COVID-19 Community Team Outreach Tool
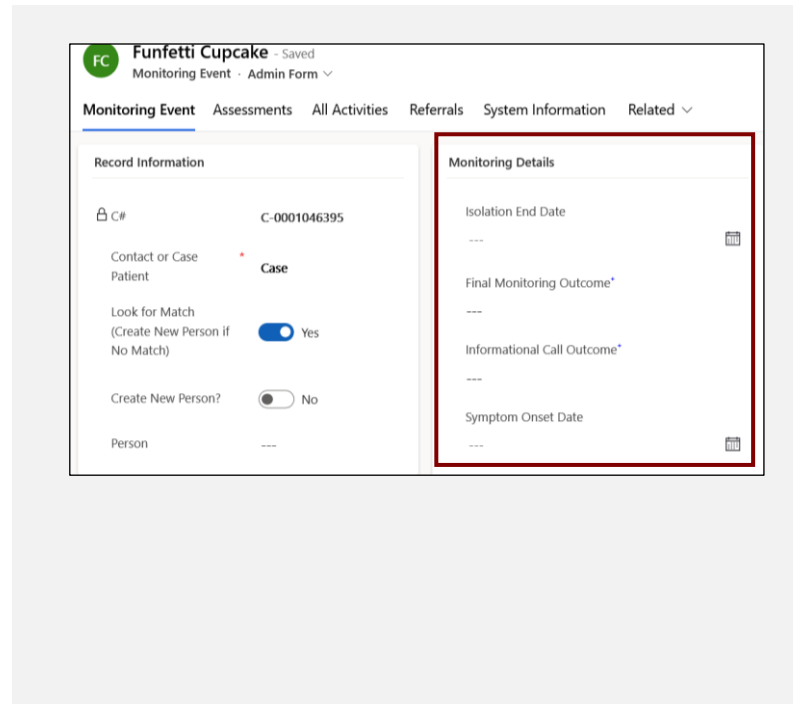# 4/24/2023 System Updates

"Monitoring Details" Fields Removed for Case MEs

The following fields have been removed within the "Monitoring Details" section of a **case monitoring event**:

- Monitoring Status

- Monitoring End Date

- Last Assessment Date

- First Date Symptoms Reported

- Most Recent Date Resource Need Reported

These fields will still be found within a **contact monitoring event**. Refer to the screenshot on the right for the current fields in the "Monitoring Details" section.

New "Isolation End Date" Field

1. There is a new "**Isolation End Date**" field for all **case monitoring events**. This field will help you identify a case patient's isolation period based on either symptom onset date or lack of symptoms.

2. Entering a date into the "**Symptom Onset Date**" field and saving the record will automatically populate the "**Isolation End Date**" as "**Symptom Onset Date**" + 5 days.

3. Checking the "**Reported No Symptoms**" box and saving the record will automatically populate the "**Isolation End Date**" to the "**NC COVID Diagnosis Date**" + 5 days.

4. The "**Isolation End Date**" can also be manually populated or edited by the user if a case patient's isolation period should be longer than 5 days (e.g. they are immunocompromised, living or working in a high-risk setting).

NOTE: The system will not allow you to simultaneously enter a symptom onset date and report no symptoms. Once one of these fields has data in it, the other will automatically lock. However, if symptom information needs to be updated, first clear out the field with data and you will then be able to make a new selection.

NOTE: If a case patient is not spoken to or information about symptoms is not shared, these fields should be left blank.

Updates to Case Portal

The case portal has been updated based on feedback from user testing and in an effort to align with the current state of the COVID-19 response. Whereas the previous case portal was 5 pages, the new version is only 1 page.

1. There is now a button at the top of both case and contact portals that can be clicked to **switch to Spanish**.

2. The case patient will **no longer be asked to enter their symptom information** into the portal. There is no longer an interactive calendar to calculate isolation date based on symptom onset or test date (if asymptomatic).

3. Case patients are **no longer able to add close contacts** via the case portal. They are now encouraged to tell contacts on their own or use the website "tellyourcontacts.org".

NOTE: Refer to the Samples of Digital Outreach 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.