not leave cases names or dates of birth. Or have a LA policy to not leave messages if this suits your LA better

*“Hello, I am calling from the LA contact tracing service working with NHS T&T. I shall call you back later”*

**Q: What to do if English is not the first language?**

A: Follow usual policy within your LA regarding this

**Q: Phone answered by male but your case is female…..how do you progress with the call?**

A: Ask to speak with the case. If you are told this is not their number do not offer any further details. See if you can source another phone number

**Q: What is the caller is cautious and doesn’t believe you are a contact tracer?**

A: Have a form of works planned in your ‘opening a call’ which clearly explains where you are calling from and that your service is fitting in with the national NHS T&T service. Have a number that you can leave so they can call back into the LA and verify your authenticity

**Q: What if the case does not want you to contact their employer?**

A: This is unusual as most cases will have given their employer a copy of the text regarding the result in order to ensure they receive sick pay. However if they are still reluctant, explain this is to protect wider public health. If still reluctant state you will have to discuss with your manager as there are circumstances where matters of public health mean confidentiality can be broken. Explain it is better if they inform their employer themselves in the first instance.

If you still have concerns escalate this to your manager before contacting the employer

**Q: What if you establish from a family member that the person you were trying to contact is in hospital and extremely unwell?**

A: How you proceed will depend on what you encounter on the call. In may cases it will not be appropriate to proceed with the contact tracing interview, so terminate the call and escalate to your manager. You can always leave a phone number that they can call you back on

**Q: What if a relative informs you the case has sadly passed away?**

A: As with the question above, how you proceed will depend on what you encounter on the call. In may cases it will not be appropriate to proceed with the contact tracing interview, so terminate the call and escalate to your manager.

**Q: How do you work out the 7 days self isolation form the date of onset?**

A: Symptom onset is Day 1 and you count 7 full days. The case can go around their normal daily activities/ work etc on day 8.

Illustrated guidance: <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/874011/Stay_at_home_guidance_diagram.pdf>

**Q: Child/ children as the case**

A: Ask to speak with parent or guardian of XXX and document their details and relationship to the child

**Q: What if you have any safeguarding concerns?**

A: Raise this with your line manager and escalate through LA channels