

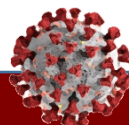
**WELCOME! We will start in just a moment.**

**Today's training will cover recent CCTO Updates.**  
**If you are new to these meetings – welcome! We are happy to have you.**

***Thank you for your patience. We will begin shortly.***

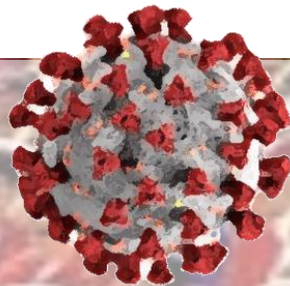
#### **Resources for New and Existing Users**

- [NC DPH COVID-19 CD Manual Main Page](#) (general COVID-19 resources)
- [Scripts Page](#) (contains links to DHHS sample scripts for CI/CT phone outreach)
- [CCTO Training Resources Page](#) (contains job aids, system updates, etc.)
- [AHEC Training Page](#) (contains the recorded CCTO onboarding training, links to previous recorded live sessions – including today's)



# Live Training- CCTO Updates

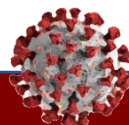
April 25, 2023



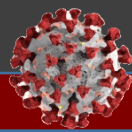
# Agenda for Today's Training

*Q&A will be monitored throughout each module and reviewed at the end of the presentation.*

Topics	Presenters
<ul style="list-style-type: none"><li>• <b>Announcements</b><ul style="list-style-type: none"><li>• Vaccine update</li><li>• Updates to Informational Call script</li><li>• Riddle results</li></ul></li></ul>	<b>Elizabeth Murray</b> <i>NC DPH Contact Tracing Project Manager</i>
<ul style="list-style-type: none"><li>• <b>CCTO Updates</b><ul style="list-style-type: none"><li>• Updated case portal</li><li>• "Monitoring Details" fields removed from case monitoring events</li><li>• New "Isolation End Date" field</li></ul></li></ul>	<b>Sonja Escamilla</b> <i>NC DPH Contact Tracing Software and Training Specialist</i>
<b>User Feedback and Q&amp;A – Please use the "Q&amp;A" feature in the control panel</b>	<b>Laura Farrell</b> <i>NC DPH Contact Tracing Program Manager</i>



# Announcements

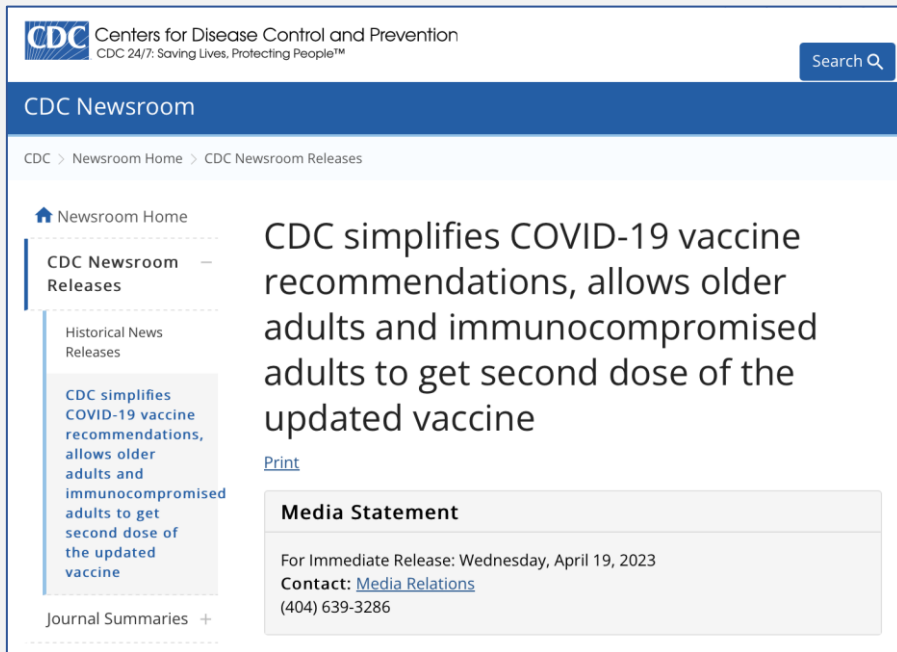


Vaccine Update

Script Updates

Riddle Results

## CDC Simplifies COVID-19 Vaccine Recommendations

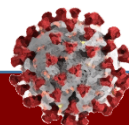


[CDC Newsroom Release](#)

### What you need to know:



- Certain individuals may be eligible for additional bivalent vaccine (booster) doses
- Monovalent mRNA vaccines are no longer available
- Everyone ages 6 years and older are recommended to receive an updated (bivalent) COVID-19 vaccine
- Guidance for children 6 months through 5 years varies by age and vaccine history



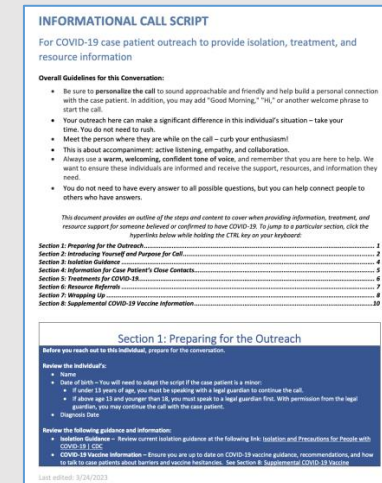
Vaccine Update

Script Updates

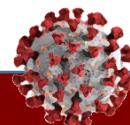
Riddle Results

**Revised Informational Call Script updated as of April 18th:****• Informational Call Script for Case Outreach**

- Added language regarding speaking to a congregate setting facility staff member
- Removed mentions of the ability for case patients to enter their contacts into the case portal they received via text/e-mail
  - Mentions [tellyourcontacts.org](https://tellyourcontacts.org) as an alternative method for close contact entry



This script can be found on the **[Sample Interview Scripts](#)** section of the **[COVID-19 CD Manual](#)**.



Vaccine Update

Script Updates

Riddle Results

You were asked this riddle in last training's feedback survey...

Where does a king keep his  
armies?



The answer is....

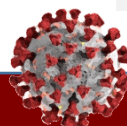
In his "sleeves"!



Number of people who got the answer to this  
riddle right:

**6**

*(about **67%** of attendees that answered  
the question)*



Knowledge Check 1

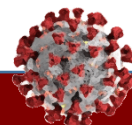
Knowledge Check 2

Knowledge Check 3

Knowledge Check 4

**True/False:** According to the recent CDC vaccine guidance update, everyone is now recommended to receive an additional bivalent booster dose.

- A. True
- B. False





Knowledge Check 1

Knowledge Check 2

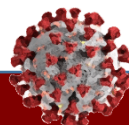
Knowledge Check 3

Knowledge Check 4

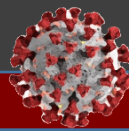
**True/False:** According to the recent CDC vaccine guidance update, everyone is now recommended to receive an additional bivalent booster dose.

**A. True**

**B. False – only certain individuals, including adults aged 65 years and older or people who are immunocompromised, may be eligible to receive additional bivalent booster doses.**



# CCTO Updates

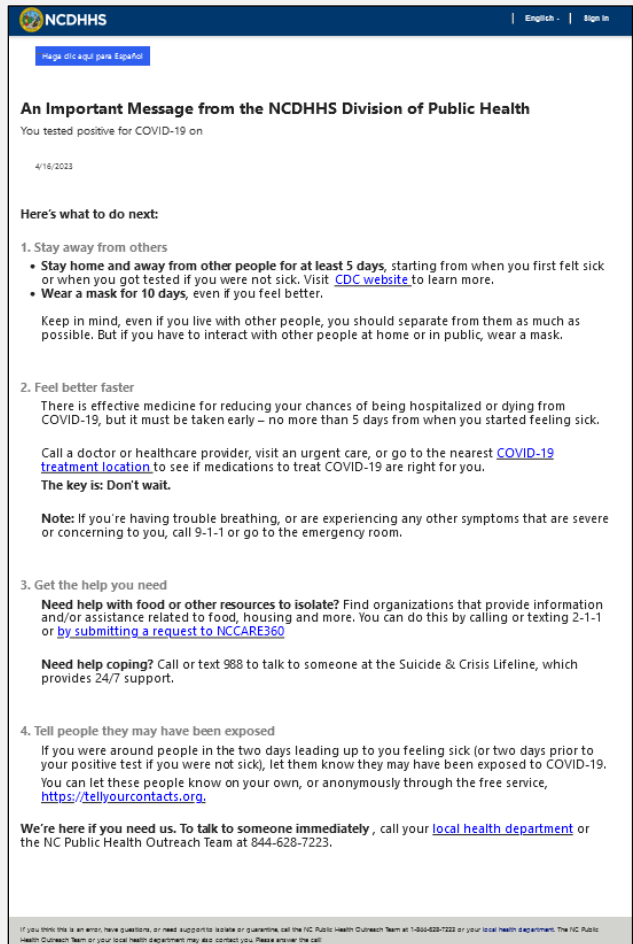


## Updated Case Portal

## Monitoring Details Fields

## "Isolation End Date" Field

The case patient portal has been updated based on feedback from user testing and to better align with the current state of the COVID-19 response



## Case Portal Key Updates:



New button at top of page to switch to Spanish version

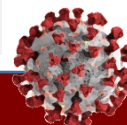


Removed interactive calendar for symptom information; replaced isolation end date calculator with general instructions



Deactivated the ability for case patients to enter close contacts and replaced with link to [tellyourcontacts.org](https://tellyourcontacts.org)

Refer to the [Samples of Digital Outreach](#) job aid



Here is the new blue button to switch to and from Spanish and English. Upon clicking this button, you will see the entire page transition to Spanish. Once the text on the page is in Spanish, the blue button says in English “Click here for English” and if clicked, the text on the page will return to English. The intention is that this button makes the information more accessible to Spanish-dominant case patients.

**NCDHHS** English Sign in

Haga clic aquí para Español

### An Important Message from the NCDHHS Division of Public Health

You tested positive for COVID-19 on

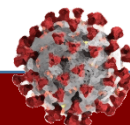
4/21/2023

**Here's what to do next:**

- 1. Stay away from others**
  - **Stay home and away from other people for at least 5 days**, starting from when you first felt sick or when you got tested if you were not sick. Visit [CDC website](#) to learn more.
  - **Wear a mask for 10 days**, even if you feel better.

Keep in mind, even if you live with other people, you should separate from them as much as possible. But if you have to interact with other people at home or in public, wear a mask.

The previous case portal had an interactive component where a symptom onset date or a box to check if asymptomatic was required to be filled in to move on to the next page. There was then a recommended isolation end date and masking period date that the system would automatically calculate based on symptom information. As these dates are no longer provided, guidance is written for them to calculate their selves.



Updated Case Portal

Monitoring Details Fields

“Isolation End Date” Field

## 2. 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.

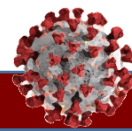
**The key is: Don't wait.**

**Note:** 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. Get the help you need

**Need help with food or other resources to isolate?** 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?** Call or text 988 to talk to someone at the Suicide & Crisis Lifeline, which provides 24/7 support.



Updated Case Portal

Monitoring Details Fields

“Isolation End Date” Field

Previously, case patients could enter their close contacts' information into the case portal, and if meeting the eligibility requirements, the contact would be automatically created in CCTO and receive a digital notification about their exposure. That is no longer part of the case portal. Instead, case patients will be informed about another free service, “tellyourcontacts.org”, where they can enter information about their close contacts who will then be notified accordingly. “Tellyourcontacts.org” can serve as a very similar alternative to what the case portal and CCTO used to do to notify contacts.

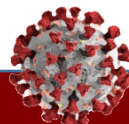
## 4. Tell people they may have been exposed

If you were around people in the two days leading up to you feeling sick (or two days prior to your positive test if you were not sick), let them know 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 immediately,** 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!



Knowledge Check 1

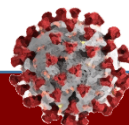
Knowledge Check 2

Knowledge Check 3

Knowledge Check 4

**Which of the following are true about updates to the case portal?**

- A. There is no longer the ability to enter symptom onset date.**
- B. There is a button at the top of the screen to switch to Spanish.**
- C. There is no longer the ability for case patients to enter their close contacts into the portal.**
- D. All of the above.**



Knowledge Check 1

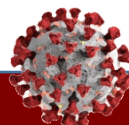
Knowledge Check 2

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- D. All of the above.**





Updated Case Portal

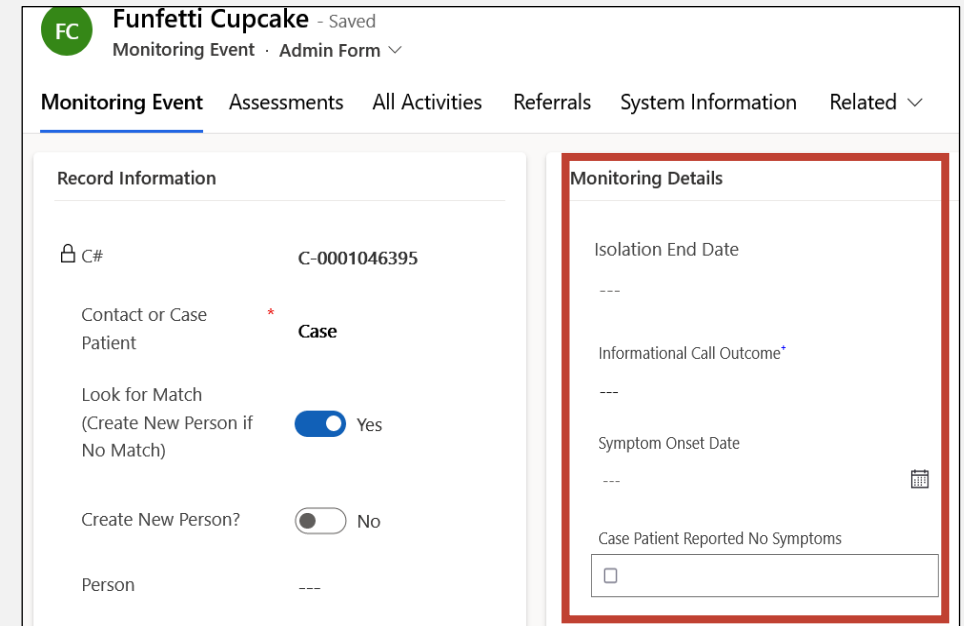
Monitoring Details Fields

“Isolation End Date” Field

## Monitoring Details fields have been updated for Case Monitoring Events.

### “Monitoring Details” Update:

- The following fields have been removed:
  - Monitoring Status
  - Monitoring End Date
  - Last Assessment Date
  - First Date Symptoms Reported
  - Most Recent Date Resource Need Reported
- New “Isolation End Date” field added

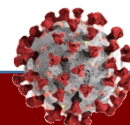


The screenshot displays the 'Funfetti Cupcake - Saved' Monitoring Event Admin Form. The 'Monitoring Event' tab is selected, showing a sidebar with 'Record Information' and 'Monitoring Details'. The 'Monitoring Details' section is highlighted with a red border and contains the following fields:

- Isolation End Date: ---
- Informational Call Outcome\*: ---
- Symptom Onset Date: --- (with a calendar icon)
- Case Patient Reported No Symptoms: ☐

The 'Record Information' section on the left includes:

- C#: C-0001046395
- Contact or Case Patient: \* Case
- Look for Match (Create New Person if No Match): ☒ Yes
- Create New Person?: ☐ No
- Person: ---



Updated Case Portal

Monitoring Details Fields

“Isolation End Date” Field

## A new “Isolation End Date” field has been added to case monitoring events

**Monitoring Details**

Isolation End Date  
4/14/2023

Informational Call Outcome\*

---

Symptom Onset Date  
---

Reported No Symptoms  
☒

**NC COVID Case Patient Info**

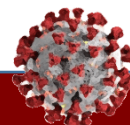
NC-COVID Event ID\*

---

☐ NC COVID Diagnosis Date\*  
4/9/2023

### “Isolation End Date” Field Overview:

- Checking “Reported No Symptoms” will calculate “Isolation End Date” equal to “Diagnosis Date” + 5 days
- Entering a date in the “Symptom Onset Date” will calculate “Isolation End Date” equal to “Symptom Onset Date” + 5 days
- You **must click save** after checking the “Reported No Symptoms” box or adding a date to the “Symptom Onset Date” field to trigger the calculation of the “Isolation End Date”



Updated Case Portal

Monitoring Details Fields

“Isolation End Date” Field

## A new “Isolation End Date” field has been added to case monitoring events

Monitoring Details

Isolation End Date  
---

Informational Call Outcome\*

---

Symptom Onset Date  
---

Reported No Symptoms  
☐

NC COVID Case Patient Info

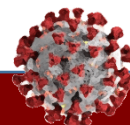
NC-COVID Event ID\*

---

🔒 NC COVID Diagnosis Date\*  
4/9/2023

### “Isolation End Date” Field Overview cont.:

- The system will **not** allow you to enter a symptom onset date as well as report no symptoms.
- This field is **not** required. It should not be filled in when a case patient is not spoken to or does not provide symptom information.
- The "Isolation End Date" field can also be manually updated



Monitoring Details

Isolation End Date  
04/28/2023

Informational Call Outcome\*

---

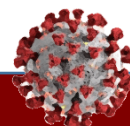
Symptom Onset Date  
04/23/2023

Reported No Symptoms  
☐

In the Sandbox, we will first direct your attention to where the new "Isolation End Date" field is in a monitoring event. It can be found within the "Monitoring Details" section, right above of the "Informational Call Outcome" field. **We will start off with a case patient that has experienced symptoms.**

In order to provide the correct isolation end date, you will need to:

1. Enter the date that the case patient's symptoms started into the "Symptom Onset Date" field. Let's pretend that this case patient told you that they started experiencing symptoms on April 23<sup>rd</sup>. Once you enter that date into the "Symptom Onset Date", it will lock the "Reported no symptoms" field.
2. Click "Save" at the top of the record. This step is necessary in order for the Isolation End Date field to populate.
3. You will see the "Isolation End Date" populate as symptom onset date + 5 days, so in this situation it will be April 28<sup>th</sup>.



Updated Case Portal

Monitoring Details Fields

"Isolation End Date" Field

Now we will move on to another example where the case patient has **NOT** experienced symptoms. In order to provide the correct isolation end date, you will need to:

1. First, check the box next to the "Reported No Symptoms" field. Notice a lock will appear in the "Symptom Onset Date" field.
2. Click "Save" at the top of the record. This step is necessary in order for the Isolation End Date field to populate.
3. A date will populate in "Isolation End Date", and since this individual is asymptomatic, the isolation end date will be 5 days after the NC COVID diagnosis Date (or positive test date). In this situation, the case patient was tested on 4/20, so their "Isolation End Date" is 5 days later, or 4/25.

Next we will show you how to update symptom information if appropriate. If for whatever reason, you accidentally check the "Reported no symptoms" box, and you need to later change that and enter a symptom onset date, it is possible to do so. You will simply need to uncheck the box, and the lock on the "symptom onset field" will go away. Then you can enter symptom onset data in that field, click "save" and your "Isolation End Date" will update to the new date.

Monitoring Details

3 Isolation End Date  
04/25/2023

Informational Call Outcome\*

---

🔒 Symptom Onset Date  
---

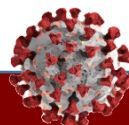
1 Reported No Symptoms  
☒

NC COVID Case Patient Info

NC-COVID Event ID\*

---

🔒 NC COVID Diagnosis Date\*  
2 04/20/2023



Knowledge Check 1

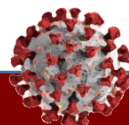
Knowledge Check 2

Knowledge Check 3

Knowledge Check 4

**Which of the following is true about the “Isolation End Date” field?**

- A. This field is required to complete in order to deactivate.**
- B. This field appears on contact and case monitoring events.**
- C. This field is calculated based on symptom onset date OR diagnosis date (if not symptomatic)**
- D. This field cannot be manually updated.**



Knowledge Check 1

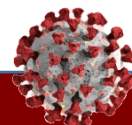
Knowledge Check 2

Knowledge Check 3

Knowledge Check 4

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Knowledge Check 1

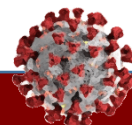
Knowledge Check 2

Knowledge Check 3

Knowledge Check 4

**True/False:** Even if you do not speak to a case patient, the “Isolation End Date” field should be completed.

- A. True
- B. False





Knowledge Check 1

Knowledge Check 2

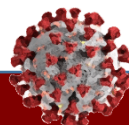
Knowledge Check 3

Knowledge Check 4

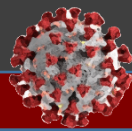
**True/False:** Even if you do not speak to a case patient, the “Isolation End Date” field should be completed.

A. True

B. False - If you do not discuss isolation dates with a case patient, the “Isolation End Date” field should not be completed.

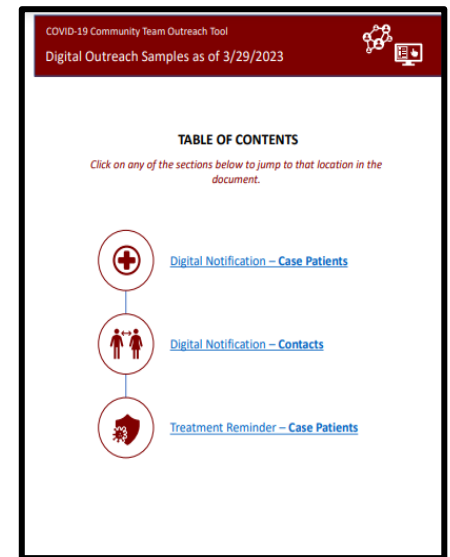
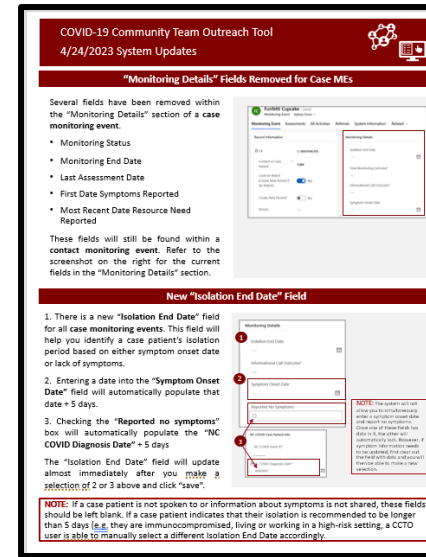
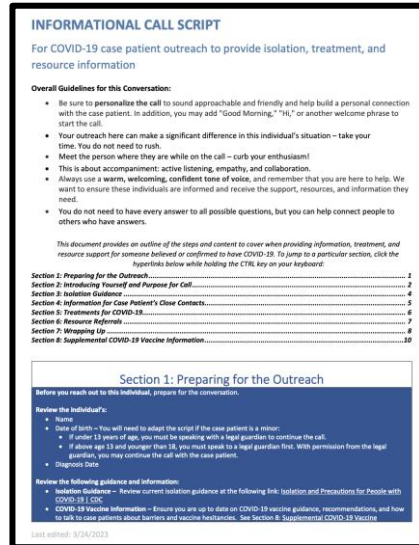
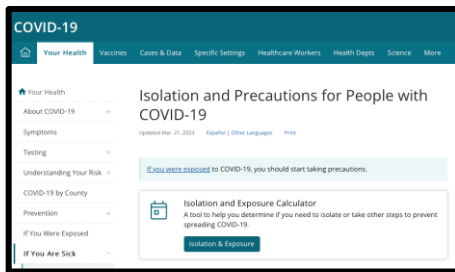
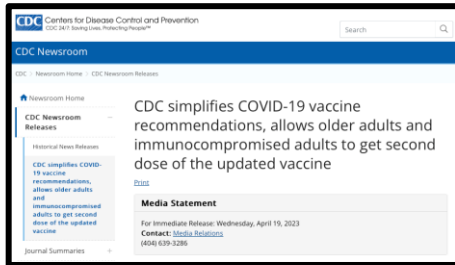


# Support Resources

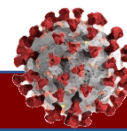


# To review everything we covered today..

## CDC websites, Scripts, Job Aids, System Updates, etc.



- The CDC [Vaccine News Release](#) and [Isolation Guidance](#)
- The [Sample Scripts section](#) of the COVID-19 CD Manual includes the Informational Call script, which has been most recently updated on April 18<sup>th</sup>.
- The [System Updates Job Aid](#) explains (with screenshots) the most recent updates to the CCTO.
- The [Samples of Digital Outreach](#) job aid has been updated to reflect the changes to the case portal.



# Where to go for training support

## CI/CT Process Questions: Contact Your Supervisor



- If you have process-based questions about workflows, policies, and procedures beyond the CCTO software, **contact your supervisor directly.**

## CCTO Resources Page



- [CCTO Resources](#), including training job aids, system updates, and technical support details can be found on the [NC DPH Communicable Disease Manual Coronavirus Page](#)

## Sample Scripts



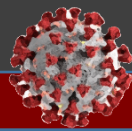
- [DHHS Sample Scripts](#) can be found on the [NC DPH Communicable Disease Manual Coronavirus Page](#)

## Live Training Slides and Recordings



- Live training slides and recordings can be found on the [AHEC webinars page](#).

# Participant Feedback



Questions?

