

Leaving Voicemail:

My name is <name> and I'm calling from <organization>. I am calling regarding <child's name> visit to the <Department Name> on <Date of Exposure>. We are calling to inform you of a possible exposure to measles, ask you a few questions and provide you some information to ensure the safety of your family. This is an urgent matter, please call us immediately at <Call Back Number>. Please leave a message and we will call you right back. Thank you.

Reaching parent:

My name is <name> and I'm calling from <organization>. I am calling regarding <child's name> visit to the <Department Name> on <Date of Exposure>. There is a patient who was present in the <Department Name> on <Date of Exposure> who has been diagnosed with measles. Our records show that you were in the <Department Name> during this time and may have been exposed to measles. We are calling to inform you of this possible exposure to measles, ask you a few questions, and provide you some information.

- A) Our records show your child has had <Number> doses of MMR vaccine, the measles mumps rubella vaccine.
- **0 dose (Calling 0-3 Days After Exposure, Patient \geq 6 months) ->** Your child needs to get a MMR vaccine, measles mumps rubella vaccine, now in order to protect them from developing measles. This is urgent, and we need you to come to <PEP Clinic Location> before <End of MMR Window, Date and Time>. Arrange Appointment. Go to DIRECTIONS.
 - **0 dose (Calling 3 to 6 Days After Exposure or 0-6 Days After Exposure if Exposed Patient is <6 months) ->** Your child needs to get post-exposure prophylaxis, called immune globulin, now in order to protect them from developing measles. This is urgent, and we need you to come to <PEP Clinic Location> before <End of PEP Window, Date and Time>. Arrange Appointment. Go to DIRECTIONS.
 - **0 dose (Calling >6 days after exposure) –** Symptom watch. Social Isolation. More scripting needed.
 - **1 dose ->** Ensure 28 days since last MMR -> This means <he/she> is protected from measles, but we recommend getting an <early> second dose of the vaccine now, for extra protection. We need you to come to <Location of vaccine clinic> at <Time>. Go to DIRECTIONS.
 - **2 doses ->** This means <he/she> is immune and is not at risk for developing measles.
 - **DIRECTIONS:** (Detailed directions to PEP clinic – where to park, where to go once in the building, etc.)

- **For ZERO dose receiving PEP:** The Minnesota Department of Health will be contacting you with additional information and instructions on symptom watch. (Event specific – verify this with MDH). Is this best phone number to reach you at?
- **For ZERO dose refusing or considering not obtaining PEP:**
 - If you do not receive recommended post exposure prophylaxis your child will **not** be able to go into public places such as child care centers, schools, churches, mosques, participate in sports and other activities for 21 days. The Minnesota Department of Health will be contacting you with additional information and instructions. Is this the best phone number to reach you?

B) Now I need to ask you about who was accompanying <name> to the <Location of Exposure>.

- a. Have they had the MMR vaccine or measles disease?
 - i. Follow steps in section A above as appropriate.
 - ii. Check MMR status in MIIC as needed.
- b. Are they pregnant (if applicable)?
- c. Are they immune compromised?

DISCLAIMERS:

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