



Digital Exposure Notification in CCTO

LHDs can use CCTO to send digital exposure notification to contacts. This can enhance existing workflows and provide single notification to [certain contacts based on priority](#).

Local guidance will vary. Always check with your supervisor and LHD guidance to see whether and how you should use this functionality.

Digital exposure notification is a helpful enhancement that can serve two purposes:

1. It **enhances existing workflows** by quickly helping contacts to learn of their exposure, to receive and share key info, and to begin accessing digital assessments. This expedites initial outreach but **will not prevent you from monitoring your contact normally or from contacting them by phone if needed**.
2. Depending on your local guidance, sending an exposure notification **may also take the place of an initial phone call** and/or of **normal monitoring**; [this supports prioritizing contact tracer time for the contacts most likely to have and spread disease](#).

Using the “Needs Phone Call” Toggle

Contact tracing guidance and/or local protocol identifies which contacts are [priority](#) for a phone call. In many cases, the case investigator will have the information to determine whether a phone call is needed.

1. If your LHD workflow permits, you can toggle **“Needs a Phone Call” to “Yes”** to prioritize which contacts should receive a phone call or which should be priority for a phone call. *Local workflows on how and when to use this toggle will vary. Always be sure to check with your local protocol.*

1 “Needs a Phone Call” to “Yes”

A new column for “Needs a Phone Call” has been added in contact system views to allow you to sort and filter on contacts using this field.

The screenshot shows a contact profile for 'Refrigerator Door' (RD) with a dropdown menu for 'MDA Form'. Below this are tabs for 'ARIAS Contact', 'Assessments', 'All Activities', and 'Recent Monitoring History'. A 'Basic Info' section contains a 'Needs a Phone Call' toggle switch, which is currently turned on to 'Yes'. A red callout box points to this toggle with the text: 'Needs a Phone Call' to 'Yes'. Below the toggle, the contact ID 'C-0000041231' is visible.

Guidance varies by LHD. Check with your local guidance to see if “Needs Phone Call” is being used, and if so:

- **Who** is responsible for updating this toggle
- **When** it should be updated
- **How** it should be used



Digital Exposure Notification in CCTO

Sending a Digital Exposure Notification

- If a contact is eligible for a digital exposure notification per your local guidance, **confirm that you have completed** these fields:
 - First Name, Last Name, State, and County** (required CCTO fields)
 - Last Date of Exposure to Source Patient #1**
 - Email AND/OR Primary Phone** (one is required in order to send a notification)

The notification will include an end-of-quarantine date (based on the date listed in the "Monitoring End Date" field) and a test date (5 days since the most recent last date of exposure). If no "Monitoring End Date" is listed, the system will auto-populate it to be 14 days since the most recent last date of exposure. Please ensure that these dates are correct before sending a notification.

- To initiate a digital notification, set **"Send Notification" to "Yes."**
- Save your work.** This will send a digital exposure notification to your contact via both text (if phone number is available) and/or email (if email is available). The notification will send based on whatever methods of contact are available regardless of "Preferred Method of Contact."
- You can confirm that a text and/or email has been created by visiting their **All Activities Page** and confirming that an email and/or text is visible. Additionally, the notification will be displayed in the **Assessments Page** as an entry marked "Notification."

- Complete key fields**
- Set "Send Notification" to "Yes"**
- Save your work**
- Confirm outreach/notification creation**

Continued onto next page...

NOTE ABOUT MINORS:
Digital exposure notification should not be used for minors, as contacts must be 18 or older to provide information through the digital portal.

1 Complete key fields

2 Set "Send Notification" to "Yes"

3 Save your work

4 Confirm outreach/notification creation

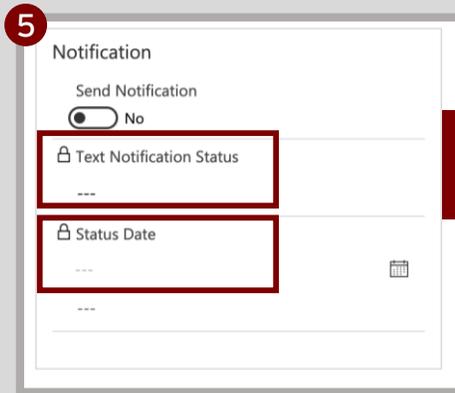
TIP: RESENDING A NOTIFICATION
If you need to send another notification after one has already been created:

- Set "Send Notification" to "No" and save.
- Set "Send Notification" to "Yes" and save again. The Tool will send another notification.



Digital Exposure Notification in CCTO

- You can also review **when and if a text message notification created was sent, delivered, or undelivered** to a mobile phone number by reviewing the fields for **"Text Notification Status"** and **"Status Date."** If more than one notification was sent, the most recent will be documented. *This status is available for text message notifications only.*

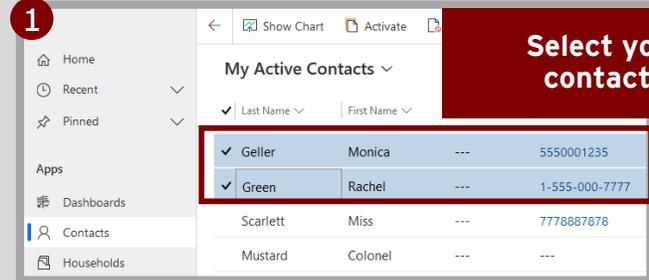


Review text message status

5 Review text message status

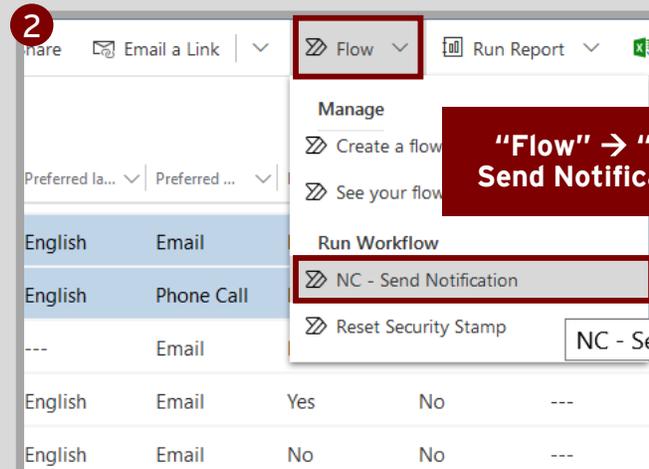
Sending a Mass Digital Exposure Notification

- To send a mass digital exposure notification to several contacts at once, begin by **selecting your contacts using checkmarks on the Contacts Tab.**
- From the top of the screen, select **"Flow" → "NC - Send Notification."**
- Select **"OK"** to confirm, and notifications will be sent to contacts who have information in the fields for "Last Date of Exposure" as well as "Email" and/or "Primary Phone." You will **not** receive an error message for notifications that did not send due to all requirements not being met.



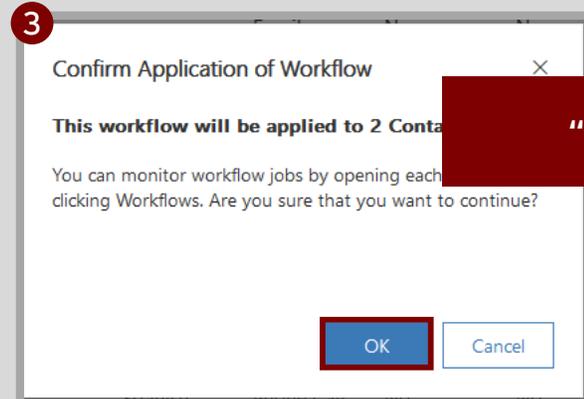
1 Select your contacts

1 Select your contacts



2 "Flow" → "NC - Send Notification"

2 "Flow" → "NC - Send Notification"



3 "OK"

3 "OK"

A new column for "Send Notification" has been added in contact system views to allow you to sort and filter on contacts using this field.



Understanding the Contact Perspective

1. Contacts will receive a text or email message **that informs them of their exposure and their personal quarantine dates**. It will also provide them with a **link to a digital portal landing page** with more details and testing info. This page asks them to **provide more information** by completing a CAPTCHA to proceed to the next page.
2. Contacts who complete the CAPTCHA will be asked to agree to participate in digital monitoring.
3. Contacts who opt in will then be asked **to provide the same personal, contact, and demographic info that they would provide on a normal initial outreach call**. *First Name, Last Name, DOB, State, County, and Email/Mobile Number (depending on Preferred Method of Contact) will be required.*
4. When contacts submit this form successfully, they will start to receive daily digital assessments via their preferred method of contact **until the end of their monitoring period as determined by the date in "Monitoring End Date"**.

1 Contact opens message and clicks link

2 Contact opts in to monitoring

3 Contact provides information

4 Contact submits form and monitoring begins

Depending on your LHD's workflow, **contacts who complete these steps may or may not proceed to additional monitoring via phone.**

1

Public Health Notification Inbox x

NC DHHS-ARIAS <NC-ARIAS-NoReply@dhhs.nc.gov>
to me

Hello Colonel,

This is the NC Covid Community Team. You have been exposed to Covid-19, and should quarantine (stay home and separate yourself from others) until 2020-11-25 and get tested on or around 2020-11-17.

Click [here](#) for quarantine information and to access the NC Covid Community Team.

NCDHHS

Help slow the spread of Covid-19!

You are receiving this message because you have been in contact with someone with COVID-19, and we'd like to help make sure you and your family are healthy and have the resources, information, and support you may need at this time.

If you would like to talk to someone immediately, please call our COVID Response Team at 844-628-7223 and they can connect you to your Local Health Department.

Because you have been in contact with someone with COVID-19, we ask that you please stay at home and avoid contact with others in your household so that you can limit any potential spread of the virus and protect your loved ones until the date below. Information on quarantining can be found here (NC) and here (CDC).

Quarantine end date
11/25/2020

You should get tested on or around:
11/17/2020

Find a testing place here.

To provide brief information to help us track disease transmission, enter the captcha code below and click the "Next" button below. Additionally, you may be contacted by telephone to gather additional information and ensure you have the resources you need to quarantine.

Generate a new image
Play the audio code

Next

2

NCDHHS

The COVID-19 Community Team Outreach tool collects information to help make sure you and your family are healthy and have the resources, information, and support you may need at this time. Information you provide will remain confidential in accordance with state and federal law. Please indicate whether or not you are willing to participate (yes, I agree to participate; no, I do not want to participate) and click "Next".

Yes, I agree to participate.

By clicking "Next" below, you agree to the following terms and conditions: you are not seeking immediate medical attention; you are providing information required for contact tracing; you are providing information that will be kept confidential in accordance with state and federal law.

Previous Next

3

NCDHHS

The information requested below will only be used to contact you about your possible COVID-19 symptoms and to provide support to you and your loved ones. The information you provide will remain confidential in accordance with state and federal law.

Please note that questions with an asterisk are required.

Personal Information

First Name *
Colonel

Last Name *
Mustard

Date of Birth (DOB) *
1/1/2000

Address Line 1
123 Clue St

Address Line 2

4

NCDHHS

Thank you for helping stop the spread of COVID-19!

By agreeing to participate in the COVID-19 Community Team Outreach tool, that, together with other resources, helps the North Carolina Public Health Department respond to the current health emergency and strive to keep you, your family, your loved ones, and your community safe.



Reviewing Information Gathered from an Exposure Notification

1. If your contact has provided information in the portal, you will see that **"Last Assessment Date"** has been updated on their profile.
2. To see the information that your contact has provided in detail, **click into their Assessments Page and review the assessment marked "Notification."**
3. You can review information that your contact has provided against the information that was originally in their profile by **selecting the "Notification" page at the top of the assessment.**
4. The boxes marked **"Contact Provided"** show your contact's responses, and the boxes marked **"Original Contact"** show what was originally in their profile.
5. **If your contact entered a last name that matched their last name in CCTO exactly, "Contact Updated?" will be set to "Yes,"** and all new or changed information that they have provided has been updated automatically on their profile. **If your contact's last name did not match exactly but you believe the information should still transfer to the contact record, please proceed to the next page.**

1

Review "Last Assessment Date"

2

Open assessment marked "Notification"

3

Click "Notification" to review

4

Contact Provided Information		Original Contact Information	
First Name	Colonel	First Name	Colonel
Last Name	Mustard	Last Name	Mustard
Date of Birth (DOB)	1/1/2000	Date of Birth (DOB)	11/12/2020
Primary Phone Number	5550001234	Primary Phone Number	---
Email	testingforarias@gmail.com	Email	testingforarias@gmail.com
Preferred Language	English	Preferred Language	Other

Review "Contact Provided" Info

5

Review "Contact Updated?"

- 1** Review "Last Assessment Date"
- 2** Open assessment marked "Notification"
- 3** Click "Notification" to review
- 4** Review "Contact Provided" Info
- 5** Review "Contact Updated?"

NOTE: DEMOGRAPHIC INFO WILL NOT TRANSFER
 Due to inefficiencies with the system, **contact-provided demographic info will not automatically transfer onto their profile;** however, you can still review this information and update these fields manually.



Handling Incorrect Mismatches on Notifications

You should only complete this process if explicitly instructed to do so. Check with your supervisor on local protocol.

A **mismatch** occurs when the last name that a contact submits in the digital portal does not match their original last name in CCTO (either in spelling or in upper/lowercase), and this stops their profile from updating automatically. If you believe the submitted info should still be paired with the contact, however, you can correct this.

1. If the last name that a contact entered in the digital portal does not match their original last name in CCTO, **"Contact Updated?"** will be set to **"No"** because the Tool considers this a mismatch. This means info that they have provided did not automatically transfer onto their profile.
2. Contacts labeled as a mismatch can quickly be identified and reviewed by selecting the view for **"Notification - Contact not updated"** in the Assessments Tab.
3. If you have determined that this is not a true mismatch and that the contact's profile should be updated with the info submitted, you can use a **flow** (automatic workflow) to do this in one step. After selecting your contact(s) from the "Notification - contact not updated" view, click **"Flow"** at the top of the screen.

1 "Contact Updated?" is set to "No"

2 "Notification - Contact not updated" view

3 Select contact(s) and click "Flow"

Continued onto next page...

TRUE MISMATCHES:

Notifications received by the wrong person

- If "Contact Updated?" reads "No" and you have determined that the notification was received by the wrong person, consult with your supervisor.
- A field has been provided for **"Reviewed & wrong person"** that you may use to document this, but you should always discuss documentation and next steps with your supervisor.

1

000426677
Assessment

Assessment Notification Suggested Ex

"Contact Updated?" is set to "No"

Contact Provided Information		Original Contact Information	
First Name	Water	First Name	Water
Last Name	Bottel	Last Name	Bottle
Date of Birth (DOB)	12/10/1976	Date of Birth (DOB)	12/10/1976
Primary Phone Number	5554445454	Primary Phone Number	---
Email	testingforarias@gmail.com	Preferred Method of Contact	Email
Preferred Language	---	Contact Updated?	No
		Reviewed & wrong person	No

2

Show Chart Activate Deactivate Delete

Home Recent Pinned Apps Dashboards Contacts Households Assessments

Notification - Contact not updated

Auto #	C_First Name	First Name	C_Last Name	Last
A-0000426560		Mike		
A-0000426651		Nancy		
A-0000426652		Jennifer		
✓ A-0000426677	Water	Water	Bottle	Bo
A-0000426720	Scott	Scott	September	Sep

"Notification - Contact not updated" view

Note that the following are excluded from this view because these contacts should not be updated:

- If "Contact Updated?" reads "No" because the contact has opted in but not submitted any information.
- If "Contact Updated?" reads "No" AND "Reviewed & wrong person" (see box above) is set to "Yes."

3

Show Chart Activate Deactivate Delete Assign Share Email a Link

Notification - Contact not updated

Select contact(s) and click "Flow"

Manage
Create a flow
See your flows
Run Workflow
NC - Approve Contact Upd...

A-0000426651	Nancy	Nancy	Drew	Drew	---	12/31/1980	geo
A-0000426652	Jennifer	Jennifer	Kwiatkowski	Kwiatkowski	9/25/1970	9/25/1970	jenniferk@... jkwiatkow... 1-704 NC - A
✓ A-0000426677	Water	Water	Bottle	Bottel	12/10/1976	12/10/1976	testingfor... testingfor... ---
A-0000426720	Scott	Scott	September	September	1/1/2001	1/1/2001	---
A-0000426751	Sprint7-2	Sprint7	Glendening	Glendening	9/15/1969	9/15/1969	---



Handling Incorrect Mismatches on Notifications

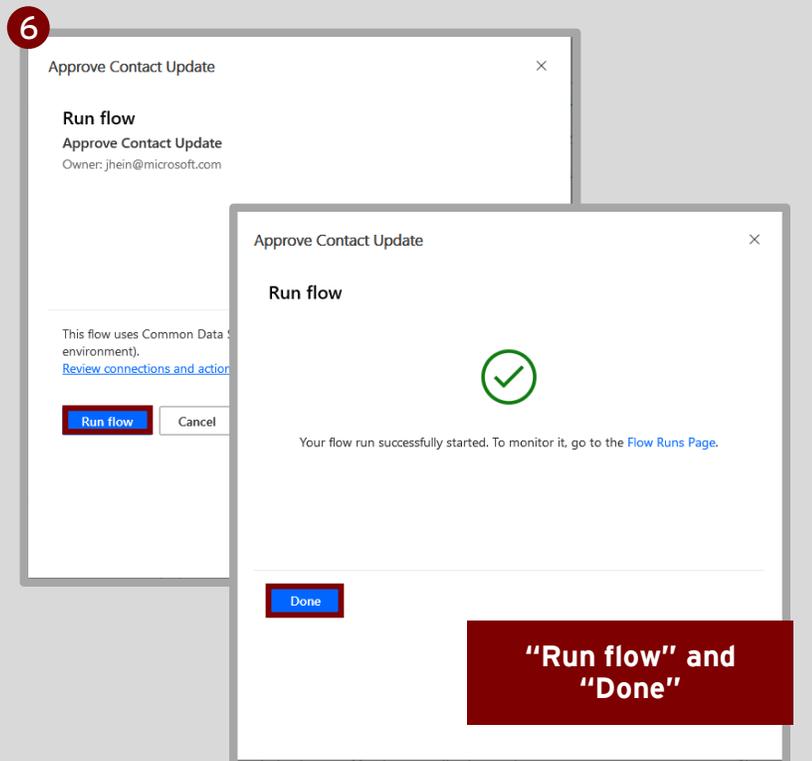
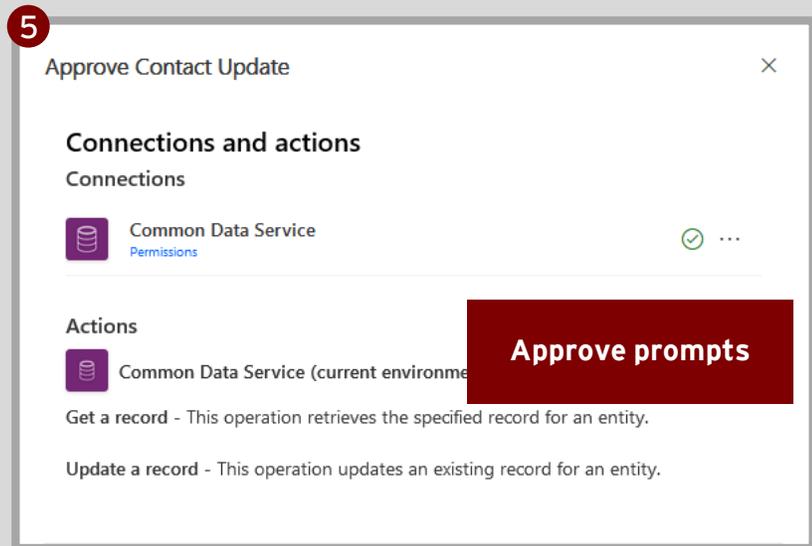
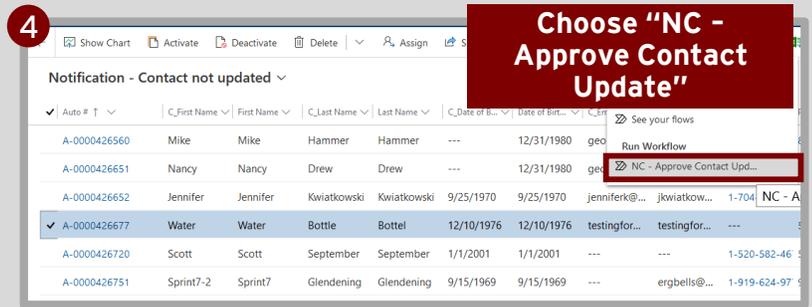
4. Choose **"NC - Approve Contact Update."**
5. The first time you run this flow, you will receive a dialogue that asks you to connect to the Common Data Service. You can approve any prompts you may receive, and you will see a green check mark when you have been connected.
6. Click **"Run Flow,"** and you will receive a confirmation message. All submitted contact info will be transferred automatically, and you can click **"Done."**

4 Choose "NC - Approve Contact Update"

5 Approve prompts

6 "Run Flow" and "Done"

CORRECT MULTIPLE MISMATCHES:
In addition to running this flow for one contact, you can also select multiple contacts in any assessment view and run the flow for several contacts at one time.





Automatic End of Digital Monitoring

1. If “Monitoring End Date” is left blank, **it will now update automatically to be 14 days after your contact’s most recent last date of exposure.** If this contact should have a different “Monitoring End Date” per your local guidance, you may adjust this date at any time. The automatic change will only occur if “Monitoring End Date” is blank, so you should continue to update “Monitoring End Date” manually if a contact’s exposure is ongoing or if quarantine needs to be extended for any reason. (If you have already updated this manually, it will not be overwritten.)

2. When the date listed in “Monitoring End Date” is reached, **digital assessments will no longer be created automatically.** Remember that this date does not lock and can be manually adjusted at any time if digital assessments should continue. Please note that the end of digital assessments will not change the “Begin Monitoring?” or “Monitoring Status” fields, so you will need to review a contact’s “Monitoring End Date” to confirm that digital assessments are still being sent.

Please note that none of these changes impact the close-out process, which must be completed on all contacts per the [Closing Out A Contact Job Aid](#).

The screenshot shows a form titled "Source Case Information". It includes a toggle for "Ongoing Exposure" set to "No". Below are two entries for "NC-COVID Event ID of Source Patient". The first entry is for patient #1 with ID 101454458 and a last date of exposure of 11/18/2020. The second entry is for patient #2 with ID 101345323 and a last date of exposure of 11/24/2020. A "Save" button is visible next to the second entry. Below the form, there are two numbered callouts: 1. "Monitoring End Date" with a date of 12/4/2020. 2. "Final Monitoring Outcome" with a value of ---.

NOTE ABOUT ONGOING EXPOSURES:
If your contact’s exposure is **ongoing** and their monitoring period will be extended, **remember to adjust “Monitoring End Date” manually** so that they continue to receive automatic digital notifications while they are quarantined.

NOTE ABOUT DIGITAL MONITORING:
These updates will apply to the sending of all digital assessments **regardless of whether digital monitoring was started through a digital exposure notification or through a normal initial outreach process.** You should still always select a Final Monitoring Outcome and complete the contact deactivation process [per the job aid](#).

1 Blank “Monitoring End Date” updates based on Last Date of Exposure

2 Digital assessments no longer created after “Monitoring End Date”