

# The solution starts with an answer. Answer the call.

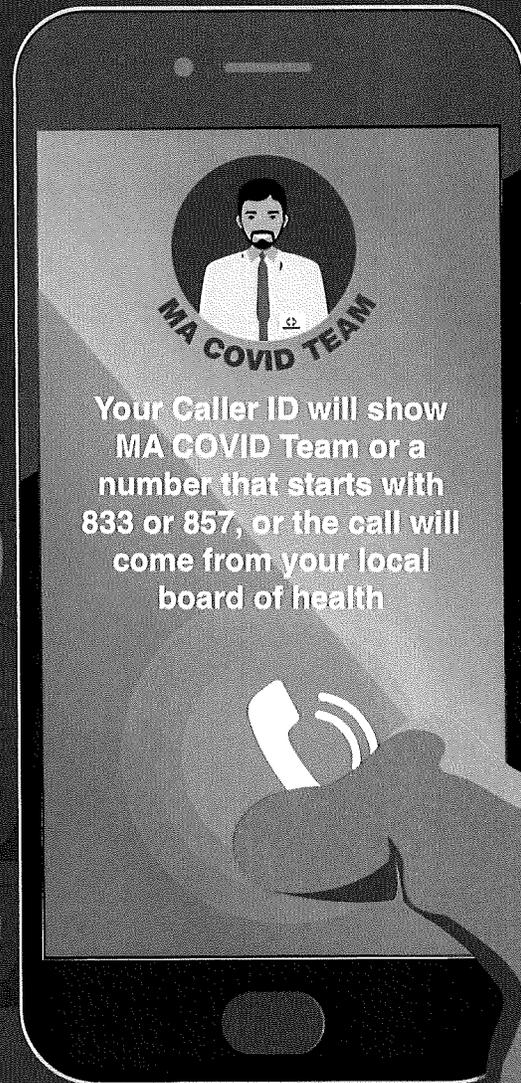
The greatest act of love is answering the call. If you've tested positive for COVID-19, the MA COVID Team or your local board of health will be reaching out via phone to connect you with the support you need through isolation. With your help, they will identify your close contacts and encourage them to get tested and stay home to stop the spread.

Your caller ID will show the call is coming from

**MA COVID TEAM or a number that starts with (833) or (857), or from your local board of health**

Answer the call.  
**Stop** the virus.

#COVID19MA



**Community Tracing Collaborative**



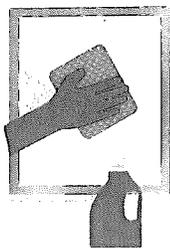
**Partners**

**Your name will**

**ID**

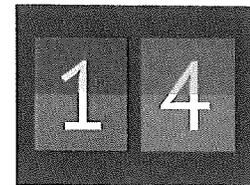
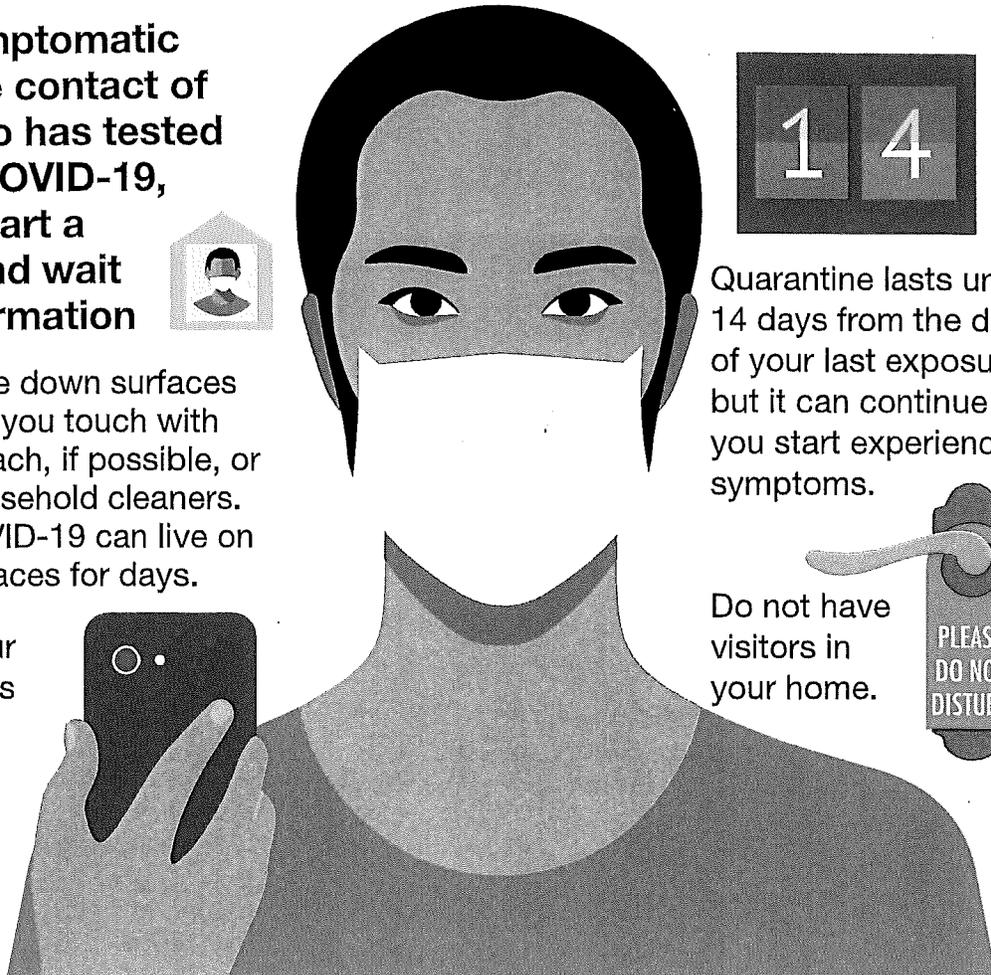
# While you wait for your test results

If you are symptomatic or are a close contact of someone who has tested positive for COVID-19, you should start a quarantine and wait for more information



Wipe down surfaces that you touch with bleach, if possible, or household cleaners. COVID-19 can live on surfaces for days.

Do not share your things with others in your house.



Quarantine lasts until 14 days from the date of your last exposure, but it can continue if you start experiencing symptoms.

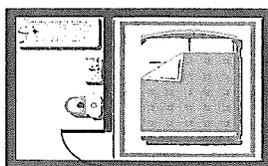


Do not have visitors in your home.

Stay home except for urgent medical care. If you must leave, wear a mask. Make sure to call your doctor before you seek medical care. Do not take public transportation, ride shares, or taxis. If you do not have a car and need emergency transport **call 911**.

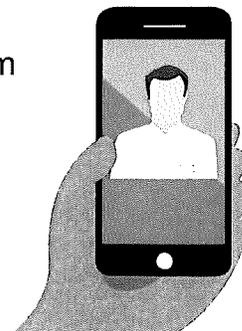
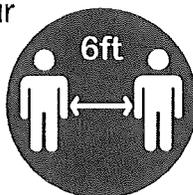


Wash your hands throughout the day with soap and water for at least 20 seconds.



If possible, use a separate bedroom and bathroom.

Keep 6 feet distance from other people at all times, even in your home.



Call your doctor if you start feeling sick. Call **911** if you have an emergency.



**For more information, visit [mass.gov/covid19](https://mass.gov/covid19) or call 2-1-1**

# Answering the call stops the spread!

You are confirmed COVID positive

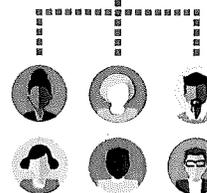


You may receive a text and then a call from the MA COVID Team or your local health department



Your identity protected

You are asked for information on your recent contacts



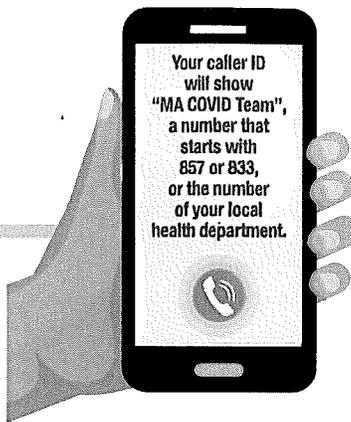
A care resource coordinator will be assigned to you if you need support during isolation



We will reach out to your contacts to encourage testing and quarantine



Your contacts get the help they need to quarantine



**What to expect if you receive a call from the MA COVID Team or your local health department**

**You may be asked:**

- ✓ Confirm your name and date of birth
- ✓ Your symptoms and when you got tested
- ✓ Where you live and who lives with you
- ✓ People you have been around and how best to get in contact with them
- ✓ They may tell you about your test results

**You will NOT be asked for:**

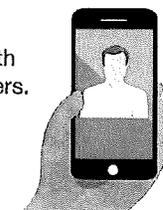
- ⊗ Your social security number
- ⊗ Your credit card number or bank account details
- ⊗ Your health insurance plan number or plan ID number
- ⊗ Your immigration status

## Self-Isolation Instructions

It is very important that you self-isolate. Your self-isolation will prevent the spread of COVID-19 and protect your family, friends and neighbors.

**Here are some instructions for self-isolation:**

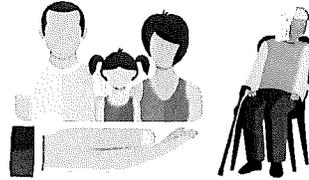
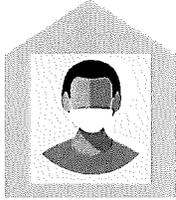
- ✓ Isolation lasts until the Community Tracing Collaborative or your local board of health tells you that it is safe to stop self-isolating. They will make that decision based on your check-ins regarding your symptoms.
- ✓ Stay home except for urgent medical care. If you must leave, wear a mask. Make sure to call your doctor before you seek medical care and tell them you are diagnosed with COVID-19. Do not take public transportation, ride shares, or taxis. If you do not have a car and need emergency transport call 911.
- ✓ Keep 6 feet distance from other people at all times. Sleep in a room alone and use a different bathroom if possible.
- ✓ Do not have visitors in your home.
- ✓ Do not share food or personal items.
- ✓ Wash your hands throughout the day with soap and water for at least 20 seconds.
- ✓ Wipe down surfaces that you touch with bleach, if possible, or household cleaners.
- ✓ Anyone you come in contact with (including anyone in your home) during your isolation must self-quarantine and watch for fever, cough, and other symptoms.
- ✓ Call a doctor if you start to feel very sick. Call 9-1-1 if you have an emergency.



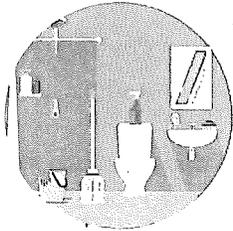
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# If you tested positive for COVID-19.

Call a doctor if you start to feel very sick.  
Call 9-1-1 if you have an emergency.



**Self-isolate right away.** Stay 6 feet away from others at all times including at home. Live and eat in your own space.



**If anyone in your household is high risk,** it would be best if they could stay somewhere else. People who are high risk are people over age 65 and people with diabetes, heart disease, kidney disease, cancer patients on chemotherapy, anyone on immunosuppressant drugs or with compromised immune systems and pregnant women.

**Stay safe.** Wash your hands frequently, clean and disinfect high-touch surfaces like sinks, door knobs, and counters.

## What happens next?

**1** You will receive a phone call from the MA COVID TEAM. Your caller ID will show "MA COVID Team", a number that starts with 857 or 833, or the number of your local health department. By working with the MA COVID team, you can do your part to flatten the curve and keep your family, friends, and loved ones healthy.

**2** During the phone call a Case Investigator will ask you for your close contacts. Your close contacts are the people you were within 6 feet of for at least 10-15 minutes during the 48 hours before your symptoms. If you don't have symptoms, include all contacts 48 hours prior to when your test was taken. The Case Investigator will also ask for the phone numbers of any people you identify so that they can be reached and notified about their exposure.

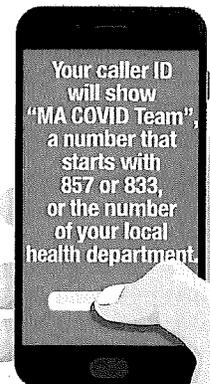
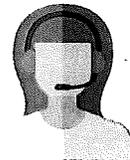


**3** If you feel safe doing so, tell your contacts about your illness. The state will not share your information with anyone. We will call your contacts and tell them they have been exposed to COVID-19 so they can get tested, but we will not tell them your name.

**4** We will not share any information with immigration officials or ICE.

**5** The Case Investigator will talk about your needs and may connect you with a Care Resource Coordinator who will help you get support.

**6** A Case Investigator and/or your local board of health will check in on you regularly to monitor your symptoms and needs.

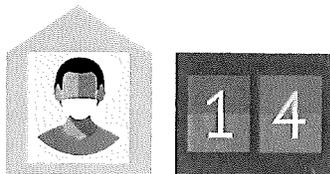


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# If you have a negative result after a rapid test

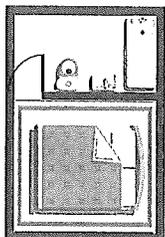
Your test for COVID-19 was negative. That means that right now we do not have evidence that you have the COVID-19 virus. It takes a while for someone to become infected after an exposure, so it is still possible you will get sick.

If you are a close contact of someone who has the COVID-19 virus, you must do a 14-day quarantine, starting the last day you were exposed to them.



## Here are some instructions for quarantine:

Quarantine lasts until 14 days from the date of your last exposure, but it can continue if you start experiencing symptoms. Call your healthcare provider if you start experiencing symptoms and **call 9-1-1** if you have an emergency.



If possible, use a separate bedroom and bathroom.

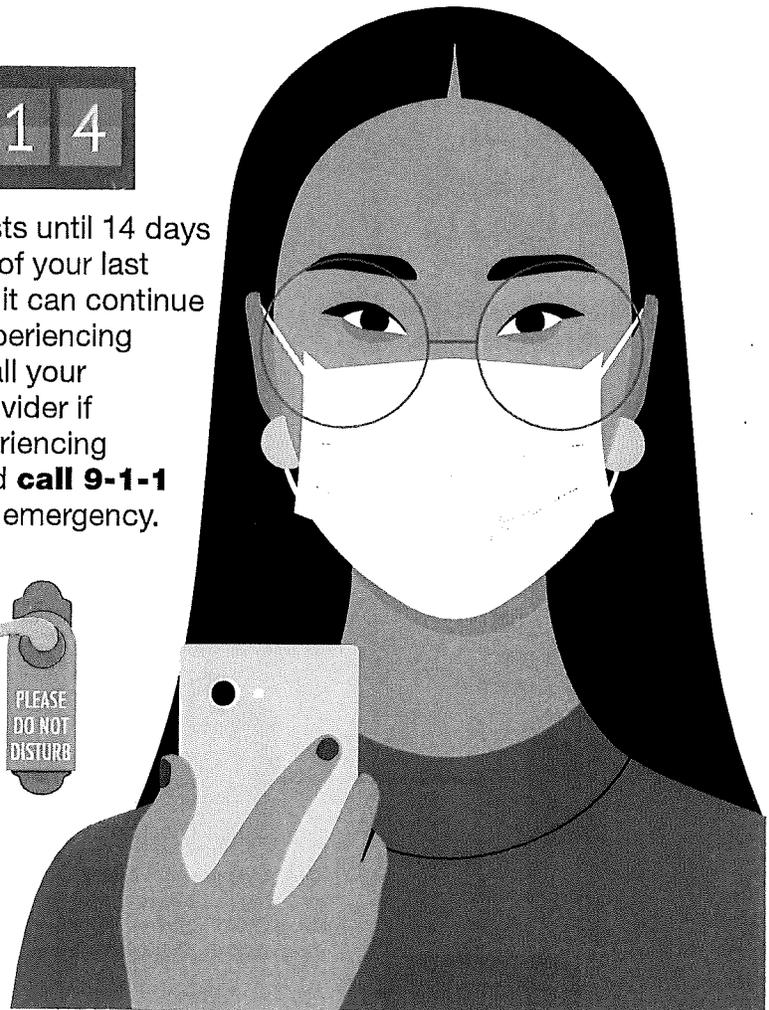
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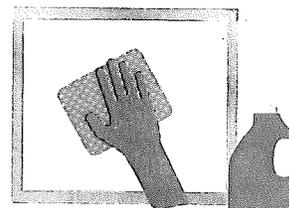
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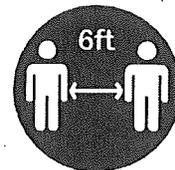
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