Appendix B- Script for admitting high risk patients

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.*
- *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)**

C. ENCOURAGING ADMISSION

For the caller to know:

- *This group is at very high risk of mortality (>60% that are admitted, die)*
- *Many are being admitted too late with more than 50% by day 5*
- *Try to encourage them to be admitted despite not having severe symptoms as they deteriorate rapidly and present too late*

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. Given that your diabetes has not been well controlled in the past and that you have additional risk factors (either are over the age of 65 years or have chronic kidney disease) we would like to offer you admission to one of our facilities such as the CTICC. You are at particularly high risk and our doctors and nurses will help to ensure your sugar is well controlled and that you are offered oxygen timeously over the next few days. We will keep the stay as short as possible, but also have the option to transfer you to a major hospital, in the event that you need highly specialised care.
Do you have any questions, before we proceed to arrange your admission?

- *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*
- *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.**