



**PHONE SCRIPT FOR CALL-INS – PATIENT SCREENING: FOREIGN TRAVEL/EBOLA EXPOSURE**  
*(Example: Feel free to adapt)*

**PHONE ANSWER / TRIAGE:**

**Operator:** “Thank you for calling \_\_xxx\_\_, how may I help you?”

**Patient:** “I want to make an appointment for \_\_\_\_\_”  
 “I have symptoms including \_\_xxx\_\_”

**Operator:** Demographics collected, PCP of choice selected... ..  
 “Which day / time are you interested in coming in, and what is the reason for your visit?”

**ACTION:**

IF the reason for appointment includes words such as the following that raise the need for further screening:

- **Fever, aches, pains**
- **Recent travel out of the country**
- **I’m worried (or I think) I’ve been exposed to Ebola or an infection**

THEN trigger the use of the Screening questions below:

1	<b>Has patient been/traveled outside the US within the last <u>30</u> days?</b> Patient Answer: YES NO (please circle)
2	<b>If so, when and where did you travel to?</b> When: _____ Where: _____
3	<b>Has anyone in your family or a close contact been outside the US within the last <u>30</u> days?</b> Patient Answer: YES NO (please circle)
4	<b>If so, when and where did they travel to?</b> When: _____ Where: _____
5	<b>Have you had potential contact with a person with known or suspected Ebola Virus Disease?</b> Patient Answer: YES NO (please circle)

**FOLLOW-UP:**

**If NO** is the answer to **ALL** questions above, **STOP**. Proceed with appointment scheduling

**If YES** is the answer to **ANY** question above, **AND** they or a contact have traveled to a country on CDC’s watch list for Ebola (currently including Guinea, Liberia, Sierra Leone), then use the following script:

**“Based off of your answers to the questions I just asked, you will need additional screening and medical care at an emergency room”.**

**“You will need to hang up & call 911, or you may stay on the line, and I will be happy to assist you”.**