



Public Health
Prevent. Promote. Protect.

**Winnebago County
Health Department**

What will a contact tracer ask me?

Fighting COVID-19 requires a multipronged approach, which includes testing and a quality investigation or “tracing” program. The Winnebago County Health Department has a full staff of registered nurses leading the COVID-19 disease investigation and follow-up process. We have also hired and trained additional professionals to assist with contact tracing.

COVID-19 will be around for the foreseeable future, so it's important to know what the follow-up process is and how you can play a role if contacted in an investigation. Here's what you can expect if you get a call from a nurse or contact tracer/disease investigator from with Winnebago County Health Department.

Topics asked about during a tracing interview:

1) If you are symptomatic and get tested, or you are named as a “close contact” to someone who tested positive, we may ask:

- Are you a health care worker or first responder?
- Do you live or work in a congregate setting, which is a large setting where many people are close?
 - Examples include a correctional facility, dorm, group home, nursing home, homeless shelter, food processing plant, multi-family household, multi-generational or high occupancy household.
- Do you have any underlying health conditions that put you at higher risk?
 - This could include chronic lung disease, diabetes, severe obesity, cardiovascular disease, chronic renal disease, chronic liver disease, immunocompromised or pregnancy.

2) If you test positive, we may also ask you about the following:

- Occupation and workplace, if employed
- Last day worked
- What day your symptoms began
- Have you been to community settings where you may have exposed others
- Contacts: Identification of close contacts exposed to the virus is one of the important components of the case interview.
 - Total number of household contacts (people living with you)
 - Any other people in close contact, including coworkers and intimate partners
 - For each close contact, we will need:
 - Full name and other names they go by
 - Phone number, email address, address
 - If no other demographic info is available, do you know a social media username (ex: Twitter handle)
 - Setting where exposure occurred (home, school, day care, workplace, place of worship, shelter, hospital/medical care, travel or transit, retail setting)
 - Date of most recent exposure and duration of exposure in minutes

Things we WILL NOT ask for:

- Your social security number
- Bank account information

Please be aware that each situation is unique and additional information may be requested by our staff if needed.

If you need additional verification that the person calling is from the Winnebago County Health Department, ask for a call-back number and then hang-up and call the person back. If you do this, please call back right away so there is no delay in efforts.

We understand these are unusual and stressful circumstances, and we appreciate your cooperation. Together we can help reduce COVID-19 in our community, one person at a time.