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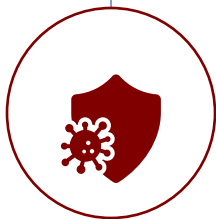
Digital Outreach Samples
Digital Notification –
Case Patients

See below for relevant job aids.

Digital Notification - Case Patients

Public Health Notification

NCDHHS Division of Public Health

To: ▮▮▮▮▮▮▮▮▮▮▮▮

Tue 3/19/2024 12:23 PM

Hello,

This is the NCDHHS Division of Public Health and we're reaching out regarding your recent COVID-19 test. (Para español, lee a continuación después de este mensaje.)

Please visit DHHS.NC.GOV as soon as possible to view your test result. You'll also find resources and support to protect yourself and your loved ones. Or, you can call 844-628-7223 to speak directly with an NC Public Health Outreach Team Member.

You may also receive a call from the NC Public Health Outreach Team at this number (844-628-7223). **If you do, please answer the call!**

Hola,

Esta es La División de Salud Pública de NCDHHS y nos estamos comunicando con respecto a tu reciente prueba de COVID-19.

Visita DHHS.NC.GOV lo antes posible para ver el resultado de tu prueba. También encontrarás recursos y apoyo de cómo protegerte a ti mismo y a tus seres queridos. O bien, puedes llamar al 844-628-7223 para hablar directamente con un miembro del Equipo de Alcance Comunitario de Salud Pública de NC.

También puedes recibir una llamada del Equipo de Alcance Comunitario de Salud Pública de NC de este numero (844-628-7223). **Si recibes la llamada, ¡por favor, responde!**

+1 (919) 343-9530

Today 12:23 PM

NCDHHS: The North Carolina Division of Public Health has an important message about your COVID-19 test.

Call (844) 628-7223 or visit this personal link for your message: https://DPHhealthinformation-UAT.ncdhhs.gov/en-US/case/?id=2d0ecfe3-0ce6-ee11-904c-001dd806e915

Para información en español, responde AYUDA, llama al (844)-628-7223 o haz clic al enlace arriba para una opción en español. Responde ALTO para cancelar la suscripción. Cargos de msjs y datos pueden aplicar.

Reply HELP to learn more about this message. Reply STOP to unsubscribe. Msg&Data Rates May Apply.

Text Message

Digital Notification - Case Patients

NCDHHS

English ▾ | Sign in

Haz clic aqui para Español

An Important Message from the NCDHHS Division of Public Health

You tested positive for COVID-19 on **3/17/2024**

Here's what to do next (click the + to see more info):

+ 1. Stay away from others if you feel sick

+ 2. Consider treatment to help you feel better faster

+ 3. Explore available resources to get the help you need

+ 4. Consider telling people they may have been exposed

We're here if you need us. To talk to someone on the phone, call your <u>local health department</u> or the NC Public Health Outreach Team at 844-628-7223.

If you think this is an error, have questions, or need support to isolate or quarantine, call the NC Public Health Outreach Team at 1-844-628-7223 or your local health department. The NC Public Health Outreach Team or your local health department may also contact you. Please answer the call!

Digital Notification - Case Patients

NCDHHS

| English ▾ | Sign In

Haz clic aquí para Español

An Important Message from the NCDHHS Division of Public Health

You tested positive for COVID-19 on 3/17/2024

Here's what to do next (click the + to see more info):

− 1. Stay away from others if you feel sick

Stay home and away from other people until your symptoms have been improving and you have not had a fever (without the help of medicine) for at least 24 hours.

Once resuming normal activities, it is recommended you consider ways to reduce the spread of disease for five more days. This includes taking steps for cleaner air, enhancing hygiene practices, wearing a well-fitting mask, keeping a distance from others, and/or getting tested for respiratory viruses.

− 2. Consider treatment to help you 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.

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. Explore available resources to get the help you need

Need help with food or other resources in order to stay home and away from others? 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? 988 is a Suicide & Crisis Line, providing 24/7 support via talk or text.

− 4. Consider telling people they may have been exposed

If you were around people in the two days before you felt sick (or two days before your positive test if you did not feel sick) 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 on the phone, 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 support to isolate or quarantine, call the NC Public Health Outreach Team at 1-844-628-7223 or your local health department. The NC Public Health Outreach Team or your local health department may also contact you. Please answer the call!

Treatment Reminder
Digital Notification –
Case Patients

Digital Outreach Samples as of 3/19/2024

Digital Notification – Case Patients

NCDHHS: If started early, COVID-19 treatment may help you feel better faster and prevent hospitalization. Learn if you qualify by talking to your healthcare provider or by visiting at covid19.ncdhhs.gov/treatments. Msg&Data rates may apply.

De iniciarlo temprano, el tratamiento contra COVID-19 puede ayudarle a sentirse mejor más rápidamente y a evitar la hospitalización. Averigüe si califica por hablar con su proveedor de atención médica o obtenga más información visitando el sitio covid19.ncdhhs.gov/tratamiento. Es posible que se apliquen tarifas de mensajes y datos.

Text Message

HELPFUL LINKS:
- COVID-19 Treatments Page (covid19.ncdhhs.gov/treatments)