COVID-19 Community Team Outreach Tool
9/29/2022 System Updates

Update to Case-Patient Deactivation Process

Updates have been made to the process for deactivating case-patients in CCTO. **It is no longer required to select a Final Monitoring Outcome before deactivating a case-patient**. You should still continue to follow local guidance regarding documentation for cases in CCTO.

> NOTE: This system update pertains to monitoring events for case-patients only. All monitoring events for contacts will *still require a Final Monitoring Outcome* in order to deactivate.
>
> Refer to the Closing Out A Contact job aid on the CD Manual for more information about FMOs for contacts.

Updates to Digital Outreach

Updates to Text Messages

Updates have also been made to digital outreach to case-patients and contacts. These updates are intended to be more in line with texting best practices.

1. First, all texts will now begin with "**NC DPH**" prior to the rest of the message.

2. Secondly, "**HELP**" and "**STOP**" language was recently added to all texts, providing contacts and cases with information on how to learn more about the text or how to unsubscribe from COVID contact tracing text messages. This language has also been added to Spanish text messages.

3. This is an example of the text response a contact or case will receive if they type "**Help**".

4. This is an example of the text response a contact/case will receive if they type "**Stop**".

Screenshots for digital outreach can be found in the Digital Outreach Samples document.