



Update to Daily Assessment Functionality

Updates have been made to the automated daily digital assessments functionality. As a reminder, automated daily digital monitoring is a functionality within CCTO that allows for sending a case or contact a text or email on a daily basis, with a link to a survey where they can share symptoms or resource needs.

Feedback from users and a review of the system data has shown us that this functionality was not being used or not properly used a majority of the time. Even in the unusual situation that case patients or contacts had opted into monitoring, most often, daily assessments were not completed. Additionally, DHHS does not currently recommend daily monitoring.

As a result, we are retiring the daily digital assessment functionality, and are in the process of evaluating potential updates to allow for identifying resource needs from within the case/contact portals. Changes include the Enable Digital Monitoring toggle no longer being visible, and emails/texts regarding daily assessments no longer being sent.

If the disease changes in a way such that daily symptom monitoring becomes more valuable, we will be prepared to stand daily assessments up again.

Updates to Digital Outreach

Updates to Digital Monitoring

1. The **Enable Digital Monitoring** toggle on monitoring events will no longer be visible. This is due to the daily assessment functionality no longer being active, and all flows that send assessments and texts or emails have been turned off.
2. Due to the daily assessment functionality being retired, any texts and emails regarding daily monitoring will no longer be sent.
3. Opt-out language has been added to all texts (both in English and Spanish.) Contacts and cases will now have the option to unsubscribe from all outreach from case investigators and contact tracers.

1 Enable Digital Monitoring toggle removed.

3

As of 8/24, we have updated the contact texts, emails, and portal to align with the new CDC guidance related to quarantining. Those new comms are viewable in the screenshots here and on page 2, and can be seen in the [Digital Outreach Samples](#) document.

COVID-19 Community Team Outreach Tool

8/25/2022 System Updates



Updates to Contact Portal

1. As a result of the retiring of the daily digital assessments functionality, all pages in the contact portal about this process have been removed. The first and second pages of the contact portal will remain the same, as these pages provide information regarding masking, resources, and testing. There are no further pages on the contact portal.
2. Additionally, we have updated the domain name of the portals so that the link now reads <https://DPHhealthinformation.ncdhhs.gov/>.

1 NCDHHS Home English Sign in

Help slow the spread of COVID-19!

You have received a message from the NC COVID Community Team because you were recently in contact with someone with COVID-19. The NC COVID Community Team is here to help you get the resources, information, and support you need to protect yourself and your family. You may also receive a phone call from the NC COVID Community Team at 844-628-7223. If you see us calling please answer the call!

Based on the date you were exposed, you should get tested on:

8/26/2022

Get tested immediately if you have symptoms. If you are feeling sick and testing is not possible, isolate until your symptoms are resolving and 24 hours have passed since you have had a fever without the use of fever reducing medications. Testing information, including finding a testing place, can be found here. If you test positive, you should isolate immediately.

You should also wear a well-fitted mask starting immediately and continue to wear it around other people through:

8/31/2022

Do not go places where you are unable to wear a mask, including travel and public transportation settings. People in certain high risk settings may need to quarantine through the masking date listed above.

2 dphhealthinformation-uat.ncdhhs.gov

- If you need resources or vaccine support, please contact a Community Healthcare Worker by reaching out to a partner organization in your county.
- If you need mental health or substance abuse services, please call Hope 4 NC Crisis Counseling Services Hotline at 1-877-235-4525 anytime day or night.

Bug Fixes

1. Recently, a bug was found in the system wherein a Person could be deleted regardless of whether they have a monitoring event associated. Now, this is no longer possible. If one or more monitoring events are associated with any person record, they can no longer be deleted.
2. A bug has also been found in CCTO related to the **Last Date of Exposure and Monitoring End Date** fields for contacts submitted through the case patient portal. The Last Date of Exposure on a contact monitoring event was shown as one date before the date entered in a case portal submission, making the monitoring end date show as one day earlier than it should have been. This issue has been resolved.

1 Save Save & Close Deactivate Delete Refresh

Cream Fresh - Saved
Person - Admin Form

General Monitoring Events System Information Related

Active MEs

C#	Approved to Sy...	Full Name	Last Name	First Name
C-0001042998	Yes	Cream Fresh	Fresh	Cream

2 Monitoring Details

Monitoring Status

Monitoring End Date

8/14/2022



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 has been completed. All monitoring events now have a Person associated with them through either matching with an existing Person, or by creating a new Person if no match was found.

All monitoring events should now have a person record associated with it.