

Monkeypox frequently asked questions and talking points

MEDIA OR POLITICAL STAFF		
Refer to one of the following:	Karen Maloughney 497-5041 Amanda Marinovich 497-5030 Keisha Stosich 497-5075 Heather Shupe 497-5087 Taylor Pesanti 497-5078 Tina Randall 497-5001	
MONTANA CASE INFORMATION		
“How many cases does Montana have?” “Are there any cases in Butte?”	“There are no reported cases in Butte-Silver Bow. Please visit https://dphhs.mt.gov/publichealth/cdepi/diseases/monkeypox for the current MT case count. To protect the privacy of those who have tested positive this is all the information I can give you. Would you like more information about how to prevent Monkeypox?”	
GENERAL TESTING		
“Can I get tested?”	Symptomatic, regardless of known exposure	“If you believe you have symptoms of Monkeypox please call your primary care provider for testing. If you do not have a PCP call or visit the ER, urgent care, or a provider of your choice. Avoid close physical contact, including sex or being intimate with anyone, until you have been checked out by a health care provider. When you see a healthcare provider, please wear a mask.”
	Close contact or exposed frontline worker	Transfer to Amanda for contact tracing 497-5030
	Asymptomatic and no exposure	“Currently the only FDA approved test for Monkeypox is from a lesion sample. If you don’t have any lesions, you won’t be able to get tested. Would you like more information about how to prevent Monkeypox?”
“I am a healthcare provider, should I test my patient?”	“Thank you for calling, please call the communicable disease emergency cell and someone will be able to help you.”	Communicable Disease Emergency Cell: 406-490-9372
“I am a close contact to a confirmed positive case, what should I do?”	“Thank you for calling, please hold while I transfer you to someone who will be able to help you.”	Transfer to Amanda 497-5030
“I am a close contact to a close contact, what should I do?”	“Thank you for calling, please hold while I transfer you to someone who will be able to help you.”	Transfer to Amanda 497-5030
“I was tested can I get my results?”	“Please follow up with the provider/facility where you were tested for your results.”	
TRANSMISSION, SYMPTOMS & VACCINES		
“How does Monkeypox spread?”	<ul style="list-style-type: none"> • From person to person through direct contact with infection rash, scabs, or body fluids. • Respiratory secretions during prolonged face-to-face contact, kissing, cuddling, intimate contact, or sex. • Touching items such as clothing, linens, towels that previously touched the infectious rash or body fluids. 	

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	<ul style="list-style-type: none"> • Being scratched or bitten by an infected animal or by eating meat or using products from an infected animal. • Pregnant people can spread the virus to the fetus through the placenta. • Brief interactions that do not involve physical contact and health care interactions conducted using appropriate protective equipment are generally considered low risk. 	
“How do I prevent getting Monkeypox?”	<ul style="list-style-type: none"> • Avoid close, skin-to-skin contact with people who have a rash that looks like monkeypox. Do not touch the rash or scabs of a person with monkeypox. Do not kiss, hug, cuddle or have sex with someone with monkeypox. • Avoid contact with objects and materials that a person with monkeypox has used. Do not share eating utensils or cups with a person with monkeypox. Do not handle or touch the bedding, towels, or clothing of a person with monkeypox. • Wash your hands often with soap and water or use an alcohol-based hand sanitizer, especially before eating or touching your face and after you use the bathroom. 	
“What are the symptoms of monkeypox?”	<p>Rash, Bumps, or Blisters that may be located on or near the genitals (penis, testicles, labia, and vagina) or anus (butthole) but could also be on other areas like the hands, feet, chest, face, or mouth. The rash will go through several stages, including scabs, before healing. The rash can look like pimples or blisters and may be painful or itchy. The rash may look similar to syphilis, herpes, or other common skin rashes.</p> <p>Other Symptoms</p> <ul style="list-style-type: none"> • Fever & headaches • Muscle aches • Swollen lymph nodes • Chills • Exhaustion • Respiratory symptoms 	
“Can I get the vaccine?” “When will vaccine become available?”	<p>“Thank you for calling, please hold while I transfer you to someone who will be able to help you.”</p>	<p>Transfer to Heather 497-5087</p>

UNABLE TO ANSWER QUESTION	
<p>Only use information from the CDC and MT DPHHS when answering public questions. If you are still unable to answer a question, then you can say:</p> <p>“I’m unable to answer that question at this time, but I can transfer you to someone who can get you the right information.”</p>	<p>Karen Maloughney 497-5041 Amanda Marinovich 497-5030 Keisha Stosich 497-5075 Heather Shupe 497-5087 Taylor Pesanti 497-5078 Tina Randall 497-5001</p>
LOUD OR ABUSIVE LANGUAGE FROM CALLER	
<p>“I would really like to help you, but I am unable to continue this conversation at this time. I’m going to end this call now. Please call back when you are calm.”</p>	