



The following services are currently being offered by CCTC Staff. Reach out to Laura Farrell at laura.farrell@dhhs.nc.gov with any questions or requests.

- **COVID-19 Case Patient Phone Outreach (Remote Only)**

- Informational Calls (no case interviews or contact tracing) to case patients based on the following chart. During times of surge, the prioritization criteria may be adjusted to further prioritize and ensure timely outreach.

Priority	Population	Time from specimen collection to case review	Action
1	Case patients aged 65 years or older	Up to 5 days ('last in, first out')	Informational phone call to provide isolation information and links to treatment and resource info; no case investigation interview nor contact tracing
2	Case patients whose CCTO record indicates their text was not delivered		
3	Case patients in populations most likely to have resource needs; populations defined by geography (zip or address) based on SVI index		

- **Data Entry and Management Services (Remote Only)**

- NC COVID Outbreak Linking Support
- Other Electronic Data Entry and Management Support

- **Isolation Letter Writing for Case Patients (ending March 4, 2024)**

- **Non-Clinical Vaccine Support (Onsite or Remote)**

- May include answering a vaccine phone line, scheduling appointments, checking in patients, or providing other types of administrative support related to vaccines. Requests for this support will be approved on a case-by-case basis.

- **Support for Non-COVID Diseases (Remote Only)**

- Including but not limited to traveler outreach, case investigation/contact tracing, data entry and management. Requests for LHD level support for non-COVID diseases will be approved on a case-by-case basis.

Automatic outreach will continue to all case patients in NC COVID by text and email; the messages include information about isolation and linkage to vaccination, treatment, and resources.