# COVID-19 Community Team Outreach Tool 8/25/2022 System Updates



## **Update to Daily Assessment Functionality**

Updates have been made to the automated daily digital assessments functionality. As a reminder, automated daily digital monitoring is a functionality within CCTO that allows for sending a case or contact a text or email on a daily basis, with a link to a survey where they can share symptoms or resource needs.

Feedback from users and a review of the system data has shown us that this functionality was not being used or not properly used a majority of the time. Even in the unusual situation that case patients or contacts had opted into monitoring, most often, daily assessments were not completed. Additionally, DHHS does not currently recommend daily monitoring.

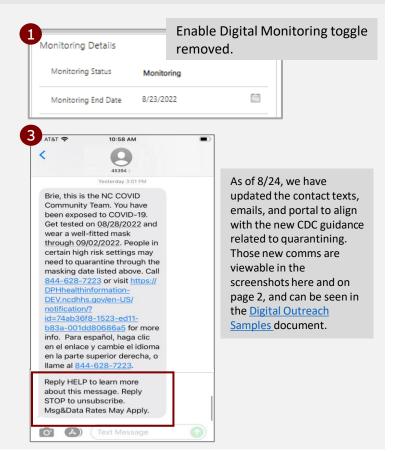
As a result, we are retiring the daily digital assessment functionality, and are in the process of evaluating potential updates to allow for identifying resource needs from within the case/contact portals. Changes include the Enable Digital Monitoring toggle no longer being visible, and emails/texts regarding daily assessments no longer being sent.

If the disease changes in a way such that daily symptom monitoring becomes more valuable, we will be prepared to stand daily assessments up again.

### **Updates to Digital Outreach**

## **Updates to Digital Monitoring**

- The **Enable Digital Monitoring** toggle on 1. monitoring events will no longer be visible. This is due the to assessment functionality no longer being flows that and all active. assessments and texts or emails have been turned off.
- 2. Due to the daily assessment functionality being retired, any texts and emails regarding daily monitoring will no longer be sent.
- 3. Opt-out language has been added to all texts (both in English and Spanish.) Contacts and cases will now have the option to unsubscribe from all outreach from case investigators and contact tracers.

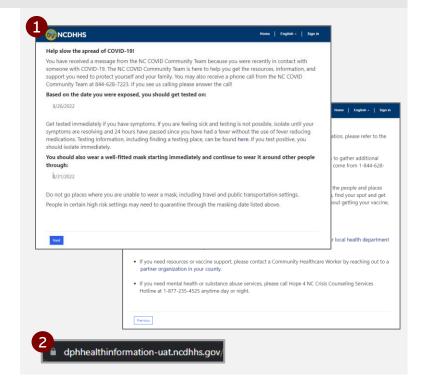


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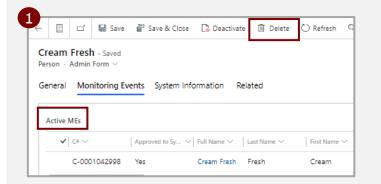
#### **Updates to Contact Portal**

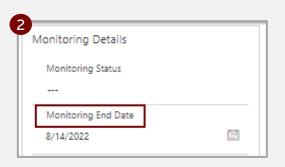
- 1. As a result of the retiring of the daily digital assessments functionality, all pages in the contact portal about this process have been removed. The first and second pages of the contact portal will remain the same, as these pages provide information regarding masking, resources, and testing. There are no further pages on the contact portal.
- Additionally, we have updated the domain name of the portals so that the link now reads
   https://DPHhealthinformation.ncdhhs.go
   v/.



## **Bug Fixes**

- Recently, a bug was found in the system wherein a Person could be deleted regardless of whether they have a monitoring event associated. Now, this is no longer possible. If one or more monitoring events are associated with any person record, they can no longer be deleted.
- 2. A bug has also been found in CCTO related to the Last Date of Exposure and Monitoring End Date fields for contacts submitted through the case patient portal. The Last Date of Exposure on a contact monitoring event was shown as one date before the date entered in a case portal submission, making the monitoring end date show as one day earlier than it should have been. This issue has been resolved.





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## **Person Functionality Bug Fixes**

### **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!

The full cleaning of the Person Table has been completed. All monitoring events now have a Person associated with them through either matching with an existing Person, or by creating a new Person if no match was found.

All monitoring events should now have a person record associated with it.