



### Updates to Duplicate Warnings for Monitoring Events

Updates have been made to the set of criteria required by the CCTO system to produce a duplicate warning when it finds a “matching” monitoring event. Previously, the criteria for this warning led to a warning appearing on many records that were not actually true duplicates, but rather just two different monitoring events for the same person.

The new criteria now incorporates **Diagnosis Date** and **Last Date of Exposure**, which should lead to far less false warnings, and only display a warning when it is a true duplicate. **CCTO now uses the following criteria to produce duplicate warnings for monitoring events:**

- First Name, Phone, Last Date of Exposure #1
- First Name, Last Name, DOB, Last Date of Exposure #1
- Phone, DOB, Last Date of Exposure #1
- First Name, Last Name, DOB, Diagnosis Date
- Phone, DOB, Diagnosis Date

### Updates to Digital Outreach

#### Updates to Text Communication Fields

1. The **sending of treatment texts is now automated** through the addition of a new toggle called **Send Treatment Text**. This treatment text will be sent to **case patients** one hour after the notification text has sent. The [content within the text message](#) will be the same as what was being previously sent via the supplemental text toggle manually the day after the case patient entered CCTO.
2. You can review whether an automated treatment text was delivered by reviewing the new fields **Most Recent Treatment Text Status** and **Treatment Text Status Date**. These fields will inform you of the status of the notification, along with the timestamp of the notification.

Text Communication Info		
Send Notification	<input checked="" type="checkbox"/>	Yes
Most Recent Notification Status	---	
Most Recent Notification Status Date	---	
Contact Notification Acknowledged?	No	
Send Treatment Text	<input checked="" type="checkbox"/>	Yes
Most Recent Treatment Text Status	delivered	
Most Recent Treatment Text Status Date	12/3/2021	8:21 PM

**NOTE:** This process happens automatically and no action is needed on the part of the user. Because of this, the **Send Treatment Text** toggle is locked for most users. It is available on the Admin form and can be manually toggled to “No” should there be a need to stop the sending of the Treatment text to a specific case patient.

# COVID-19 Community Team Outreach Tool

## 5/03/2022 System Updates



### Other Updates to Monitoring Events

1. The **Calculated Age** field will now display the individual's updated age on their birthdate. *This corrects an issue discovered in the system in which the **Calculated Age** field did not update the individual's age until the day following their birthdate.*
2. A previous bug caused an error message to appear when an individual elected to opt out of the assessment. This has now been resolved, and the individual will receive the following message upon opting out, "We are sorry you do not wish to participate in the COVID-19 Community Outreach Tool."

1. Date of Birth (DOB) 5/2/1990

Demographic Info

Gender + ---

Race + ---

Ethnicity + ---

Calculated Age at time of event 32

2. Agreement \*

No, I do not want to participate.

We are sorry you do not wish to participate in the COVID-19 Community Outreach Tool.

People who do participate are providing valuable information that, together with other resources, helps the North

### Updates to Person Functionality Fields (FOR ADMINS ONLY)

1. A toggle has been added to the admin form called **Look for Match (Create New Person if No Match)**. This toggle automatically turns to "Yes" when an ME is saved without a person record associated with it. For the most part, no action is needed on this toggle, and it exists for data cleaning purposes.
2. Additionally, the "Create Person" toggle on the admin form has been renamed to **Create New Person?** in order to assist with manual creation of a new person record associated with a monitoring event. Nothing has changed with the functionality of this toggle; this change has been made simply for clarity.

Record Information

C# C-0001040087

Contact or Case \* Case

Patient

1. Look for Match (Create New Person if No Match) Yes

2. Create New Person? No

Person Man Power



### Updates to Handling Duplicates

#### New Duplicates Fields

A new functionality has been added to CCTO that will allow for individuals reviewing the system for duplicates to more easily identify records with potential duplicates.

1. Three new fields have been added within the **System Information Tab** of monitoring events: **Potential Duplicate**, **Reviewed and Not Duplicate?**, and **Most Recent Duplicate Review Date**. The system will flag a record as a potential duplicate if there is another monitoring event associated with the same person with a **Diagnosis Date** within two weeks (for cases) or **Last Date of Exposure** within two weeks (for contacts) of the record. If this criteria is met, the **Potential Duplicate** toggle will be set to "Yes."
2. Upon review of the event, the **Reviewed and Not Duplicate?** and **Most Recent Duplicate Review Date** fields can be manually updated, and should only be used as directed by your supervisor.
3. A new system view called **Person Records with Potential ME Duplicates** has also been added to the Person tab in CCTO. This view has been created in order to **list person records with two or more monitoring events that may be potential duplicates**. Any people who have a monitoring event flagged as a potential duplicate will appear in this view.

Monitoring Event Assessments All Activities Referrals System Information Related

1	Potential Duplicate	Yes
2	Reviewed and Not Duplicate?	Yes
	Most Recent Duplicate Review Date	5/1/2022

3		Person Records with Potential ME Duplicates ▾	
System Views		First Name ▾	Household
All People	Default	Notebook	
Person Records with Potential ME Duplicates		Jordan 04...	
Persons associated with Active MEs		Jordan 04...	
Persons associated with My Active MEs		Myrtle 042...	
<input checked="" type="checkbox"/> Set current view as my default			

**NOTE:** If the **Potential Duplicate** toggle of a contact or case ME has been set to "Yes," the associated Person record will be visible in the **Person Records with Potential ME Duplicates** system view.



## Person Functionality Bug Fixes

### Continued Data Cleaning with Person Functionality

**Thank you for your continued patience and cooperation as we work to integrate all the records in the production system into the new person functionality!**

The full cleaning of the Person Table is continuously in progress. Eventually, all monitoring events will have a Person associated with them through either matching with an existing Person, or by creating a new Person if no match was found.

**Work is in progress to ensure that each monitoring event has a person record associated with it;** however, until this work is complete, please continue to rely on the Monitoring Events Tab (and not the People Tab) for searching needs.