

COVID-19 Community Team Outreach Tool

March 19th CCTO Updates



See below for a list of updates to CCTO as of March 19th:

Updates to Final Monitoring Outcomes

Two new **Final Monitoring Outcomes** have been created to allow you to close out contacts who do not need to quarantine or be monitored due to unique circumstances. **Do not forget that each contact should always complete an initial assessment to confirm that they have not displayed symptoms and that they meet the criteria for not needing to quarantine.**

1. **"Fully Vaccinated - Monitoring Not Needed"** is now available for contacts who do not need to quarantine because they are fully vaccinated and meet CDC and NC DHHS standards for not needing to quarantine.
2. **"Past COVID Diagnosis - Monitoring Not Needed"** should be used for contacts who have tested positive for COVID-19 and meet CDC and NC DHHS standards for not needing to quarantine.

Please see the [Closing Out A Contact Job Aid](#) for details of all FMOs.

Vaccination	
Vaccine - 1st Dose	Pfizer-BioNTech (195 MDV) COVID-19 Vac
Vaccine Date - 1st Dose	2/26/2021
Vaccine - 1st Dose Confirmed in CVMS?	<input checked="" type="checkbox"/> Yes
Vaccine - 2nd Dose	Pfizer-BioNTech (195 MDV) COVID-19 Vac
Vaccine Date - 2nd Dose	3/19/2021
Vaccine - 2nd Dose Confirmed in CVMS?	<input checked="" type="checkbox"/> Yes

Final Monitoring Outcome **Fully Vaccinated- Monitoring Not Needed**

Note: "Vaccination Type" and "Vaccination Date" fields must be complete before using this FMO.

MM Note modified by Mary Moran
Previous COVID Diagnosis - Monitoring Not Needed
Individual tested positive for COVID 3/1 and has since recovered, dis...
3/18/2021 3:46 PM

Final Monitoring Outcome **Past COVID Diagnosis- Monitoring Not Ne**

Note: Previous COVID diagnosis information should be documented in **Timeline/Activities** as a note per your local protocol.

Vaccination Updates in CCTO

J&J Vaccine Type Now Available

A new vaccine type is available for selection in the "Vaccine - 1st Dose" field of the **Vaccination** section for individuals who have received the J&J vaccine. **This option will be listed as "Janssen (Johnson & Johnson)."**

Upon selecting this field, vaccine values for second dose will disappear as the J&J vaccine requires only one dose.

If vaccine type is unknown, you may also now select the **Unknown COVID-19 Vaccine** option.

Vaccination	
Vaccine - 1st Dose	Janssen (Johnson & Johnson) COVID-19 Vaccine
Vaccine Date - 1st Dose	--Select--
	Pfizer-BioNTech (195 MDV) COVID-19 Vaccine
	Moderna (10 MDV) COVID-19 Vaccine
	Janssen (Johnson & Johnson) COVID-19 Vaccine
	Unknown COVID 19 Vaccine



New CVMS Toggle

Vaccine - Confirmed in CVMS toggles have been added to the **Vaccine** box to indicate whether the information that was entered in an individual's **Vaccine Type** and **Vaccine Date** fields has been cross-checked with CVMS per local protocol.

Check with your supervisor to confirm any local processes and understand whether you need to use this toggle.

Additionally, regardless of whether this information is confirmed in CVMS, please continue to complete all fields in the **Vaccination** box, as they may impact an individual's quarantine requirements.

Vaccination	
Vaccine - 1st Dose	Pfizer-BioNTech (195 MDV) COVID-19 Vac
Vaccine Date - 1st Dose	2/26/2021
Vaccine - 1st Dose Confirmed in CVMS?	<input checked="" type="checkbox"/> Yes
Vaccine - 2nd Dose	Pfizer-BioNTech (195 MDV) COVID-19 Vac
Vaccine Date - 2nd Dose	3/19/2021
Vaccine - 2nd Dose Confirmed in CVMS?	<input checked="" type="checkbox"/> Yes

Updates for Text Message Blast Functionality

There is now a leadership-level ability to request the use of contact and case information in CCTO to send a **blast text message** (a single custom message sent to a large group) to individuals regarding mass vaccination events.

CCTO users cannot compose or trigger text blasts; however, new fields for **Vaccine Communication Text Status** and **Vaccine Communication Status Date** allow you to see the status and timestamp of the most recent text blast sent to a user. These locked fields can be found in the **Text Communication Info** (formerly **Notification**) section of a contact profile, and they are for your reference only. *The **Send Vaccine Communication** field is a locked field used only by the NC DHHS IT Team to support this functionality, and users should not touch or use this field.*

To review any text blasts that have been sent to an individual as well as the full text of each message, you can review the **Timeline/Activities** section on the contact's profile and/or the contact's **All Activities** page.

Text Communication Info	
Send Notification	<input type="checkbox"/> No
Text Notification Status	---
Notification Status Date	---
Send Vaccine Communication	---
Vaccine Communication Text Status	delivered
Vaccine Communication Status Date	3/17/2021 3:28 PM

1:33
453-94
iMessage Today 1:30 PM
If you are in Group 1, 2, 3, or 4, you are eligible to be vaccinated at our next drive thru clinic at the Community Center on Thursday, March 18. Make your appointment online today! Learn more at <http://health.jacksonnc.org/covid19>. Those without internet access may call 828-631-HELP. The Moderna vaccine will be administered at this drive thru clinic.

Laura Sprint 13 test
Contact · MDA Form
ARIAS Contact Assessments All Activities Recent Monitoring History System Information Related

Subject	Regarding	Activity Type	Activity Status	Owner
Vaccine Communication Text Me Laura Sprint 13 test	Text Message	Completed	# covid_arias	

NOTE: *Text Communication Info* is the new name for the *Notification* box. It has been moved below *Vaccinations* on profiles.



Miscellaneous Updates to Contact Profiles

Updates to Existing FMOs

Choosing the **“Monitored in Other System”** or **“Notification - No Response”** FMOs will now automatically update the **“Gender,” “Race,”** and **“Ethnicity”** fields in the **Demographic Info** box to be listed as **“Unknown.”**

This change will only occur if those fields are blank. If information has already been entered in these fields, it will not be changed or removed as a result of choosing these FMOs.

Final Monitoring Outcome	Monitored in Other System
Final Monitoring Outcome	Notification - No Response
Gender	Unknown
Race	Unknown
Ethnicity	Unknown

New Record Information Box

The **For Public Health Use Only** box has been renamed **Record Information** and has been moved to the top of profiles above **Basic Info**.

The field within this section that was previously **“NC COVID Event ID of Case”** is now **Case-Patient NC COVID Event ID**. If **“Contact”** is selected, this field displays a clickable lightbulb that will remind users to leave this field blank, as it displays the Event ID of this person, *not* of their source patient.

The **“C#”** and **“Event #”** fields have also been moved to this box. The **NC COVID Contact ID** for contacts who have flowed into CCTO from NC COVID has been moved to the **System Information Page**.

Record Information

Contact or Case Patient	Contact
C#	C-0000033896
Event #	3
Case-Patient NC-COVID Event ID	<div style="display: flex; align-items: center;"> 💡 <div> <p>Not a Case!</p> <p>This is the NC-COVID Event ID of THIS PERSON, NOT the Event ID of the Source (the case who named this person). If you selected Contact above, this should be blank.</p> <p style="text-align: center; border: 1px solid blue; padding: 2px 5px; color: white;">Apply</p> </div> </div>
Recommendation	

Update to “Other Preferred Language” Field

The field for **Other Preferred Language** will now only appear in the **Personal Info** box if **“Other”** is selected as the individual’s preferred language.

Personal Info

Employer	---
Job Title	---
Preferred language	---

Preferred language	Other
Other Preferred Language	---

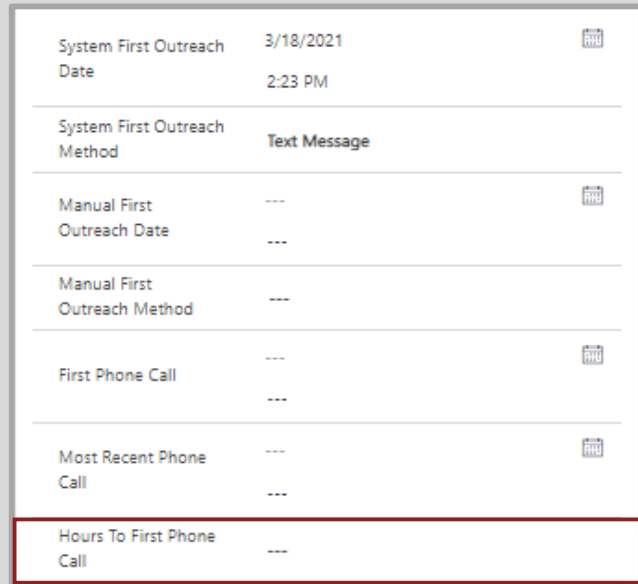


Other Updates in CCTO

“Hours to First Phone Call” Field

An **Hours to First Phone Call** field has been added to the System Information page to calculate the time from profile creation to the time when the first phone call logged on the contact record was closed.

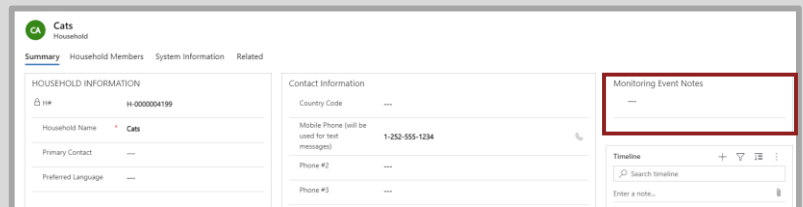
This field will only be updated as a result of closing a phone call activity and will *not* be affected by digital notifications, which will automatically update the **System First Outreach Date** field. At this time, **Hours to First Phone Call** is not included in any system views; however, you are able to add this field as a column to any custom view.



System First Outreach Date	3/18/2021 2:23 PM	
System First Outreach Method	Text Message	
Manual First Outreach Date	---	
Manual First Outreach Method	---	
First Phone Call	---	
Most Recent Phone Call	---	
Hours To First Phone Call	---	

Monitoring Event Notes for Household Profiles

A section for **Monitoring Event Notes** has now been added into Household profiles. This section serves as a free text box for any reference information that should remain easily visible at the top of the Household profile.



CA Cats Household

Summary Household Members System Information Related

HOUSEHOLD INFORMATION

Household ID: H-0000004199

Household Name: Cats

Primary Contact: ---

Preferred Language: ---

Contact Information

Country Code: ---

Mobile Phone (will be used for text messages): 1-252-555-1234

Phone #2: ---

Phone #3: ---

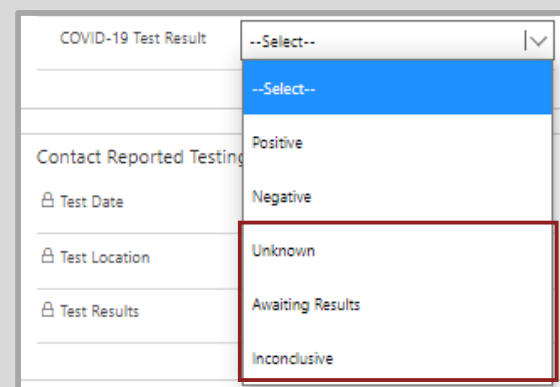
Monitoring Event Notes

Timeline

Enter a note...

New options for COVID-19 Test Results

Test results for **“Unknown,” “Awaiting Results,”** and **“Inconclusive”** are now available for selection within **COVID-19 Test Results** section of assessments and within the **Testing Details** box of the contact profile.



COVID-19 Test Result

--Select--

Positive

Negative

Unknown

Awaiting Results

Inconclusive