



Priority Settings- For All CCTO Users

“**Priority Settings**” is a space where priority settings (e.g. congregate living facilities) can be documented and connected to Monitoring Events. The following will happen if a Monitoring Event is created with a phone number matching a Priority Setting:

1. The “**Matched to Priority Settings Table**” within the **System Information** tab of the Monitoring Event will update to “Yes.”
2. The “**Associated Priority Setting**” field on the **System Information** tab of the Monitoring Event will fill with the name of the matched priority setting. This is a locked field for regular users but is unlocked and editable for CCTO Admins should a setting need to associated or disassociated manually.

CM Cookie Monster - Saved
Monitoring Event · MDA Form

Monitoring Event Assessments All Activities Referrals **System Information** Related

Status Reason **Active**

Created From Case Portal No

Approved to Sync to Person Record? Yes

1 Matched to Priority Settings Table Yes

2 Associated Priority Setting **Sesame Street**

CCTO Admins can click this setting name and be taken to the priority setting record.

NOTE: Only CCTO Admins can view or edit priority settings. As a regular CCTO user, you are unable to view or edit priority settings. Consequently, this update should not greatly impact your use of the CCTO tool. We encourage you to talk to your regional leadership to know how this may fit into your local workflow.

Priority Settings- For Admins Only

As a CCTO Admin, you will be able to **view, create and edit** priority settings.

1. On the left side of the CCTO, at the bottom of the list of Apps, you will see “**Priority Settings**”. Click here to navigate within this new feature.

1

Apps

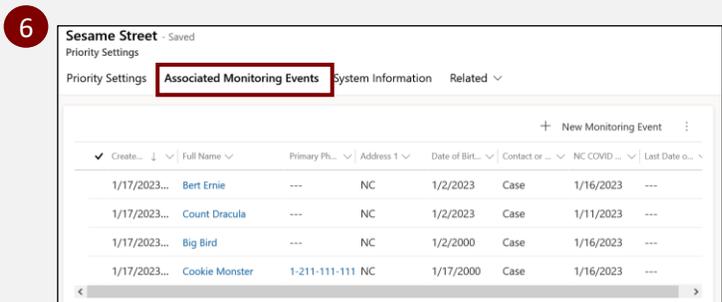
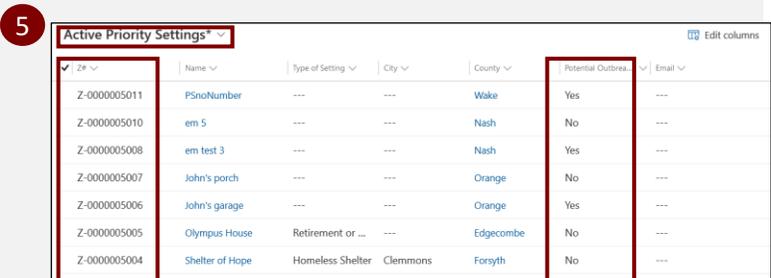
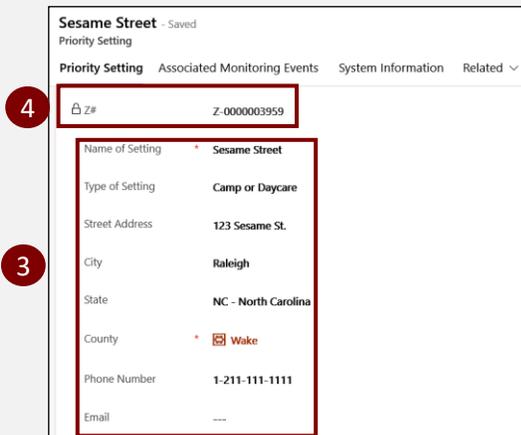
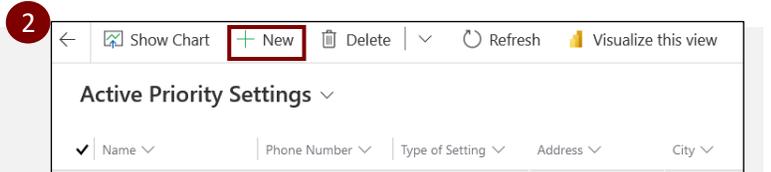
- Dashboards
- People
- Monitoring Events
- Households
- Assessments
- Activities
- Referrals
- Case Portal Submissi...
- Tasks
- Priority Settings**

Note: Only CCTO Admins will see “Priority Settings” in their list of applications. Regular CCTO users will not.



Priority Settings- For Admins Only

2. To create a new **Priority Setting**, click on the “+ **New**” button at the top of the screen. Creating new priority settings should be done in coordination with the LHD of the county of the setting.
3. The Priority Setting record allows you to enter important information about the specific setting. Only the **phone number field** will be utilized for matching to a Monitoring Event. Note that both “Name” and “County” fields are required.
4. Every priority setting has a unique identifier, or **Z#**, that is generated after being created.
5. To view an existing priority setting, return to the **Priority Settings** application. Select the “v” beside your default view to see the available system views. You may sort any of these views by county, city, etc. to help your workflow.
 - **Active Priority Settings** shows all *active* priority settings currently in CCTO.
 - **Inactive Priority Settings** shows all *inactive* priority settings currently in CCTO.
 - **Active Priority Settings with a Potential Cluster/Outbreak** shows a list of all active priority settings in CCTO with the “Potential Cluster/Outbreak” toggle set to “Yes”.
6. To view Monitoring Events associated with a priority setting, click on the “**Associated Monitoring Events**” tab from within a priority setting.



NOTE: For more information about how to save your unique filters to a custom view for yourself to use repeatedly, please refer to the [job aid](#) on the CD Manual about creating views.



Priority Settings- For Admins Only Continued

Deactivating a Priority Setting

NOTE: It is possible to use this functionality to identify monitoring events for a setting that has an outbreak or cluster, but is otherwise not typically considered to be priority. To do so, create a priority setting record for the outbreak or cluster location ensuring the record contains a phone number that the monitoring events are most likely to have on their records.

Once the outbreak/cluster is no longer active and that setting is no longer considered priority, deactivate the priority setting record. Once it is deactivated, monitoring events will not match to it.

Association Via Entering Priority Setting Name Into Designated Field

A Monitoring Event can also be associated with a priority setting manually by a CCTO Admin. If you encounter a Monitoring Event that should be associated with a priority setting and is not, you may complete the following steps:

1. Make sure you are in “**Admin Form**”.
2. Within the “**System Information**” tab of the Monitoring Event, click inside the box to the right of “**Associated Priority Setting.**” This display a **list of recent priority settings.** You may select one of these or **type the name** of the Priority Setting to search for a specific one.
3. Once a Priority Setting is selected, it will associate the Monitoring Event with the selected setting. The setting name will **turn red** and **clicking it** will open the setting’s record.
4. To disassociate a Priority Setting from a Monitoring Event, hover over the box next to the “Associated Priority Setting” field and click the “X.” This can be done if a Monitoring Event was incorrectly associated with a Priority Setting.

The screenshot illustrates the steps for associating a priority setting with a monitoring event. It shows the 'System Information' tab of the 'Elmo Red' monitoring event. The 'Associated Priority Setting' field is highlighted with a red box and a '1'. A search box next to it is also highlighted. Below, a 'Recent Priority Settings' list is shown with 'Sesame Street' selected, highlighted with a red box and a '2'. A '3' is placed over the '+ New Priority Settings' button. A smaller inset shows the 'Sesame Street' record with a red box around the name and a '4' over the 'X' button. The main 'Associated Priority Setting' field now displays 'Sesame Street' in red text, with a red box and a '4' over the 'X' button.

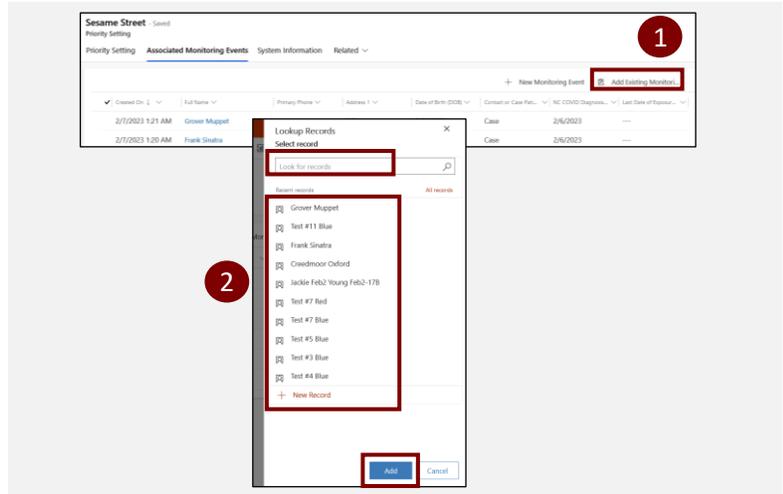


Priority Settings- For Admins Only Continued

Associating A Monitoring Event From Within The Priority Setting Record

To associate a Monitoring Event from within the Priority Setting record, you will:

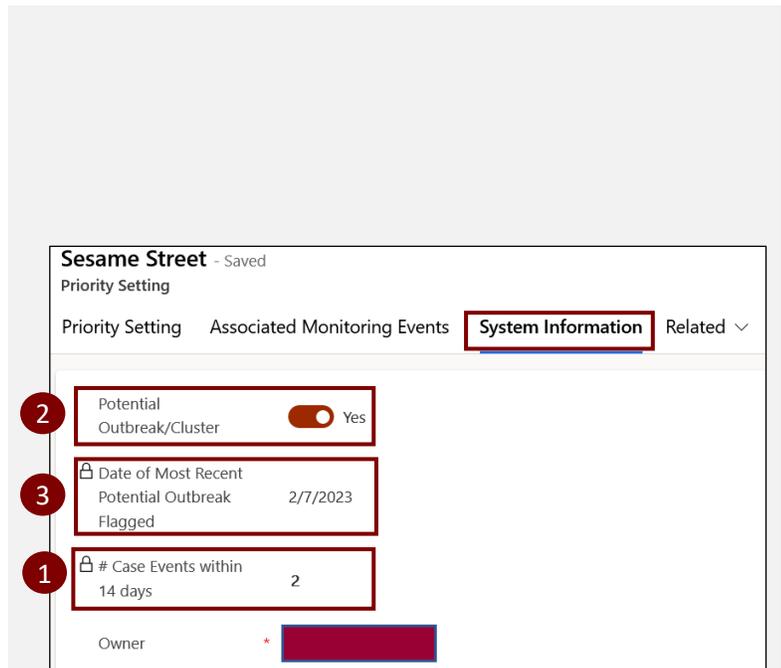
1. In the **“Associated Monitoring Events”** tab, click the **“Add Existing Monitoring Event”** button on the far right.
2. Select a recent Monitoring Event from the list provided or manually search for a record name. Click **“Add”** below. Refresh the screen. The new ME will be in **“Associated Monitoring Events”**.



Potential Outbreak/Cluster & Count Of Case MEs

Within the **“System Information”** tab of the Priority Setting, you will find three fields that will support identification of potential outbreaks and clusters.

1. The **“# Case Events within 14 days”** field counts associated case events with a **diagnosis date** in the last 14 days. This field is updated nightly, as well as any time a case ME is added to or removed from a Priority Setting.
2. The **“Potential Outbreak/Cluster”** toggle is set to **“Yes”** any time a Priority Setting has a **“# of Case Events within 14 days”** of two or more. If the **“# of Case Events within 14 days”** becomes 0, the **“Potential Outbreak/Cluster”** toggle will move back to **“No”**.
3. The **“Date of Most Recent Potential Outbreak Flagged”** field is automatically populated with the most recent date that the **“Potential Outbreak/Cluster”** toggle was set to **“Yes”**.



Note: Contact MEs can be associated with a setting but will NOT contribute towards the Case Events count, nor the Potential Outbreak/Cluster toggle being triggered.



Priority Settings- For Admins Only Continued

Ability for LHDs to Request E-mail Alerts for Clusters/Outbreaks

The CCTO system is able to send an automated alert via e-mail to local health department staff if a potential outbreak or cluster is flagged within their county. If you would like to add a member of your LHD to receive these emails, please email laura.farrell@dhhs.nc.gov.

1. This is an example of the potential cluster or outbreak alert.

Even if you do not elect to receive the emails from CCTO, cluster emails may be forwarded by the state outbreak/cluster or CCTC CORT teams for awareness if a cluster or outbreak noted in CCTO is not reported after a week or two.

