

What to expect when you get a call from a contact tracer

As COVID-19 continues to spread in the United States additional measures have been implemented to prevent the spread of the virus. The Shoshone-Paiute Tribes Emergency Operations Center wants you to feel comfortable if you get a call from one of our contact tracers. Contact tracers are trained professionals that notify and follow-up with people of their possible exposure to the virus. Here is what to expect:

- Our staff will always identify themselves as representatives of the Shoshone-Paiute Tribes Emergency Operations Center and will verify who they are talking with on the call - before they even begin to talk about contact tracing.
- Once they verify who they are speaking with is the right person – they will explain why they are calling – and only then.
- While our contact tracer will say you have been exposed, they will not identify the person they were in contact with or where it might have happened.

Here are the things they will ask you for:

- Your name
- Your address
- Your phone
- Your email
- Your gender
- Your race/ethnicity
- Whether you have any symptoms

The contact tracer will go through quarantine recommendations and explain to you self-monitoring.

Unfortunately, with every major event there are scam artists who want to take advantage of the situation, we will never ask you for credit card, bank account numbers, or social security numbers. We would never send you a text with a link to click or direct you to a website.

All contact tracing team members have received training in and demonstrated understanding of the Health Insurance Portability and Accountability Act (HIPAA) and all information shared with the Contact Tracers will remain confidential.

If you are ever in doubt, hang up and contact the Shoshone-Paiute Tribes Emergency Operations Center at 775-757-2170.

Please continue to practice social distancing, staying home, and washing your hands.