

COVID-19 Community Team Outreach Tool

1/10/2022 System Updates



Updates to Digital Outreach

Updates to Daily Assessment Portal

The daily assessment portal for individuals receiving ongoing digital outreach has been updated to improve language and efficiency. The revised portal can be previewed in full within the [Digital Outreach Samples](#) job aid.

NCDHHS Home | English | Sign in

Hello,

This is the NC COVID Community Team hosted by the North Carolina Department of Health and Human Services. Thank you for participating in our daily monitoring program. The information requested below will only be used to understand your possible COVID-19 symptoms and to provide support to you and your loved ones if possible. Information you provide will remain confidential in accordance with state and federal law. Please indicate below whether you are willing to participate and confirm your date of birth to continue on to complete your assessment.

Agreement

Yes, I agree to participate.

Confirm your date of birth:

Month:

Day:

Year:

By clicking "Next" below, you agree to the following terms and conditions:

- I am at least 18 years old;
- I am not seeking immediate medical attention;
- I agree to provide information that will be kept confidential in accordance with state and federal law.

Updates to Contact and Case Patient Notifications and Portals

In accordance with updated CDC guidance, notifications and portals for contacts and case patients were also revised. The full text of each notification and all portal pages can also be found in [Digital Outreach Samples](#) job aid. The following changes were incorporated:

- For contacts, quarantine end dates are now calculated as 5 days after exposure. Additional language was also added for clarity regarding when to get a test, what to do if symptoms develop, and who may qualify for a quarantine exemption.
- For case patients, isolation end dates are now calculated as 5 days after symptom onset date (or specimen collection date if no symptoms are present).
- Additional language was added to clarify the criteria to end quarantine/isolation.
- An instruction for strict mask use after quarantine/isolation was added.

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Help slow the spread of COVID-19!

You have received a message from the NC COVID Community Team because someone with COVID-19. The NC COVID Community Team is here to help you get the resources, information, and support you need to protect yourself and your family. You may also receive a phone call from the NC COVID Community Team at 844-628-7223. If you see us calling please answer the call!

Contact Portal

Based on the date you were exposed, it is recommended that you quarantine (stay home and separate yourself from others) through at least the date below, based on a quarantine period of 5 days from the last date you were exposed to COVID-19. If symptoms occur, you should isolate until a negative test confirms symptoms are not attributable to COVID-19. If testing is not possible, isolate until your symptoms are resolving and 24 hours have passed since you have had a fever without the use of fever reducing medications. For information on how to properly quarantine, please refer to [this CDC webpage](#).

You should quarantine through at least:

1/15/2022

It is also recommended that you get a COVID-19 test on the date listed above. Get tested immediately if you have symptoms. Testing information, including finding a testing place, can be found [here](#). If you test positive, you should isolate immediately.

If you are not experiencing symptoms after the date above, you may leave home while **wearing a well-fitted mask around others for an additional 5 days.**

You may qualify for an exemption from quarantine if you meet one of the following criteria:

- You are ages 18 or older and have received all recommended vaccine doses, including boosters and additional primary shots for some immunocompromised people.
- You are ages 5-17 years and completed the primary series of the Pfizer vaccine.
- You had confirmed COVID-19 within the last 90 days (you previously tested positive using a PCR or antigen test).

NCDHHS Home | English | Sign in

Help slow the spread of COVID-19!

You have received a message from the NC COVID Community Team because you tested positive for COVID-19. The NC COVID Community Team is here to help you get the resources, information, and support you need to protect yourself and your family. You may also receive a phone call from the NC COVID Community Team at 844-628-7223. If you see us calling please answer the call!

Case Patient Portal

Our records show you tested positive for COVID-19 on:

12/29/2021

Since you tested positive, you should isolate yourself from others to protect yourself and your loved ones. Isolation means that you should stay home and avoid sharing a bedroom, bathroom, or common spaces with anyone else in your household. You should isolate until at least the date below. If you have symptoms, continue to isolate until your symptoms are resolving and 24 hours have passed since you have had a fever without the use of fever reducing medications. For more information on how to properly isolate, please refer to [this CDC webpage](#).

You should also wear a well-fitted mask around others for an additional 5 days after your end of isolation date.

Please enter the date your COVID-19 symptoms started to calculate your isolation end date:

My COVID-19 symptoms began on (MM/DD/YYYY): *

I have not had any COVID-19 symptoms.

Next

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1/10/2022 System Updates



Updates to Monitoring End Date Calculation

In line with the revised CDC guidance, the **Monitoring End Date** automatically calculated for contact monitoring events is now based on 10 days from the most recent last date of exposure. This date can still be manually entered or overwritten if a different date is preferred.

Last Date of Exposure * 1/3/2022
to Source Patient #1

Monitoring End Date 1/13/2022

Updates to Monitoring Events (MEs)

Create Person? Toggle Now Admin Use Only

The **Create Person?** toggle is now only visible to admin users. Without this toggle, the system will still continue its existing process: when an ME is saved without a person record, the system will look for a matching ME and **1)** associate the current ME with the person record of the matching ME OR **2)** create a new person record for this ME as appropriate. The logic used for this process can be found below.*

The **Create Person?** toggle is only necessary if a new person record needs to be created for an ME that the system has incorrectly matched with an existing person record. If this is the case, please work with an admin user on this ME or submit a ticket to the help desk. An admin user will be able to use the toggle to make this update per the top of page 5 of [the job aid](#).

New Monitoring Event - Unsaved
Monitoring Event · MDA Form

Monitoring Event Assessments All Activities Referrals System Inform

Record Information

C# ---

Contact or Case Patient * ---

Person ---

****The system automatically uses these sets of criteria to look for a matching person record:***

- First Name, Email
- First Name, Last Name, DOB
- First Name, Phone
- Phone, DOB

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1/10/2022 System Updates



Manual Use of Send Notification? Toggle Now Admin Only

The **Send Notification?** toggle can now only be manually edited by admin users. Contact notifications will continue to be sent and re-sent automatically per the existing logic ([described on pages 1 and 2 of the job aid](#)). Case patient notifications will continue to be sent automatically to all case patients who flow from NC COVID into CCTO; however, non-admin users must now work with an admin user in order to re-send a case patient notification or to send a notification to a case patient who was entered into CCTO manually.



Toggle now appears grayed out to non-admin users but will continue to function as normal for sending/re-sending automatic notifications.

Misc. Updates & Bug Fixes

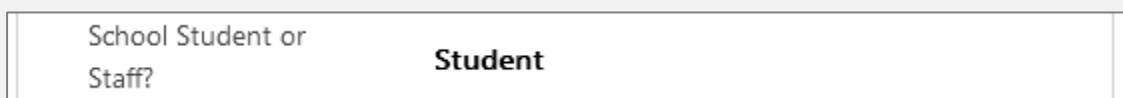
Updates to NC COVID/CCTO Integration for Case Patients

The NC COVID/CCTO integration for case patient data is being updated so that records will flow over at regular intervals throughout the day from 7AM to 4PM. **Please note that especially large file groups may take up to 24 hours to import after pickup. These times are subject to change. Additionally, there is a “cap” on the number of records that can be extracted at once, so it is not guaranteed that a record will be extracted at a certain time.**

NC COVID Extract Times	Start of Import in CCTO
<ul style="list-style-type: none">• 6PM• 10PM• 2AM	<ul style="list-style-type: none">• 7AM
<ul style="list-style-type: none">• 6AM	<ul style="list-style-type: none">• 8AM
<ul style="list-style-type: none">• 10AM	<ul style="list-style-type: none">• 12PM
<ul style="list-style-type: none">• 2PM	<ul style="list-style-type: none">• 4PM

Update to School Fields

Data from the previous **Is Student** field is now being transferred into the new **School Student or Staff?** field. This is reflected in all monitoring event views. *At this time, data in the previous **School Name** field has not been integrated into the **Institution Name** field. Please transfer data from **School Name (Legacy)** manually into the new **Institution Name** field as needed.*



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1/10/2022 System Updates



Bug Fixes

1. To support the person record matching process, incorrectly formatted phone numbers that exist within some older records in CCTO will now be updated to the correct format.
2. Previously, the backend of the system assigned a C# to referral records based on the ME associated with a referral; however, this was determined to be working incorrectly when an ME was updated, and this functionality has been removed. Going forward, the **Source Monitoring Event** field should be used to identify the ME associated with a referral.
3. A bug that prevented person records from being updated automatically when information was submitted through the contact portal has been resolved.
4. A bug that prevented admin users from deleting monitoring events that were associated with person records has been resolved.
5. A bug that caused contacts created through the case portal to display the symptom onset date of the case patient has been resolved.

1

Contact Information

U.S. Primary Phone
(will be used for text messages) **1-444-455-5454**

2

Basic Info

Owner * **Mary Moran**

Created By ---

R# ---

Source Monitoring Event * **Starry Night** X

3

Address Info Provided Through Digital Notification

Address Line 1 **12345 Dream House Lane**

Address Line 2 ---

City ---

Barbie Roberts - Saved
Person · MDA Form ▾

General Monitoring Events System Information Related

Address

Address Line 1 **12345 Dream House Lane**

4

Active MEs

C#	Approved to Sy...	Full Name	
<input checked="" type="checkbox"/>	Yes	Starry Night	Delete Monitoring Event
<input checked="" type="checkbox"/>			Activate
<input checked="" type="checkbox"/>			Deactivate

5

Symptom Onset Date ---

Continued Data Cleaning with Person Functionality

Thank you for your continued patience and cooperation as we work to integrate all the records in the production system into the new person functionality!

We are still in the process of ensuring that each monitoring event has a person record associated with it; therefore, please continue to rely on the Monitoring Events Tab (and not the People Tab) for searching needs.