Understanding the Case Patient Portal

The case patient portal allows cases to receive basic information about isolation, treatment and resources. Read on to better understand this portal from a case patient's perspective.

WHAT CASE PATIENTS SEE: Case Notification and Portal

All case patients who test positive for COVID-19 and flow into CCTO from NC COVID will be sent an automatic text and/or email notification attempting to inform them of their positive result via a link to a landing page. **This link is unique to the case patient and allows them to see their test date, learn how to calculate their isolation, as well as learn more about treatment, resources, and entering contacts into a different site. See below for the case patient's perspective.**

1. Case patient receives a text and/or email (dependent on whether a phone number and/or email address is available on their NCCOVID event) directing them to click a unique link with information about their COVID-19 test result.

2. Clicking the link opens a unique landing page that lists the date of the case patient's positive test. A blue button at the top of the page switches the page to a version in Spanish.

3. The page provides information about how to calculate the case patient's isolation period and recommended masking period. A CDC website, with an isolation and exposure calculator, is linked for further guidance.

4. The page provides information about treatment, including when treatment would need to be started and how to get connected to medication.

5. The page provides information on connecting to resources in order to support a case patient's ability to isolate. Examples of resources include food, housing, and mental health services.

6. Finally, the page provides the definition of a "close contact" and shares the tellyourpartners.org website as an option to inform close contacts anonymously.