

CCTO Sprint 3 Update

COVID-19 Community Team Outreach

See below for an overview of the changes being rolled out in the Tool for August 10th:

Opt-in/Opt-Out Update

Opt-in & opt-out via text message is now available in English and Spanish for contacts receiving digital outreach.

1. Contacts can now reply "STOP" to text outreach, directly through SMS/text. If a Contact replies "STOP" to text outreach, they will automatically be opted out before navigating to the Digital Assessment.
2. Contacts can still opt out of digital monitoring (either text or email) through the Agreement screen by selecting "No, I do not want to participate."
3. In both cases, Monitoring Status will be updated to "Opted Out - Digital Monitoring" and the automatic digital assessments should end.
 - **If a contact is labeled "Opted out-Digital Monitoring," "Begin Monitoring?" should be toggled to "No," the contact preference should be reset to Phone Call, and Monitoring Status should then be reset to "Monitoring."**
 - **If a contact prefers to receive no communication and opt out of all monitoring, "Begin Monitoring?" should be toggled to "No," Monitoring Status can be set to "Opted Out - All Monitoring" and Final Monitoring Outcome can be set to "Refused."**

Until you change "Begin Monitoring?" to "No," assessments will continue to be created in the Assessments tab of the Contact record.

1

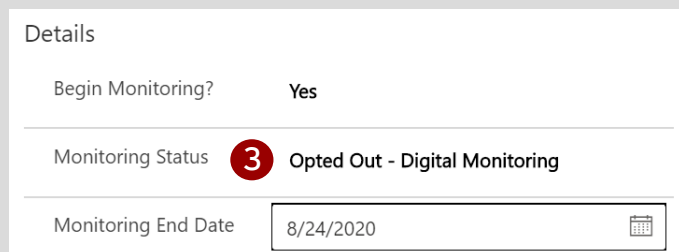
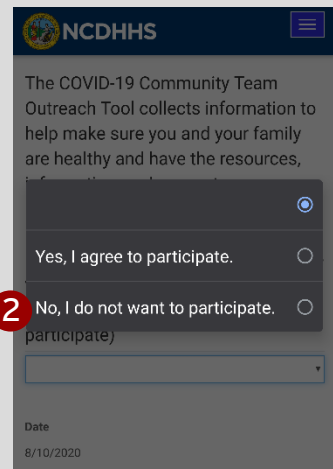
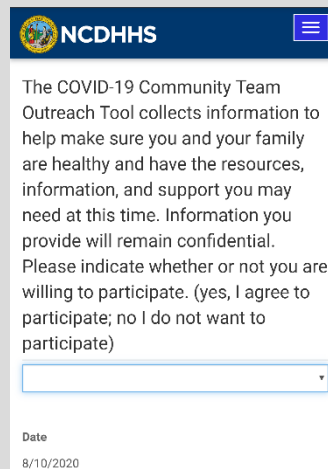
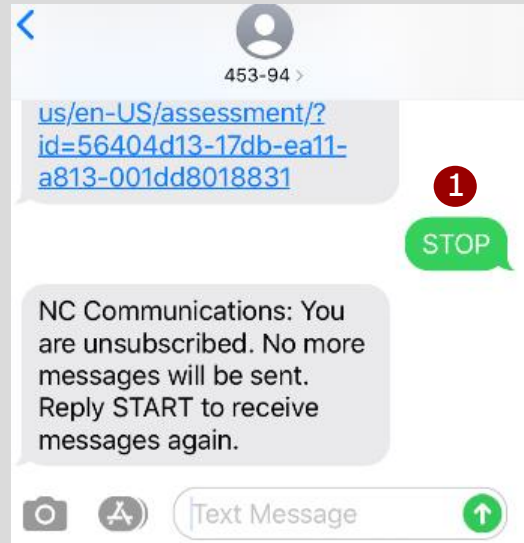
Text "STOP" to opt out

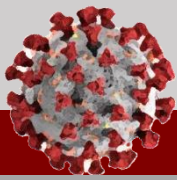
2

Opt out via Agreement Screen

3

"Opted Out - Digital Monitoring"





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See below for an overview of the changes being rolled out in the Tool for August 10th:

Updates to Contact Profiles

- "County" and "State" are now required fields for any contacts who are residents of North Carolina (marked by asterisk*). Note that "State" auto-fills to NC and if county is not known, the county of the case patient should be used.**
State is a required field regardless of whether they are an NC resident or not. County is only a required field if the state is NC. Existing contacts with blank counties have received the county of the contact owner as a one-time measure.
- Source patient name and date of birth** have now been added to the Patient record to enable organizations without NCEDSS access to provide source case information.
If you have the NCEDSS Event ID filled out, this is not required.
- Appointments and tasks** in the Timeline/Activities section will now default to sort in chronological order based on date of creation.
- The "quick create" screen for adding household members to a household record** now includes fields for "Begin Monitoring?," "Monitoring Status," "Is Minor," and "Household Relationship."
- "Opted out- Digital Monitoring" and "Opted Out- All Monitoring"** are now available "Monitoring Status" options.

Address	
Address Line 1	123 Street Street
Address Line 2	---
City	Duck
State/Province	* NC
Postal Code	27949
County	* Dare

Source Patient Name	Bob Smith
Source Patient Birthdate	2/8/1995

CH	Task modified Positive-Lenoir-8/4- Test taken in Raleigh-Durham area Active	8/4/2020 4:28 PM
CH	Task completed Reviewed assessment-8/3- No symptoms/need Closed	8/4/2020 4:25 PM
CH	Phone Call from Initial Outreach-8/4 Contact lives with elderly mother. Concerned because he is her caregi... Closed	8/4/2020 3:09 PM

Quick Create: Contact	
Details	
First Name	* ---
Last Name	* ---
Date of Birth (DOB)	---
Is Minor	No
Household Name	Flintstone Family
Household Relationship	---
Begin Monitoring?	---
Monitoring Status	---

Details	
Begin Monitoring?	No
Monitoring Status	Opted Out - All Monitoring
--Select--	
Monitoring	
Monitoring Ended	
Opted Out - All Monitoring	
Opted Out - Digital Monitoring	

- 4 "County" and "State"
- 5 Source Patient Name/DOB
- 6 Timeline/Activities
- 7 "Quick Create" Screen
- 8 "Opted Out Of..."