**Phone Script Checklist for Message Line**

* Determine in which languages (e.g., legally required languages and populations with limited access to healthcare) and how these languages will be accessed:  
  + An outgoing message needs to be recorded, and specify
  + How callers will reach a person (either calling a separate number or a call-back from bilingual staff), or
  + Ensure that staff answering the line have access to a phone interpretation service
* Indicate that this is a special phone line for ***[insert name of school]*** school tuberculosis contact investigation
* Avoid disclosing any identifying information regarding the index patient when talking with the public/parents.   
  + For example, avoid saying whether it was a student or a staff member, even if asked by the caller.
* Describe how parents and staff will be notified if they have been identified as contacts, e.g., letters, phone
* Describe to parents and staff what the notification will include:  
  + Consent form
  + Health questionnaire
  + Form to have TB testing by a private provider
  + TB fact sheet
* Describe when testing will be held at the school and that staff/students have the option of getting tested by their private providers
* Describe how parents/staff will receive notifications of their results and if there are any follow-up procedures necessary. Follow-up procedures may include:  
  + If TB test is negative, a repeat test is necessary 8-10 weeks after exposure
  + If the TB test is positive, staff or students will be referred for follow up
  + All follow-up instructions will be coming from the Health Department
* Let parents and staff know if there will be a cost associated with on-site testing at the school. (Contact your state TB program for information about funding to support the testing.)
* If parents and staff can leave a message on this line, indicate and that someone from the Health Department will contact them within ***[days, hours]***
* If leaving a message, indicate that parents/guardians/staff should leave a phone number where they can be reached