

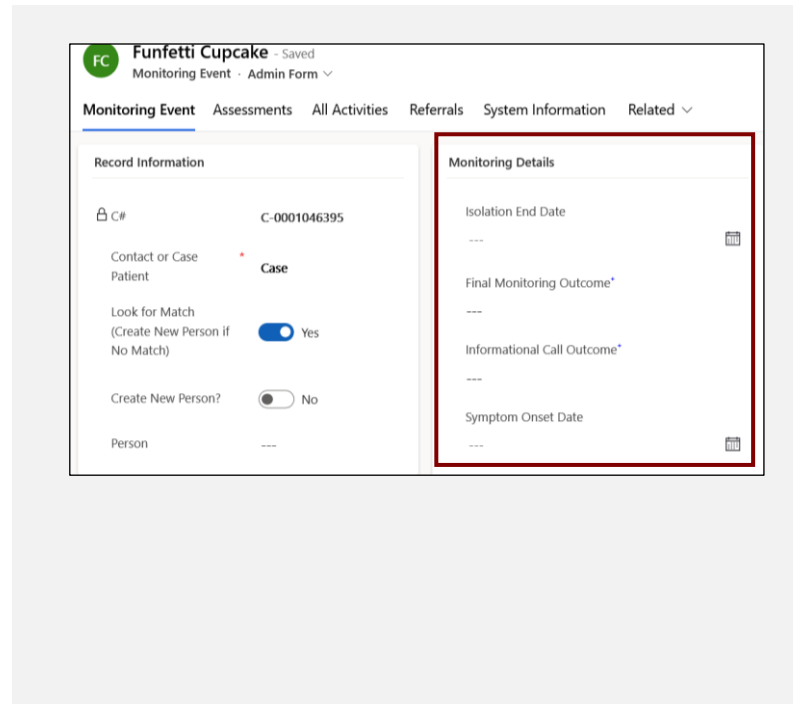


“Monitoring Details” Fields Removed for Case MEs

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”.

1 [Change to Spanish](#)

NCDHHS English Sign In

An Important Message from the NCDHHS Division of Public Health

You tested positive for COVID-19 on

4/16/2023

Here's what to do next:

- 1. Stay away from others**
 - Stay home and away from other people for at least 5 days, starting from when you first felt sick or when you got tested if you were not sick. Visit [CDC website](#) to learn more.
 - Wear a mask for 10 days, even if you feel better.

Keep in mind, even if you live with other people, you should separate from them as much as possible. But if you have to interact with other people at home or in public, wear a mask.
- 2. Feel better faster**

There is effective medicine for reducing your chances of being hospitalized or dying from COVID-19, but it must be taken early – no more than 5 days from when you started feeling sick.

Call a doctor or healthcare provider, visit an urgent care, or go to the nearest [COVID-19 treatment location](#) to see if medications to treat COVID-19 are right for you.

The key is: Don't wait.

Note: If you're having trouble breathing, or are experiencing any other symptoms that are severe or concerning to you, call 9-1-1 or go to the emergency room.
- 3. Get the help you need**

Need help with food or other resources to isolate? Find organizations that provide information and/or assistance related to food, housing and more. You can do this by calling or texting 2-1-1 or by [submitting a request to NCCARE360](#).

Need help coping? Call or text 988 to talk to someone at the Suicide & Crisis Lifeline, which provides 24/7 support.
- 4. Tell people they may have been exposed**

If you were around people in the two days leading up to you feeling sick (or two days prior to your positive test if you were not sick), let them know they may have been exposed to COVID-19. You can let these people know on your own, or anonymously through the free service, <https://tellyourcontacts.org>.

We're here if you need us. To talk to someone immediately, call your [local health department](#) or the NC Public Health Outreach Team at 844-628-7223.

If you think this is an error, have questions, or need suggestions to isolate or quarantine, call the NC Public Health Outreach Team at 1-800-628-7223 or your local health department. The NC Public Health Outreach Team or your local health department may also contact you. Please answer the call.

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.