



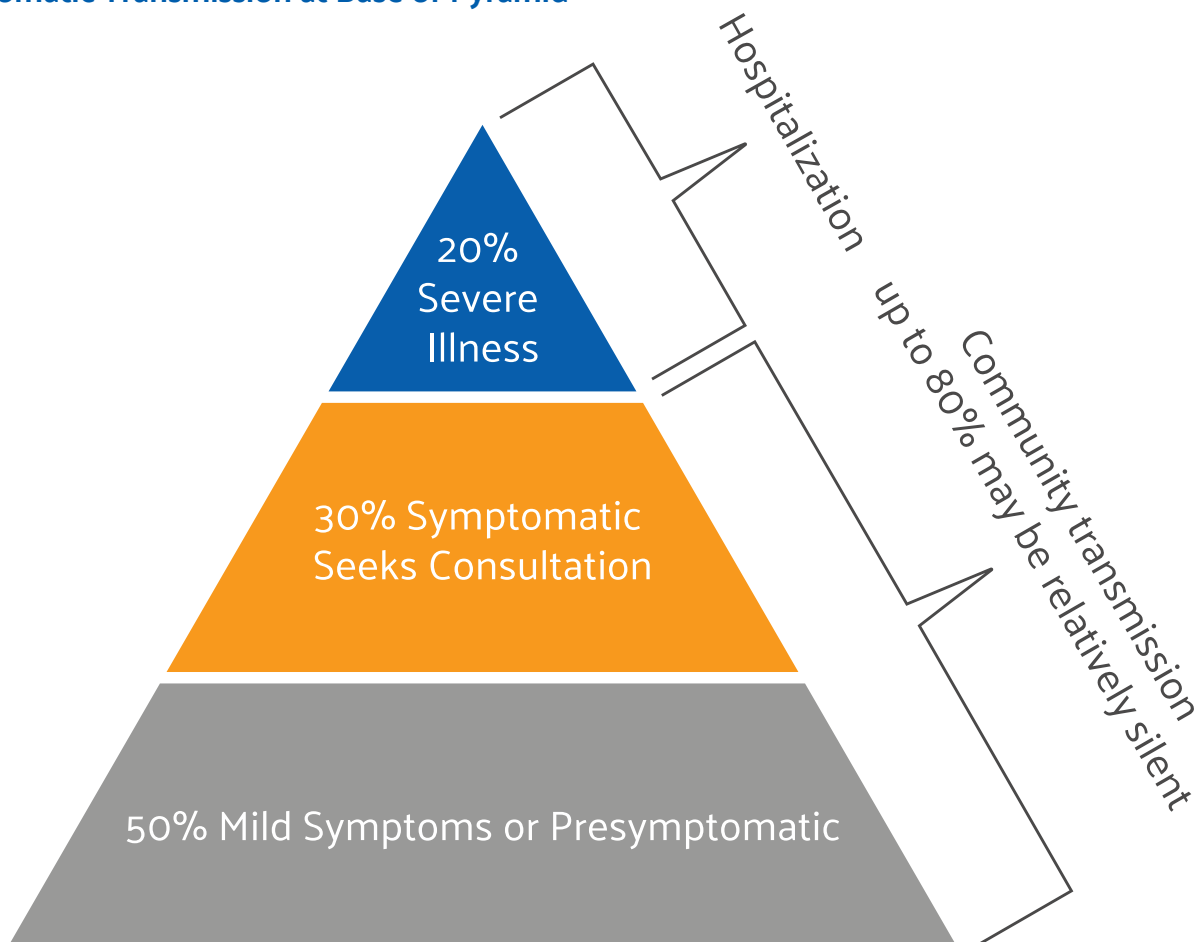
# HEALCONNECT – FOR CONTACT TRACING



## Operationalizing Contact Tracing for COVID-19

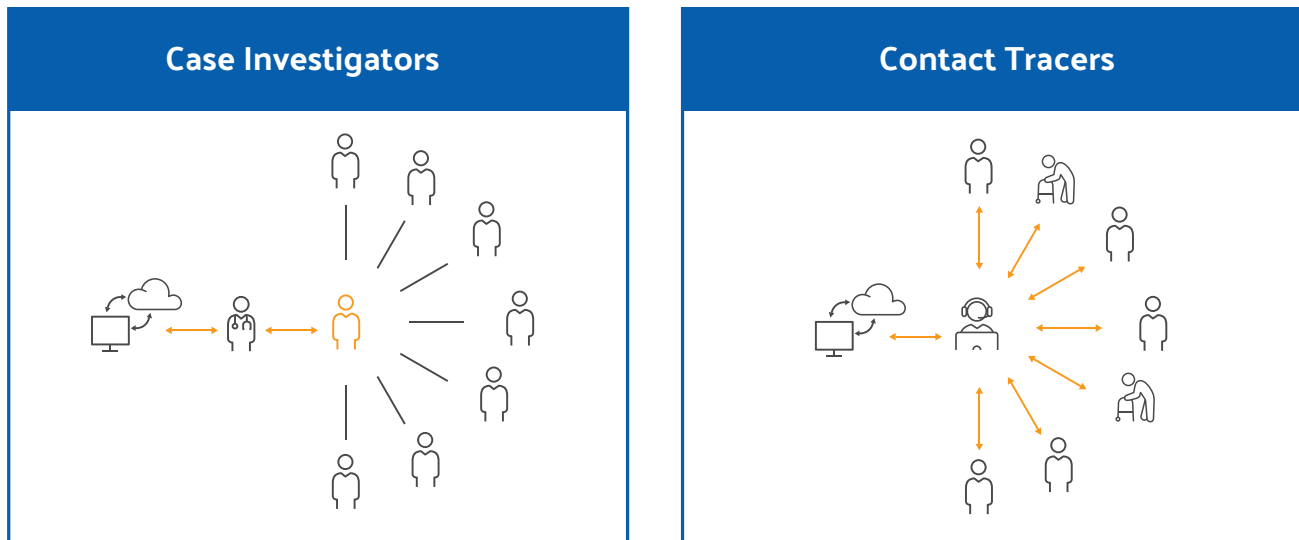
Countries that have been successful in controlling virus transmission have used a mix of social distancing with extensive access to testing, contact tracing, and social support for those infected to manage their condition. The initial focus in the U.S. has been equipping hospitals and front line workers to tackle the patient flow. However, avoiding community transmission is the key to ensuring that there is not an exponential increase in patients.

### Asymptomatic Transmission at Base of Pyramid



The standard approach to prevent infectious diseases from spreading is through case investigation, contact tracing, and support for exposed individuals. Each person newly diagnosed with COVID as a “case” is interviewed to enumerate their close contacts who have been within 6-feet for more than 15 minutes.

## Case Investigators and Contact Tracers

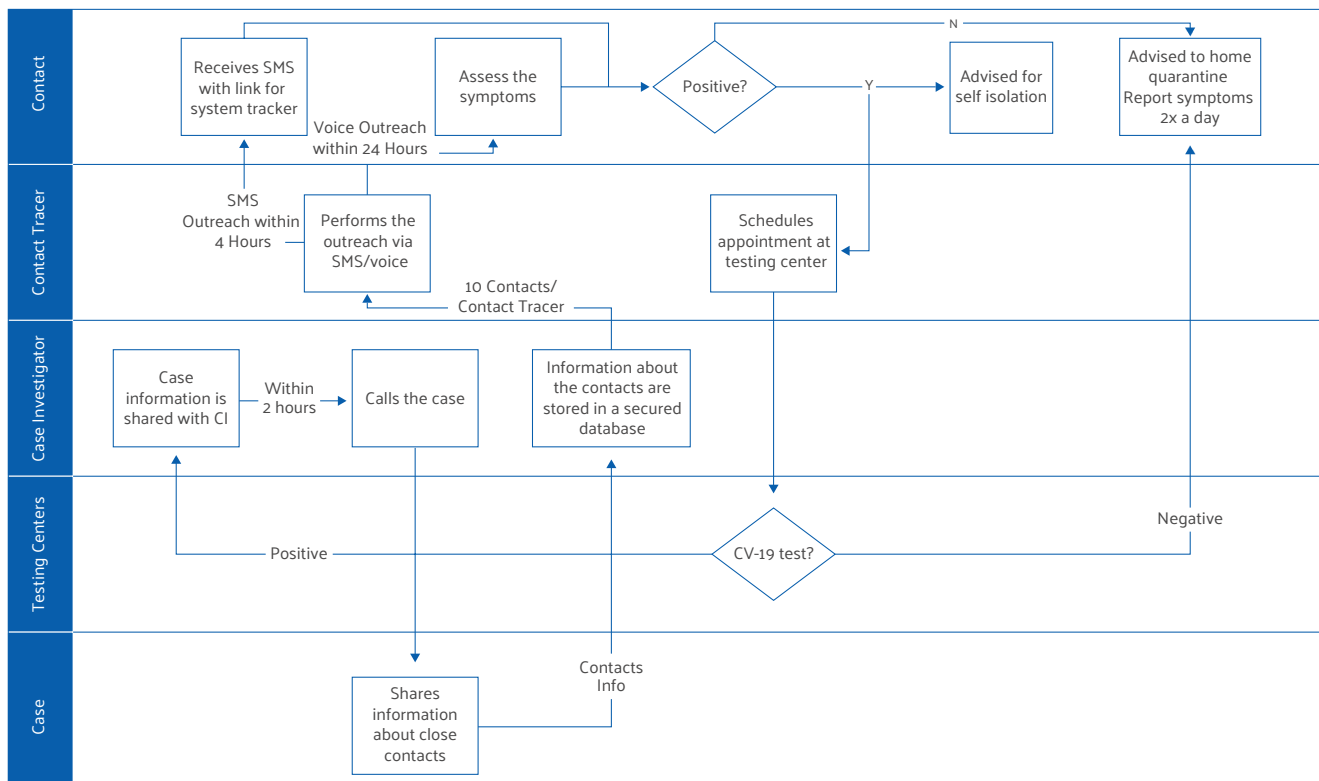


People identified as “contacts” are notified that they may be at risk so they can get tested, watch for symptoms, and use resources to protect themselves and their families.

## Contact Tracing Process

Electronic tools, along with public health workers, are used to implement a contact tracing system. The functional flow of a coordinated case investigation and contract tracing system is shown below.

### Communication Targets



# Scripts and Content Used by Contact Tracers

Some examples are provided below.

## Scripts

### Case Investigator:

- “You have COVID”
- Symptom review
- Who are your contacts?
- Home assessment for social vulnerability (if staying home)

### Contact Tracer:

- “You’ve been exposed”
- Symptom assessment
- Referral to the nearest testing center
- Instructions on home quarantine
- Home assessment (if staying home)

## Content for Contact Tracers

1. Contacts can upload their contacts into the microsite
2. List of testing sites
3. Quarantine enforcing
4. Isolation guidelines
5. Social support

## Roles Supported in the System

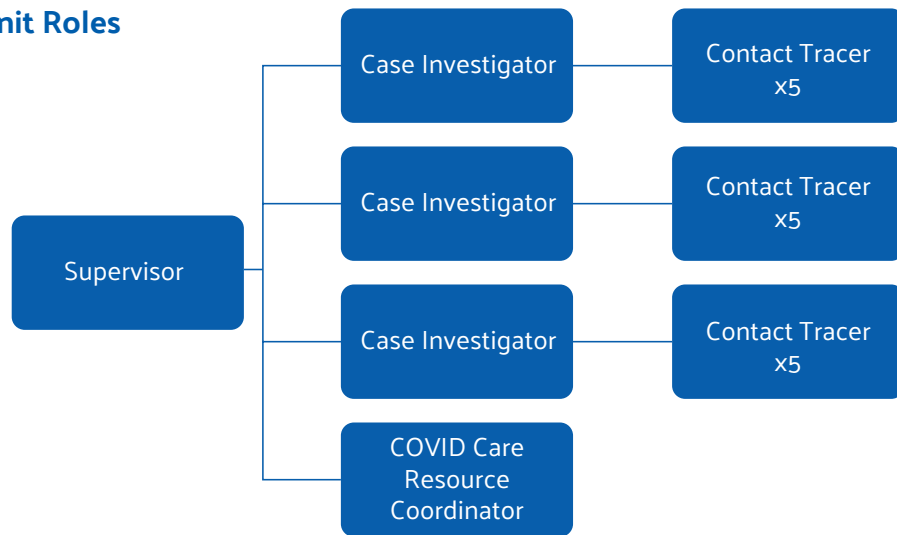
This is a “team of teams” approach. Within each team, there are smaller teams or units. The number of units within each team can expand or shrink based on the volume of contact tracing required. The team, made up of 10-12 units, is overseen by 1-2 supervisors.

### Each unit includes:

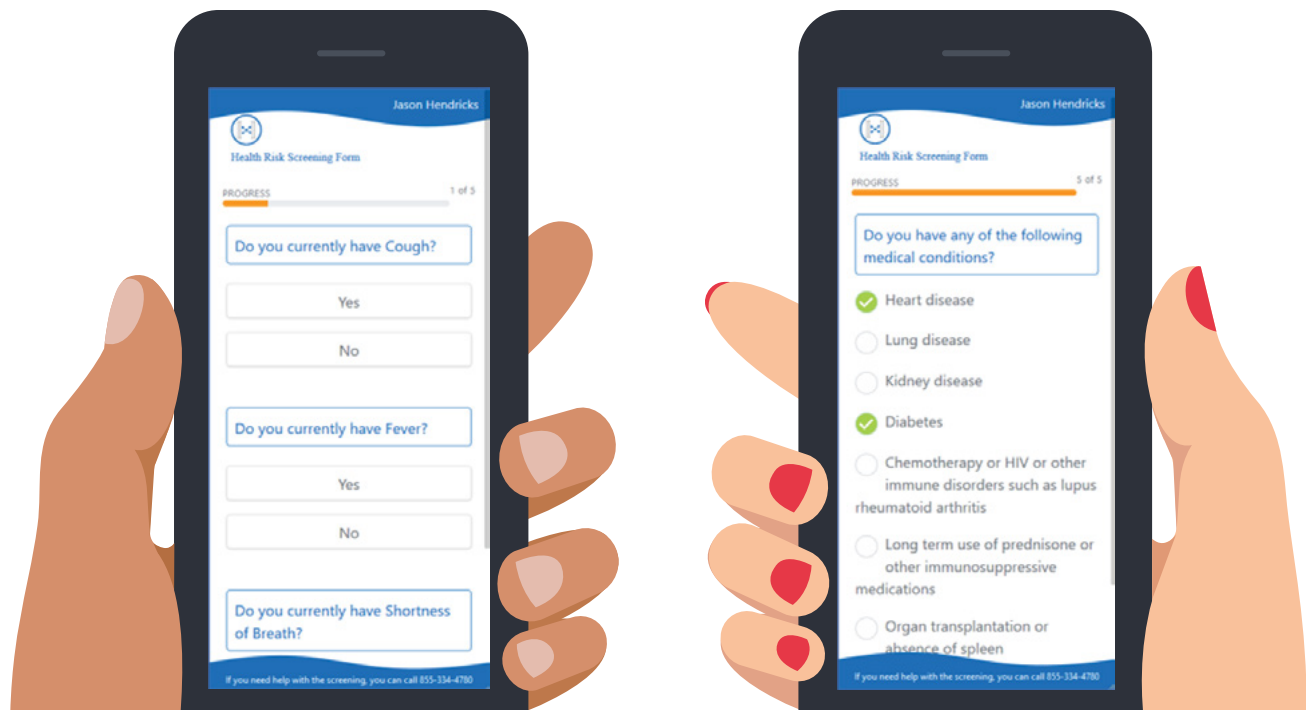
- Supervisor for a CTC (Contact Tracing Center) unit: multiple case investigators and at least one COVID care resource coordinator
- Case investigator
- Five contact tracers for every investigator
- COVID care resource coordinator



## Contact Tracing Unit Roles



Sagitec HealConnect is a citizen outreach platform used for health risk screening of Medicaid members and helps in automating and operationalizing contact tracing as described above in this article.



HealConnect supports various digital outreach channels including SMS, email, and outbound calls. The cloud-based solution can be deployed in less than 5 days. The platform is deployed on HITRUST certified Microsoft Azure ensuring high levels of data security.