

# COVID-19 Case Investigation Scenarios

DISCLAIMER: All names and events included in these scenarios are fictitious and intended for training purposes only. These scenarios are not based on real people or events.

***The scenarios in this document can be used by trainers and team leads to build skills for case investigators. Staff in training and newly trained staff can use these scenarios to role-play how they would interview persons who test positive for SARS-CoV-2, find out if they have any barriers to self-isolation, and address those barriers. Scenario scripts should be adapted to incorporate jurisdiction-specific processes and resources.***

## Learning Objectives

- Demonstrate the ability to build rapport with persons diagnosed with COVID-19 (cases) to ensure an open and honest discussion and elicit all persons exposed to COVID-19 (contacts)
- Identify if an individual is in a high-risk situation for transmission of SARS-CoV-2
- Assess the need for medical care for cases and contacts
- Identify and resolve challenges to isolation/quarantine
- Demonstrate knowledge of local resources for social supports
- Demonstrate ability to provide information and field questions from cases or contacts

***The following scenarios can be used in a variety of ways as a teaching tool depending on the skill set of the audience, time constraints, and level of supervision. The trainer would act as an observer and offer suggestions for improvement to the role-players. Suggestions for how to use the following scenarios include:***

- Full interview role-play with an experienced case investigator playing the role of person with confirmed COVID-19 diagnosis while the student uses the locally developed script to practice interview skills
- Use each scenario as a starting point for discussion of the challenges case investigators may face
- Segment interviews where each partner set is assigned a portion of the interview (e.g., demographic, instructions for isolation, contact elicitation) and scenarios to role-play and improve case investigating skills

## Scenario #1:

### Background for Case Investigator:

Hector Montoya is a person with a recent COVID-19 diagnosis. Mr. Montoya works in a poultry processing plant where there have been several confirmed cases. The poultry processing plant hosted a testing event last week, in conjunction with the local health department, to provide testing for all employees. The home address that the Human Resources department has for Mr. Montoya is not current, but you do have his phone number and have left several text and voice messages.



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### Information for Hector Montoya:

You work at the poultry processing plant and were tested last week. You are a legal resident of the United States, but you have two undocumented family members, Jorge and Lupita, who recently arrived from Mexico to your home in search of work. You live in a small two-bedroom home that has one bathroom. Jorge is 24 and Lupita is 23. Both are citizens of Mexico. You are aware of recent Immigration and Customs Enforcement (ICE) raids in the area and do not want to place your family members in danger, so you are hesitant to disclose that they live with you. After several voicemail messages are left for you, you decide to return the health department's call. When asked if anyone else lives with you, you are suspicious and ask, "Why do you need to know?" After being told the information will be kept confidential you ask, "What does that mean and who will you give this information to?" You do not want to share this information. About two days ago, you felt extremely tired and had a cough but did not seek medical attention. Even though you didn't feel well, you went to work because you are the only one in your household with a steady job. On the call, the case investigator informed you of your positive result but you now feel better and do not have any symptoms. When you got home from work yesterday, Lupita mentioned she has not been feeling well and she thinks she has a fever. You know the symptoms of COVID-19, you suspect Lupita may have it. You are worried about her, but her symptoms do not seem serious and you are hesitant to tell the case investigator about Jorge and Lupita because they are undocumented.

### Tips for Observer:

- How does the case investigator build rapport with Mr. Montoya?
- How does the case investigator identify and address any concerns about his relatives' health and immigration status?
- Does the case investigator properly explain confidentiality to Mr. Montoya?
- What information does the case investigator give Mr. Montoya about next steps?
- What support services does the case investigator offer to Mr. Montoya?

## Scenario #2:

### Background for Case Investigator:

Jasmine Anderson is a recent contact to a confirmed case of COVID-19. Ms. Anderson works in a grocery store in a rural area of coastal Maryland. After being named as a close contact of a diagnosed case, Ms. Anderson began to develop mild symptoms and decided to get tested for the virus that causes COVID-19. Her last exposure to this symptomatic case was last Monday. She developed symptoms and was tested at her private doctor's office on Thursday. The test has come back positive, but she has not yet been notified of the result.

### Information for Ms. Anderson:

You are a 40-year-old female who lives in a three-bedroom, one-bathroom apartment with your parents who are in their 70s, husband who has asthma, and four children (aged 2 – 8). You work as a critical infrastructure worker at a grocery store. You know there have been cases of COVID-19 at your workplace but are always very careful to wash your hands and shower immediately when you get home. You do all you can to stay healthy because you are the only one working to support the family right now and cannot afford to miss work. You also cannot physically distance yourself from your family in your apartment and are worried that you will spread the virus that causes COVID-19 to your family. You have developed a slight cough and anosmia (loss of smell) over the last 1-2 days but otherwise feel fine. You worry that you will lose your job if you are told to stay home and are concerned about paying rent, affording groceries, and being able to care for your family.

### Tips for Observer:

- How does the case investigator build rapport with Ms. Anderson?
- How does the case investigator address Ms. Anderson's concerns about her family members?
- How does the case investigator refer Ms. Anderson to appropriate resources for social support and returning to work?
- What information does the case investigator give to Ms. Anderson about how to isolate in her home with other family members?
- How does the case investigator counsel Ms. Anderson on the importance of isolation for herself and quarantine for her family?

## Scenario #3:

### Background for Case Investigator:

Jim Thompson has tested positive for SARS-CoV-2. He has been experiencing unstable housing and has been intermittently staying at a homeless shelter for the last 6 months. His last stay at the local homeless shelter was 3 nights ago. While staying at the shelter he was tested for COVID-19 after coming into contact with someone else from the shelter who tested positive for COVID-19.

### Information for Mr. Thompson:

You are a 47-year-old man who lost your job and home about a year ago. You regularly sleep at the local homeless shelter. Recently, word got around the shelter that one of the long-term residents collapsed outside over the weekend and was rushed to the hospital, where he was diagnosed with COVID-19. You were in frequent contact with this other resident and have received a positive test result for the virus that causes COVID-19. You have no signs or symptoms of COVID-19, but are worried about developing them. You have trouble finding consistent meals and have no stable housing. You have diabetes and need regular medical supervision. You are concerned that you will end up dying in the streets because you have nowhere to go.

### Tips for Observer:

- What action does the case investigator take to contact Mr. Thompson?
- How does the case investigator build rapport with Mr. Thompson?
- What challenges to Mr. Thompson's isolation does the case investigator identify and how are these challenges addressed?
- How does the case investigator refer Mr. Thompson to appropriate resources to help with his medical, housing, and food needs?
- What information does the case investigator give Mr. Thompson about how to isolate?

## Scenario #4:

### Background for Case Investigator:

Anya Patel has tested positive for SARS-CoV-2. Ms. Patel is an undergraduate student in her junior year of college who returned to campus last week. Free SARS-CoV-2 testing was provided on move-in day, so she decided to get tested while waiting for a friend even though she had no symptoms and did not feel at risk. Ms. Patel's test results came back positive 72 hours later.

### Information for Ms. Patel:

You are a 21-year-old woman who has returned to your college campus for the fall semester after the student body was sent home last semester due to the pandemic. You have missed hanging out with your friends and feel excited to get back to your "normal life." Your first day back on campus you plan a night out with a group of friends where you go to your favorite bar and restaurant. During the next two days you enjoy a board game night with some other people in your residence hall, play a game of soccer with your roommates, and get meals with various people at the cafeteria. You wore a mask at public places where they are required, but did not wear a mask while casually hanging out with your friends on campus. You are shocked when you test positive for SARS-CoV-2. You had no signs or symptoms and didn't think that you would contract the disease.

### Tips for Observer:

- How does the case investigator build rapport with Ms. Patel?
- How does the case investigator address Ms. Patel's concerns about school?
- How does the case investigator refer Ms. Patel to appropriate resources?
- What information does the case investigator give to Ms. Patel about how to isolate?

## Scenario #5:

### Background for Case Investigator:

Jessica Bloom works in construction and was working on a storefront at a new outlet mall last week. Everyone on the crew wore masks, but inconsistently because they had a hard time hearing each other over the construction noise. Over the weekend, she noticed she was growing increasingly short of breath and turning blue; her son Kevin called for an ambulance, and she was admitted to the hospital where she was diagnosed with COVID-19.

### Information for Kevin Bloom:

You are a 25-year-old man whose mother, Jessica Bloom, is in the intensive care unit on a ventilator and is unable to speak for an interview. However, as her healthcare proxy you make yourself available to be interviewed. You and your mother live together and over the weekend, you noticed she was growing increasingly short of breath and turning blue. You called for an ambulance and she was admitted to the hospital where she was diagnosed with COVID-19. You smoke heavily, have intermittently controlled asthma, and fear getting COVID-19.

Your mother was moved to the intensive care unit and has been on a ventilator for several days. Because of the hospital's restrictions, you have been unable to visit her. You and your mother have never discussed her wishes and you are uncomfortable making medical decisions for her.

### Tips for Observer:

- How does the case investigator build rapport with Mr. Bloom?
- How does the case investigator address Mr. Bloom's concerns about this situation?
- How does the case investigator refer Mr. Bloom to appropriate resources?
- What information does the case investigator give to Mr. Bloom about how he should quarantine?
- What supportive services does the case investigator offer Mr. Bloom?