

Test and Protect Q&A

You can find answers to some of the most common questions on Test and Protect below.

What is Contact Tracing?

Contact tracing is a process for identifying people who are at risk of coronavirus infection because they've had enough contact with a person who has tested positive. These people will be given advice to help reduce the risk of spreading the virus.

Who are Contact Tracers?

NHS Contact tracers are existing or returning NHS employees, or people who have recently been recruited to the role, e.g Environmental Health Officers and will get in touch with you by phone, email or text.

They will always introduce themselves, state the reason for their call and will always identify the person they have contacted by name.

They will only ask for information about that person's movements, and who they have been in close proximity to. **They will not ask** for personal information, such as bank account details or medical records, and will not offer services or attempt to sell anything to those they contact.

They will then get in touch with any close contacts and tell them to isolate for 14 days.

Is Contact Tracing new?

Contact tracing is a well-established public health intervention which health protection teams have much experience and expertise delivering for a range of infectious diseases.

Who is considered a Close Contact?

A close contact is someone who has been physically close enough to a confirmed coronavirus case for a long enough period of time that they may have had the virus transmitted to them such as:

- household contacts;
- anyone who has been in face to face contact for any length of time; and
- anyone who has been within 2 metres for 15 minutes or more.

The risk of the virus being transmitted is higher the closer the contact, the greater the exposure to respiratory droplets (for example from coughing), and the longer the duration of the contact

Is Contact Tracing anonymous?

Confidentiality will be maintained during the contact tracing process. If you are contacted because you're considered to be at risk, you will not be told the identity of the infected person, unless they have given their consent for it to be revealed.

What is the process for those testing positive and Household Contacts?

If you receive a positive test result you should isolate for 7 days from the start of your symptoms.

Everyone else in your household will be told to self-isolate for 14 days and the NHS guidance for households with possible infection should be followed.

What is the process for Contacts from Outside the Household?

If you're a close contact and don't live in the same house as the infected person, you will be told to isolate at home for 14 days from the last day you had contact with them.

You need to do this even if you have tested negative as you could still be incubating the virus. Others in your household do not need to isolate as long as you have no symptoms.

If you haven't developed symptoms after 14 days you can come out of isolation but should continue to follow physical distancing measures.

How do I get an isolation-note?

If you have been contacted by a contact tracer and advised to self-isolate you should do so with immediate effect.

You should also inform your manager and get an isolation note by visiting the NHS website <https://111.nhs.uk/isolation-note> and answering a few simple questions.

Your isolation note will be emailed to the address of your choice and you should provide this to your line manager as soon as possible. You do not need to get a note from a GP.

What if my symptoms are severe?

Phone NHS 24 (111) if your symptoms are severe at the start or worsen during isolation. Phone 999 if you have a medical emergency. Tell them you are a contact of a person confirmed as having coronavirus when phoning.

How do I book a test?

Tests should be arranged on the [government self-referral portal](#) and staff should use this where necessary.

A guide on how to use the self-referral portal is [available here](#).

Before booking a test you should contact your line manager.

When registering your details staff should select: **'Local and national government'** from the drop-down list of professions.

Where can I get further information on Test and Protect?

Further information on coronavirus and the Test and Protect process including testing, contact tracing, physical distancing measures, guidance for households with possible coronavirus infection and isolation notes are available on the NHS Inform website as follows: <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19>