

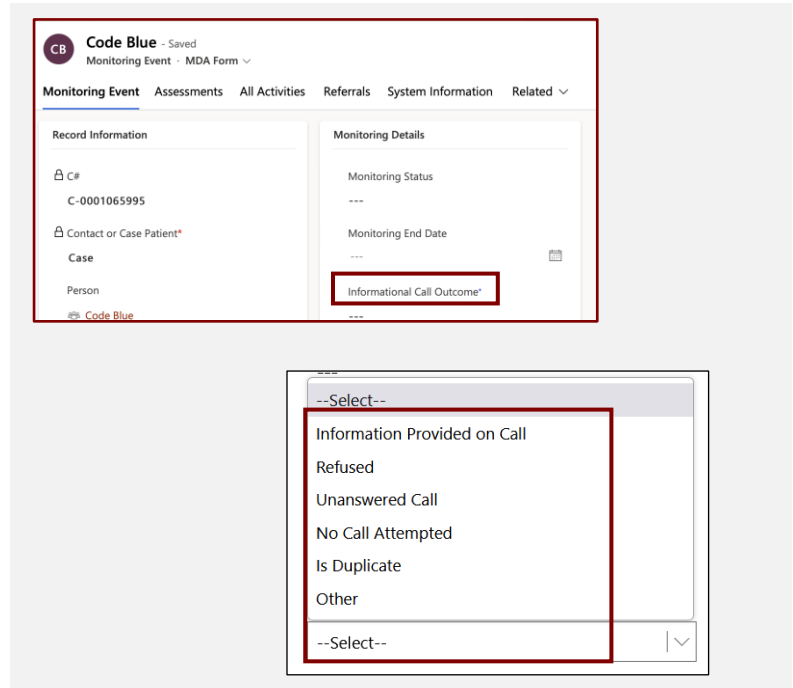


Informational Call Outcome Field

There is a new field called “Informational Call Outcome” for case monitoring events.

- **Case** monitoring events now have an “**Informational Call Outcome**” field which will be required in order to deactivate the monitoring event.
- All System Views that include case monitoring events now have an **Informational Call Outcome** column included.

The “Final Monitoring Outcome” field is now hidden for case monitoring events but remains visible for contact monitoring events.

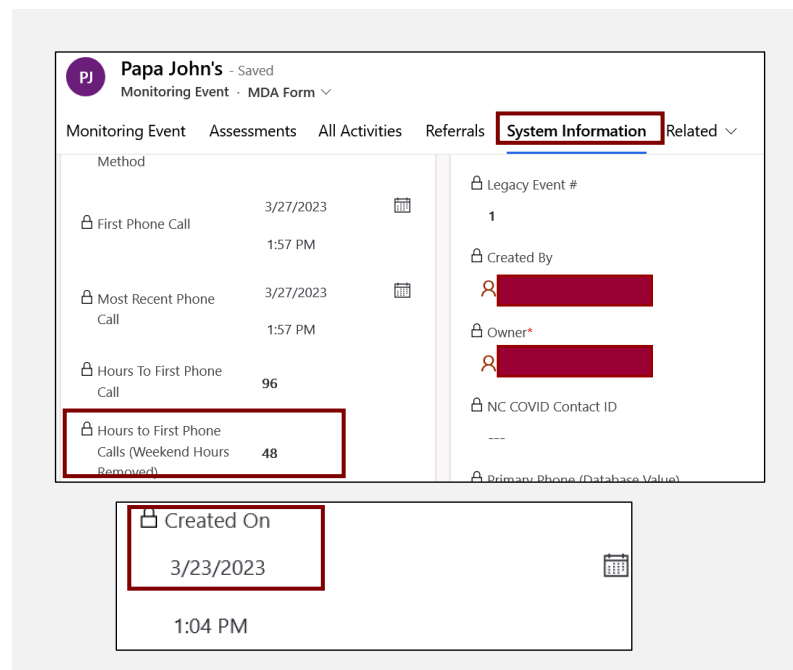


NOTE: Refer to the [Informational Call Outcome Definitions](#) job aid for a more detailed explanation of this new functionality.

New “Hours to First Phone Calls (Weekend Hours Removed)” Field

Within the **System Information** tab, a new field has been added:

- **Hours to First Phone Call (Weekend Hours Removed)**- This field automatically populates the hours between when a monitoring event is created in CCTO until the first completed phone call, with all hours between 12am on Saturday and 11:59pm on Sunday subtracted from the total.



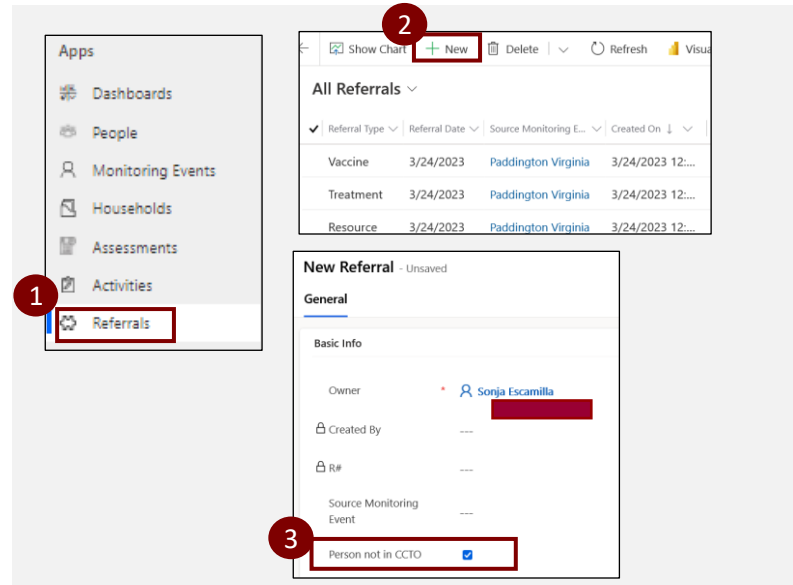


Updates to Referrals

Ability to Create a Referral for Someone Not In CCTO

It is now possible for a referral to be made for an individual that does not have a CCTO monitoring event. In order to do so:

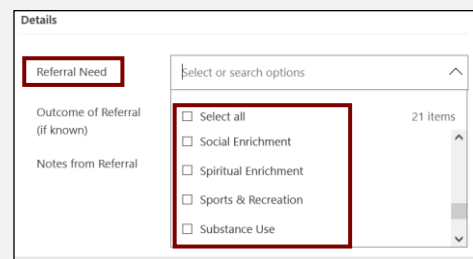
1. Click on the **Referrals** application on the left side of the CCTO.
2. Click **+ New Referral** at the top of the screen.
3. Check the box in the new **“Person not in CCTO”** field. Doing so will disable the requirement of the **“Source Monitoring Event”** field.



NOTE: Please note that it is best practice to connect a referral to a monitoring event whenever there is one in CCTO. For more information on referrals, go to the [Documenting a Referral in CCTO](#) job aid.

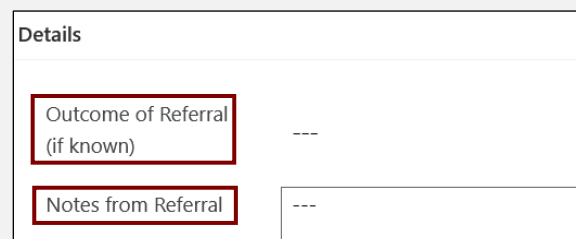
Additional Resource Referral Need Types Added

Four more options have been added to “Referral Need” within a Resource Referral. Please refer to the [Types of Resource Referral Needs](#) job aid for more information about these options, what they each mean and when to select them.



Fields Removed in All Referrals

The fields for “Type of Campaign,” “Type of Communication,” and “Communication Preferences” have been removed from all referral types.





Minor Update to Case Portal & Treatment Text

Minor updates have been made to the case portal location where case patients add information about their close contacts. The fields for “e-mail address” and “additional info” have been removed.

Additionally, all information about the NC-sponsored telemedicine program has been removed from the case portal and treatment text due to the program ending on March 31, 2023.

A screenshot of a web form titled "Please provide the information below to help us confidentially notify your close contacts." The form contains four input fields: "First Name *", "Last Name *", "Last date you were in close contact with this person *" (with a date picker icon), and "Phone Number *". A blue "Submit" button is located at the bottom left of the form area.

NOTE: Refer to the [Samples of Digital Outreach](#) job aid on the CD Manual for examples of all communication sent via text or e-mail as well as of the contact and case portals pages.

Priority Case/Contact Toggle

Previously, when a case monitoring event was linked to a priority setting, the system would automatically toggle the “priority case/contact” field to “yes”. That functionality has been removed, so that the toggle will no longer update automatically and instead will only be updated manually.

A screenshot of a form section titled "Basic Info". It shows a toggle switch for the label "Priority Contact or Case". The toggle is currently in the "No" position, indicated by a grey circle on the right side of the switch.

NOTE: Refer to the [Priority Settings](#) job aid on the CD Manual for more information about this functionality in CCTO.



Phone Call Record Updates

There are two new updates to phone call records.

1. The additional option of “Informational Call Outreach” has been added to the phone call “**Type**” field.
2. The “**Call Status**” field on a phone call record is now required in order to save the call. The options to choose from are Answered or Unanswered.

For a review on how to log a phone call in CCTO, refer to this [job aid](#).

The screenshot displays the 'Phone Call' form with the following fields and updates:

- Call From:** * [Redacted]
- Call To:** * Hey Jude
- Direction:** Outgoing
- Ph#:** ---
- Type:** [Redacted] with a dropdown arrow. A red box highlights this field, and a red circle with the number '1' is next to it. A red arrow points from this field to the dropdown menu.
- Call Status:** * [Redacted] with a dropdown arrow. A red box highlights this field, and a red circle with the number '2' is next to it. The dropdown menu is open, showing options: --Select--, Answered, and Unanswered.

The dropdown menu for 'Type' is open, showing the following options: --Select--, Informational Call Outreach (highlighted with a red box), Initial Outreach, Second Outreach, Third Outreach, Additional Outreach, Daily Monitoring, End Monitoring, Other, and --Select--.