

Monkeypox FAQ & Talking Points

| MEDIA OR POLITICAL STAFF | |
|---------------------------------|--|
| Transfer all to: | |

| MONTANA CASE INFORMATION | |
|---|--|
| <p>“How many cases does MT have?”</p> <p>“Are there any cases in Hill?”</p> | <p>“There are five reported cases in MT. 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?”</p> |

| GENERAL TESTING | | |
|--|---|---|
| <p>“Can I get tested?”</p> | Symptomatic, regardless of known exposure | <p>“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, 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.”</p> |
| | Close contact or exposed frontline worker | |
| | Asymptomatic and no exposure | <p>“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?”</p> |
| “I am a healthcare provider, should I test my patient?” | | <p>“Thank you for calling, please hold while I transfer you to someone who can help you.”</p> |
| “I am a close contact to a confirmed positive case, what should I do?” | | <p>“Thank you for calling, please hold while I transfer you to someone who will be able to help you.”</p> |
| “I am a close contact to a close contact, what should I do?” | | <p>“Thank you for calling, please hold while I transfer you to someone who will be able to help you.”</p> |
| “I was tested can I get my results?” | | <p>“Please follow up with the provider/facility where you were tested for your results.”</p> |

| TRANSMISSION, SYMPTOMS & VACCINES | |
|--|--|
| <p>“How does Monkeypox spread?”</p> | <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. 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. |
| <p>“How do I prevent getting Monkeypox?”</p> | <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. |

Monkeypox FAQ & Talking Points

| | |
|---|--|
| | <ul style="list-style-type: none"> • 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 style="text-align: center;">“Thank you for calling, please hold while I transfer you to someone who will be able to help you.”</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: “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>Transfer to:</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> |
|---|

MONKEYPOX EDUCATION RESOURCES

| | |
|----------------------------|---|
| Signs and Symptoms | https://www.cdc.gov/poxvirus/monkeypox/symptoms/index.html |
| Pets in Home | https://www.cdc.gov/poxvirus/monkeypox/prevention/pets-in-homes.html |
| FAQ | https://www.cdc.gov/poxvirus/monkeypox/about/faq.html |
| 2022 U.S. Map & Case Count | https://www.cdc.gov/poxvirus/monkeypox/response/2022/us-map.html |
| Obtaining & using TPOXX | https://www.cdc.gov/poxvirus/monkeypox/clinicians/obtaining-tecovirimat.html *Need state consult & must be provider to provider for implementation. |
| How it Spreads | https://www.cdc.gov/poxvirus/monkeypox/if-sick/transmission.html |
| Protecting Self | https://www.cdc.gov/poxvirus/monkeypox/prevention/protect-yourself.html |

Monkeypox FAQ & Talking Points

| | |
|---|---|
| Safe Sex & Gatherings | https://www.cdc.gov/poxvirus/monkeypox/prevention/sexual-health.html |
| Latest Updates | https://www.cdc.gov/poxvirus/monkeypox/whats-new.html |
| Clinical considerations for Pregnant or Breastfeeding | https://www.cdc.gov/poxvirus/monkeypox/clinicians/pregnancy.html |
| Iso & Prev. Practices for case | https://www.cdc.gov/poxvirus/monkeypox/clinicians/isolation-procedures.html |
| Higher Edu 4 students | https://www.cdc.gov/poxvirus/monkeypox/community/higher-education.html |
| Schools & Daycare | https://www.cdc.gov/poxvirus/monkeypox/community/school-faq.html |
| Disinfecting @ home | https://www.cdc.gov/poxvirus/monkeypox/if-sick/home-disinfection.html |
| Contact Sports | https://www.cdc.gov/mrsa/community/team-hc-providers/advice-for-athletes.html https://www.cdc.gov/mrsa/community/team-hc-providers/index.html D/t the fact MRSA is also spread by physical contact, many of the same invention prevention practices apply |
| Teens & MPX | https://www.cdc.gov/poxvirus/monkeypox/community/teens-young-adults.html |
| Disinfectants | https://www.epa.gov/pesticide-registration/disinfectants-emerging-viral-pathogens-evps-list-g |
| CLC Settings | https://www.cdc.gov/poxvirus/monkeypox/community/congregate.html |
| Pain Management | https://epi.dph.ncdhhs.gov/cd/lhds/manuals/cd/monkeypox/DearColleague-Monkeypox.pdf |

| STAFF EDUCATION: CULTURAL COMPETENCE, CULTURAL HUMILITY & MORE | |
|---|---|
| Cultural & Linguistic Appropriate Services | ID 1087569 www.train.org |
| MPX: State of the Science | ID 1105797 www.train.org |
| Cultural Humility & Transformation of scripts of Inequality | ID 1094816 www.train.org |
| Improving Health Care Quality for LGBTQ People | ID 1100152 www.train.org |
| Preferred Terms for Select Population Groups & Communities | https://www.cdc.gov/healthcommunication/Preferred_Terms.html |
| How racism makes us sick, TED Talk by David R. Williams, MPH, PhD | https://www.ted.com/talks/david_r_williams_how_racism_makes_us_sick |
| Intro to Gender & Sexuality in Healthcare Settings | ID 1078781 www.train.org |
| Implicit Bias | ID 1094627 www.train.org |
| Cultural Awareness: Into to LGBT populations | ID 1064826 www.train.org |
| Global Monkeypox Outbreak | ID 1105564 www.train.org |