

Public Information Emergency Response Call Tracking

Time of call: _____ a.m. p.m.

Nature of call:

- Specific information contained in stock materials:*
 - Disease or illness-related
 - Treatment-related
 - Prevention-related
 - Clarify recommendations
 - Current status of the incident
 - Hot topic 1 _____
 - Hot topic 2 _____
 - Request for referral:*
 - For more health information
 - For medical attention
 - Other _____
 - Feedback to agency:*
 - Complaint about specific contact with agency
 - Complaint about recommended actions
 - Concern about ability to carry out recommended action
 - Report possible cases or markers (e.g., dead birds for West Nile or increased absences from place of employment)
 - Rumor or misinformation verification (briefly describe)
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Outcome of call:

- Calmed caller based on scripted information
 - Referred caller to:*
 - Health expert outside the department
 - Personal doctor or health care professional
 - Emergency room
 - Red Cross or other non-government organization
 - FEMA or state emergency management agency
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Action needed:

- None
 - Return call to: Caller's name: _____ Phone number: _____
Gender: M F
 - Return Call urgency:*
 - Critical (respond immediately)
 - Urgent (respond within 24 hours)
 - Routine
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Call taken by: _____ Date: _____