



See below for a list of updates to CCTO as of January 27th:

Updates to Cases and Contacts Flowing from NC COVID

Flow of Notes and Household Notes from NC COVID → CCTO

1. Text written in the NC COVID “Notes” box will now flow automatically into **Monitoring Event Notes** on contact profiles.

2. Case investigators can now enter information about contact households in a **new NC COVID field called “Household Notes,”** and this will flow into a new locked field in CCTO. If a contact is known to be part of a household, **case investigators can type this information in NC COVID using the following format,** with a household name followed by its members:

- **Smith Family - Ana; John; Sarah**

You can copy and paste the same household note (including names of all cases) for each member.

3. If the NC COVID field for “Household Note” contains information when a contact flows into CCTO, a locked section for **Household Note** will appear on the contact profile. *This section only appears if household notes have been entered in NC COVID for this contact.*

4. To help tracers quickly see which contacts belong in the same household, a **Household Note** column has also been added to all views with a **Household** column.

CF	Last Name	First Name	Household	Household note
C-000000...	Smith	Ana	---	---
C-000000...	Smith	John	---	Smith Family - Ana; John; ...

1 NC COVID → CCTO Note Flow

2 Household notes in NC COVID

3 Household Note visible on profile

4 Household Note column



Other Fields Transferring from NC COVID → CCTO

Several other fields will now also transfer automatically from NC COVID:

1. For case patients, **NC COVID Diagnosis Date** will automatically transfer into CCTO as a locked field under *Testing Details*.
2. For contacts and case patients, **Preferred Language** will now also automatically flow into CCTO from NC COVID.

1 **NC COVID Diagnosis Date**

2 **Preferred Language**

The screenshot shows two parts of the NC COVID interface. Part 1 shows a field for 'NC COVID Diagnosis Date' with the value '12/23/2020'. Part 2 shows the 'Personal Info' section with a 'Preferred language' dropdown menu set to 'English'.

Handling Contacts Associated with Multiple Cases

If an individual is a contact of multiple case patients, **they should only be entered as a contact for one case in NC COVID**. This will help to avoid duplicate contacts flowing into CCTO. To help document that a contact is associated with multiple case patients, case investigators should use the NC COVID **Notes** section to list the NC COVID Event IDs of any other known case patients associated with each contact. These notes will flow automatically into **Monitoring Event Notes** in CCTO.

If contacts who are associated with multiple cases are being tracked by different case investigators, it may be difficult to determine whether a contact has already been listed under a different case patient. If this is the case, some contacts will flow into CCTO as duplicates and will need to be de-duplicated per the normal processes described in the [job aid](#).

The screenshot shows the 'Maven Disease Surveillance Suite - COVID-19' interface. It displays a form for '10. Contact Tracing - Frodo 21 21 Baggins - Coronavirus (COVID-19)'. The form includes fields for 'Add Contacts', 'First Name', 'Middle Name', 'Last Name', 'Date of Birth', 'Phone Number', 'Priority Contact', 'Email', 'Preferred Language', 'County', 'State', 'Zip Code', 'Last Date of Exposure', and 'Household Notes'. A 'Notes' field is highlighted with a red box.

EXAMPLE:

In a household where both parents have tested positive and become case patients, the children (who are contacts of both parents) should only be listed as contacts under one parent in NC COVID. The NC COVID Event ID of the *other* parent can be included in the NC COVID Notes section for the contact entry of each child.



Updates to Digital Exposure Notification Processes

Digital Notifications Now Auto-Send if Required Fields Are Complete

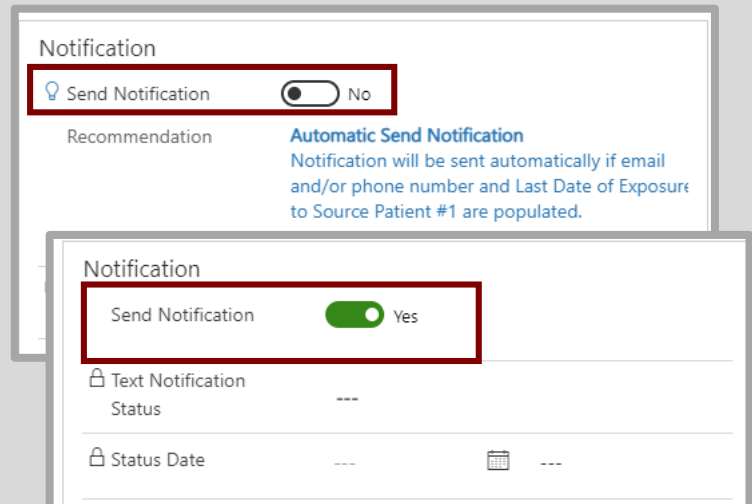
For contacts flowing into CCTO or entered within CCTO, **digital notifications will now be sent automatically** if required fields (**Last Date of Exposure & Email** or **Primary Phone**) are complete when the profile is saved. Please note that the **Send Notification?** toggle will move to "Yes" as soon as the required information is entered. Upon saving, a notification will send automatically, and no additional action is required on your part.

The system is designed to send notifications automatically, so most tracers should have no reason to touch the **Send Notification?** toggle.

If information is removed from the required fields, **Send Notification?** will move to "No." When the fields are replaced with new info, the toggle will move back to "Yes" and send a new notification.

*If **Send Notification?** is set to "No," a clickable lightbulb appears to remind you that a notification will send automatically as soon as the profile is saved with required fields provided.*

*Because of this change, **the mass notification flow is no longer necessary and has been removed.***



Automatic once required fields are complete.

CRITERIA FOR AUTOMATICALLY SENDING A NOTIFICATION:

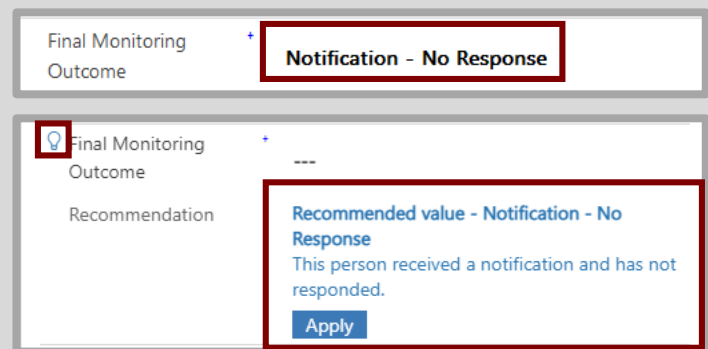
1. **Send Notification?** is set to "No"
2. **Phone** or **Email** and **Last Date of Exposure** are complete and there is a change to one of these fields (*including the change from blank to filled upon contact creation*)

Note that **notifications send immediately upon saving** if all criteria are met, **regardless of time of day**. Please check with your supervisor to see if this may affect your work hours.

*An auto-save occurs after 30 seconds of inactivity. Be careful to review **Monitoring End Date** when updating required fields, as this determines the quarantine dates automatically sent to the contact.*

New FMO for "Notification - No Response"

A new **Final Monitoring Outcome** for **"Notification - No Response"** is now available for contacts who were sent a notification but did not complete any assessments. A clickable reminder lightbulb will appear to suggest this outcome if your contact has been notified but is missing a **Last Assessment Date**.





Other Updates to Contact Profiles

Updates to Contact Profile Fields

1. A box for **Vaccination** status has been added to contact profiles with fields for info about the type and timing of an individual's COVID-19 vaccinations:

- **Vaccine - 1st Dose**
- **Vaccine Date - 1st Dose,**
- **Vaccine - 2nd Dose,** and
- **Vaccine Date - 2nd Dose**

Please defer to local guidance on using these fields, which may include verifying vaccination status in CVMS and making a note to document this.

2. Hovering over **Last Date of Exposure to Source Patient #1** will now present a message reminding you to use Case Interview Date if Last Date of Exposure is unknown.
3. The former "Needs A Phone Call" toggle is now named **Priority Contact or Case**. Check with your local protocol on whether and how you should use this toggle.

1 **Vaccination Box**

Vaccination	
Vaccine - 1st Dose	Moderna (10 MDV) COVID-19 Vaccine
Vaccine Date - 1st Dose	1/5/2021
Vaccine - 2nd Dose	Moderna (10 MDV) COVID-19 Vaccine
Vaccine Date - 2nd Dose	1/19/2021

2 **Reminder for Last Date of Exposure**

Last Date of Exposure to Source Patient #1	1/21/2021
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NC-CI of Sou | Last Date of Exposure to Source Patient #1 - If Date of Last Exposure is not known, please use Case Interview Date.

3 **Priority Contact or Case**

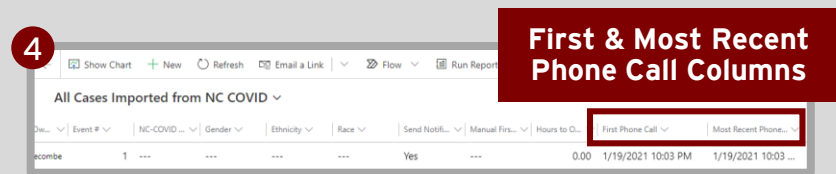
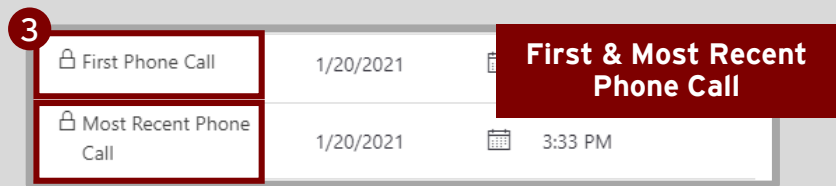
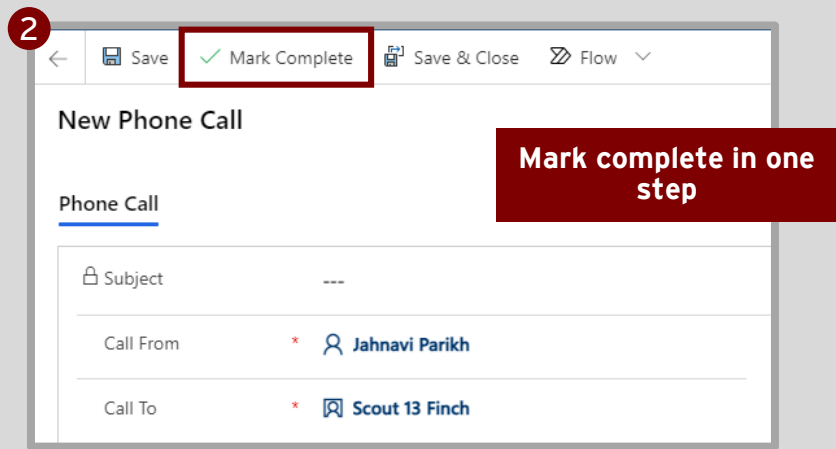
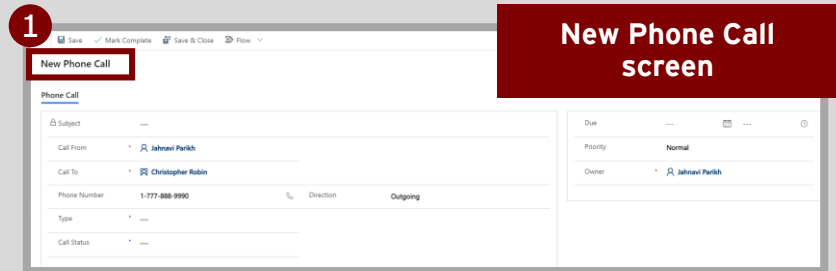
Basic Info	
Priority Contact or Case	<input type="checkbox"/> No

- 1** Vaccination Box
- 2** Reminder for Last Date of Exposure
- 3** Priority Contact or Case



Updates to Logging Phone Calls

1. The **quick create screen for phone calls has been removed** to help improve contact tracing workflows. All phone calls will now open directly onto the New Phone Call screen, which allows tracers to open and close a call in one step.
2. The New Phone Call screen logs the same information as the previous quick create screen; however, options are now provided for **Save**, **Save and Close**, or **Mark Complete**. Per the previous process, you can use **Save and Close** when creating future calls or calls that need to be revisited. You can now use **Mark Complete**, however, to open and close a phone call in one step. If you have completed the call and are finished adding information to it, **Mark Complete** will close and lock your phone call.
3. New locked fields for **First Phone Call** and **Most Recent Phone Call** have also been added to the System Information page on contact profiles. **First Phone Call** will update with a timestamp only once on the first time a phone call is logged, and **Most Recent Phone Call** will update with a timestamp every time a phone call is recorded for this contact.
4. Columns for **First Phone Call** and **Most Recent Phone Call** have been added to all contact views to help highlight where outreach is needed.



- 1 New Phone Call screen
- 2 Mark complete in one step
- 3 First & Most Recent Phone Call
- 4 First & Most Recent Phone Call Columns

QUICK TIP:
 You can open CCTO in two screens by right clicking on a link and selecting "Open in New Tab." This can be used to see contact information while logging a phone call in a different tab or in comparing records for duplicates.



Connecting Profiles

CCTO now supports the ability for profiles with different C#s to be linked through the Recent Monitoring History page if these profiles represent the same individual. **This can be used if profiles representing the same person (through different monitoring events) were created without cloning** (for example, if a contact was previously monitored in the Tool as a contact and was closed out at the end of their monitoring period, but then flows over automatically as a new case or contact monitoring event from NC COVID).

1. While on the Recent Monitoring History Page, select **+ New Connection**.
2. On the New Connection page that appears, search and select the name or C# of the profile you would like to link under **Name**.
3. Click **Save and Close** when finished, and the profile will now appear as a connection in Recent Monitoring History.

+ New Connection

1 + New Connection

2 Type name of profile to link

3 Profile appears as a connection

Connected To	Event # (Connecte...)
Christopher Robin	1 C-0000053779

1 + New connection

2 Type name of profile to link

3 Profile appears as a connection

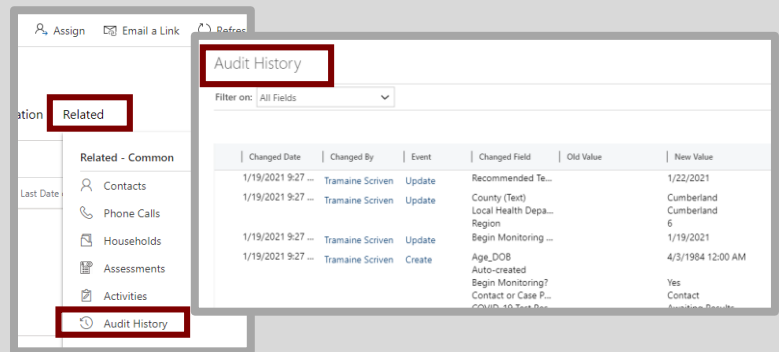


Other Updates to CCTO

Audit History Now Available

On any profile, selecting **“Related”** → **“Audit History”** will now display the complete edit history for all the fields on contact and case profiles as well as the timestamp and user associated with each change.

This can be used to find more information on what actions have been taken on a profile and which users completed them.



Changes to Contact and Household Deletion Rights

As of 1/27, **only admin users will be able to delete contacts and households in CCTO.** This change has been made to help prevent accidental deletion and improve data quality.

All users can and should continue to **close and deactivate contacts** as normal per the current process, which does not include deletion. Please work with your administrator and supervisor to determine if it is necessary to delete a profile.

