COVID-19 Community Team Outreach Tool

2/7/2023 System Updates

Minor Update to Case Portal Language

Minor updates have been made to the case portal to give more clear instruction regarding how to enter a symptom start date.

This update has also been made on the Spanish case portal.

	on below and enter the date your <u>COVID-19 symptoms started</u> to calcu have not had any symptoms, check the box below that says "I have not hac
OVID-19 symptoms"	······
5 1	77 0200. 4
My COVID-19 symptoms began on (MM	JD/YYYY): *

NOTE: Refer to the <u>Samples of Digital Outreach</u> job aid on the CD Manual for examples of all communication sent via text or e-mail as well as of the contact and case portals pages.

Vaccine Information Fields Locked on Person Record

Vaccine information fields on a **monitoring** event record have been and remain *unlocked,* for the purpose of adding information. However, on the corresponding person record, vaccine information fields were previously unlocked and are now all locked fields. This is true in both MDA and Admin forms. The system will transfer any information entered in the vaccine information fields on the monitoring event to those same fields within the person record.

	Ionitoring Event			Person record
Vaccination		COVID-19 Vaccine Informa	tion	
Vaccine - Most Rec Booster Dose	Pfizer-BioNTech (195 MDV) COVI	a		
Vaccine Date- Mos Recent Booster	t 12/1/2021	Booster Dose	Pfizer-BioNT	ech (195 MDV) COVID-19 Vacc
Approximate Date		Recent Booster	12/1/2021	
Vaccine- Most Rece Booster Confirmed	_	Approximate Date - Most Recent Booster	V	
CVMS?	Tes	A Vaccine- Most Recent Booster Confirmed in	Yes	
Vaccine - 1st Dose	Pfizer-BioNTech (195 MDV) COVI	CVMS?		
Vaccine Date - 1st Dose	10/12/2022	🗄 Vaccine - 1st Dose	Pfizer-BioNT	ech (195 MDV) COVID-19 Vacc
Approximate Date 1st Dose		A Vaccine Date - 1st Dose	10/12/2022	
Vaccine - 1st Dose Confirmed in CVM	5? Yes	A Vaccine - 1st Dose Confirmed in CVMS?	Yes	
Vaccine - 2nd Dose	Pfizer-BioNTech (195 MDV) COVI	A Vaccine - 2nd Dose	Pfizer-BioNT	ech (195 MDV) COVID-19 Vacc
Vaccine Date - 2nd Dose	12/8/2022	A Vaccine Date - 2nd Dose	12/8/2022	
		A Vaccine - 2nd Dose Confirmed in CVMS?	Yes	

Various Bug Fixes

Subject and Description on Phone Calls No Longer Hidden

There was a reported bug that hid the subject and description of phone calls upon their completion. This has been resolved, so that the subject and description will be visible before and after completion of a phone call.

Subject	Initial Outreach / Answered	
Call From	• 🔉 Sonja Escamilla	
Call To	Cardboard Box	
Ph#	Ph-0000001051	
Direction	Outgoing	
Туре	Initial Outreach	
Call Status	* Answered	

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Update to Priority Settings

Updates have been made to the **Priority Settings** functionality. More details can be found in the priority settings <u>job aid</u>.

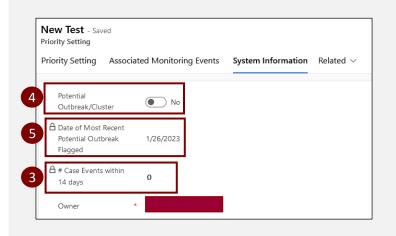
On the "Priority Setting" tab:

- Every priority setting will now be given a unique identifier (Z#) after being created.
- 2. The **"County"** is now a required field in order to create a priority setting.

On the "System Information" tab:

- 3. The "**# of Case Events Within 14 Days**" field will now be updated nightly, as well as any time a case event is added to or removed from a priority setting by way of automatic matching, manual association, disassociation or deletion. The nightly update will improve accuracy of the case count.
- 4. The toggle for **"Potential Outbreak/ Cluster"** will move from "Yes" to "No" on a priority setting when the number of **case events** created within 14 days for that setting becomes 0.
- 5. The field called "Date of Most Recent Recent Potential Outbreak Flagged" is automatically populated by CCTO with the most recent date that the "Potential Outbreak/Cluster" toggle turned to "Yes."

New Test - Saved Priority Setting Priority Setting Associated Monitoring Events System Information Related \sim ₿ Z# Z-00000013 Name of Setting New Test Type of Setting Street Address City State NC - North Carolina County Alamance Phone Numbe 1-___-Email



NOTE: Refer to the updated <u>Priority Settings job aid</u> on the CD Manual for a more detailed explanation of this new functionality, as well as the different expectations between regular CCTO users and Admins as it relates to this feature.

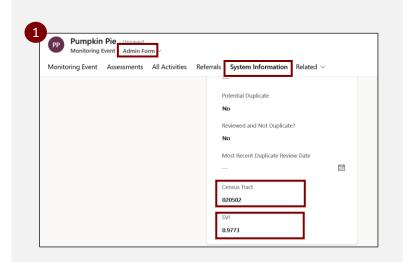
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Census Tract and SVI Fields

Per the updated Prioritized Guidance for Case Outreach, outreach is recommended to "case patients in populations most likely to have resource needs; populations defined by geography (zip or address) based on SVI". As a result, there are now fields in CCTO for "Census Tract" and "SVI" (Social Vulnerability Index).

- 1. Both of these new fields will have data manually imported to case records in CCTO on a daily basis, Monday through Friday. While there should not be a need to edit these fields, they will be visible on the Admin form of the System Information tab of a monitoring event.
- 2. An "SVI" column has been added to all system views for case monitoring events. The purpose of this addition is to support outreach to those most in need of resources. Please reach out to your regional leadership for more information about how these news fields may be included in your workflows.



6-A	6-All Case Monitoring Events* \vee						
~	C# 🗸	Person \lor	First Name \checkmark	Last Name \checkmark	NC COVID Diagnosis 🗸	svi \smallsetminus	
	C-0001046108	Test Test	Test	Test	2/6/2023	0.9773	
	C-0001046107	Fiesta Testa	Fiesta	Testa	1/31/2023	0.4536	
	C-0001046106	Test Test	Test	Test	2/1/2023	0.9888	
	C-0001046105	Pele Brazil	Spanish text c	Sprint35	1/29/2023	0.7654	
	C-0001046104	Pele Brazil	Sprint5 - Case	Message chan	1/30/2023	0.3814	
	C-0001046103	NJ 2	NJ	2	1/2/2023	0.9790	
	C-0001046102	NJ 1	NJ	1	1/2/2023	1.0000	
	C-0001046101	Horizon Organ	Horizon	Organic	1/29/2023	0.5972	

