Appendix A- Script for Call Centre for low and moderate risk patients

This will be done in an MS Forms to enable linkage and flow into the PHDC

A. INTRODUCTION

- *Hello, my name is_____from the Western Cape Department of Health.*
- *Am I speaking to_____?*
- *I am calling in connection with the COVID-19 test that you recently had. Are you aware of the result yet? (*If NO: *you have tested positive for COVID-19)*
- *I am calling to find out how you are doing and to help with planning so that you and your family can get through this period as safely as possible. As you may know, people with diabetes are at risk for severe COVID-19 and we are following up on all our diabetic patients to make sure they get the best care possible.*
- *Is it alright if I ask you some questions?*

B. CONFIRMATION OF PERSONAL DETAILS

- *Please can I first check some of your personal **details**:*
  - Date of birth and age
  - ID number and address (**only on first call)**
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C. CURRENT SYMPTOMS : RAPID ASSESSMENT FOR RED FLAGS (if Yes to Q 2-8)

1. *Can you tell me how you are doing today?*
2. *Is it hard to breathe?*
3. *Have you noticed any blue or purple discoloration of your lips or around your mouth?*
4. *Do you have persistent pain or pressure over your chest?*
5. *Have you been feeling dizzy or weak?*
6. *Do you have diarrhoea?*
7. *Are you coughing a lot?*
8. *Do you have an ongoing fever?*
9. *If you are able to do your own blood glucose, can you provide the latest reading? (Flag if HGT >11.1mmol/l)*

If speaking to carer and not patient:

- *Have you noticed that _____ has become more ill in the last day or so?*
- *Has _____ becoming more and more drowsy?*

I. QUESTIONS AND CONCERNS?

- *Do you have any questions for me?*
- *Thank you for your time. I hope you make a good recovery.*
- *Goodbye.*

Action:

If red flag: notify carer that patient needs admission

- *To be on the safe side, we are arranging for all patients who experience these symptoms to be admitted to hospital for further tests to see if further treatment is needed.*
- *Try not to be anxious, as I have mentioned we are managing our diabetics with extra care and caution and this is why we are recommending admission sooner rather than later.*
- *Is that alright with you?*
    - If NO: say you will need to discuss with your supervisor and phone back.
    - If Yes: continue
- *I am going to make the necessary arrangements for your admission. I will also arrange for an ambulance to come and fetch you to take you to be admitted to a hospital.*
- *I will then call you back to confirm all is in order.*
- *In the meantime, I would like you to pack a bag for _____with the following items:*
    - *Pyjamas/ sleepwear, Chronic medication or a list these*
    - *A blanket*
    - *Toiletries*
    - *Something to read*
    - *If possible a cellphone with charger and adaptor plug*
- *Do you have any questions for me?*
- *I hope ____ makes a good recovery.*
- *Goodbye*
- **End interview.**
- **Arrange EMS or Red Dot to fetch patient and transport to hospital.**
- **Arrange with central command/bed bureau for admission.**
- **Phone carer back with hospital and transport details.**