This script can be used by pharmacists if they must share information about a positive COVID-19 test with a patient. Before a call is made, the caller must know the location and date the individual was tested, as well as their date of birth.

Script:

- Hello, is *[PATIENT NAME]* available?

- If they confirm they are that patient, say:
  - My name is *[PHARMACIST NAME]* and I am calling from the *[NAME OF PHARMACY]*.
  - Can you please verify your date of birth?
  - Can you verify the date you visited our pharmacy for your COVID-19 specimen collection?

- Once you get confirmation that the caller is the person you are looking for, say:
  - I am following up regarding your results.
  - Is this a good time for me to share your results, or would you like me to call back later?

- If they say yes, be direct:
  - You have tested positive for COVID-19, which means that you have an active COVID-19 infection.
  - I know this might be difficult information to get. How are you feeling?
  - How have you been feeling since getting tested? Are you starting to feel better, or do you feel like your symptoms have gotten worse?

- Ensure patient safety:
  - Have you recently experienced any shortness of breath?
  - *If yes, make sure they contact their primary care or urgent care immediately.*

- Connect with care:
  - Do you have a primary care provider?
  - *If yes, ask if you can fax the results to that provider.*
  - *If no, have the patient contact 2-1-1 to get connected to care.*

- Make sure they have all the information they need:
  - I would like to refer you to the Health Department website – www.healthvermont.gov – where you can find lots of resources and information about COVID-19.
  - We will email you a handout with information about what to do next.
  - If you would like additional information from the Health Department over the phone, please call 802-863-7240 and they will assist you.