COVID-19 Community Team Outreach Tool 4/11/2022 System Updates

Updates to Digital Outreach

Updates to Text Communication Fields

- The text status fields within Text Activity records, of which there were originally four, have been updated to now only include two fields: Text Delivery Status and Text Delivery Status Date. These fields will now update based on the status of the text record.
- Next, the subject line for all texts providing information on supplemental resources has been revised to read "Supplemental Communication Text."

(Becent V	Contact Notification Texts/Emai	iis sent ~	
S Pinned ∨		ty Type Message	$\overline{}$
Apps	✓ Full Name (Regarding) ✓ Local Health Depart	tme 🗸 C# (Regarding) 🗸	Activity Type 🗸
변 Dashboards	Test Send Notificati Appalachian	C-0001004500	Text Message
People Monitoring Events	New Test Send Noti Alexander	C-0001004488	Text Message
Households	Text Message Statuses		
Assessments	Text Delivery Status	delivered	
	Text Delivery Status	12/3/2021	Ē
	Date	8:21 PM	
All Activities ${\scriptstyle \curlyvee}$			
Due	Activity Type		
All	✓ All	~	
	Subject 🗸	Regarding \checkmark	Activity Type 🗸
\checkmark Date Created \downarrow \checkmark			

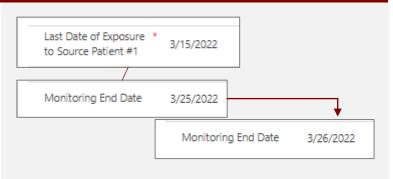
Improvements to Case Patient and Contact Portals

1. Within the case patient portal, **County** was previously marked as a required field even when a state other than North Carolina was selected as the contact's state of residence. This issue has been fixed, so that **County is now no longer** required in the instance that a case patient marks a contact as out of state.

State	* NC - North Carolina		
Postal Code			
County	* 🔀 Hend	derson	
		State	* FL - Florida
		Postal Code	
		County	

Other Updates to Monitoring Events (MEs)

 In certain situations (e.g., contacts created from the case portal), there was previously a bug that caused the Monitoring End Date to be calculated as 10 days from the Last Date of Exposure rather than 11 days. Additional work has been done to resolve this issue.







Other Updates to Monitoring Events (cont'd)

- An update has been made to set Enable Digital Monitoring to "No" for all currently inactive records. This has been done to fix a bug causing issues with opening older inactive records within which Enable Digital Monitoring was set to "Yes," and Monitoring Event Date was blank.
- It had been found that the system did not allow for a monitoring event to be deleted if no Person record was associated. This bug has been fixed, and monitoring events without an associated Person are able to be deleted.*
- 3. The State/Province variable (a back-end variable not visible on the Monitoring Event) became out-of-sync within the State Dropdown variable, which is visible on the Monitoring Event. This issue has been resolved, and the field is now insync with the field on the record. This should have no effect to most users unless the back-end State/Province variable was in use.
- 4. Some instances were reported wherein an extra "1" was added to phone numbers on monitoring events. This issue has been resolved.

≠2 ∨	County \smallsetminus	Local Healt \vee	Enable Dig	ital Monitoring \smallsetminus	Final Monit
	Johnston	Johnston	No		Other
	Johnston	Johnston	No		Other
	Swain	Swain	No		Never Rea
	Cherokee	Cherokee	No		Never Rea
E	🗂 🔛 Save 🔐 Sa	ve & Close 🕂 New 📑	Deactivate 8	{ Connect ∨	ात्र Email a Link 📋 Dele

***Note**: Eventually all Monitoring Events should have people records associated, but the work to populate this for all is still ongoing.

I-All	Monitoring Events	(Contact	& Case) ~
Line 1 \smallsetminus	State_Dropdown \lor	Phone #2 \vee	Contact or Cas
	OK - Oklahoma		Contact
	OH - Ohio		Contact
	IN - Indiana		Contact
	ID - Idaho		Contact
	NC - North Carolina		Contact
Contra	t Information		
Contac	t information		
U.S. Primary Phone (will be used for text messages)		1-333-444-4555	

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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 is continuously in progress. Eventually, all monitoring events will have a Person associated with them through either matching with an existing Person, or by creating a new Person if no match was found.

Work is in progress to ensure that each monitoring event has a person record associated with it; however, until this work is complete, please continue to rely on the Monitoring Events Tab (and not the People Tab) for searching needs.