COVID-19 Community Team Outreach Tool
4/11/2022 System Updates

Updates to Digital Outreach

Updates to Text Communication Fields

1. The text status fields within **Text Activity** records, of which there were originally four, have been updated to now only include two fields: **Text Delivery Status** and **Text Delivery Status Date**. These fields will now update based on the status of the text record.

2. Next, the subject line for all texts providing information on supplemental resources has been revised to read "Supplemental Communication Text."
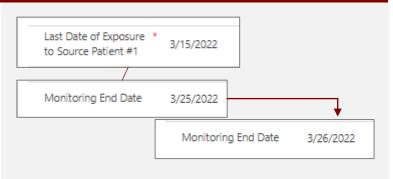

Improvements to Case Patient and Contact Portals

1. Within the case patient portal, **County** was previously marked as a required field even when a state other than North Carolina was selected as the contact's state of residence. This issue has been fixed, so that **County is now no longer required in the instance that a case patient marks a contact as out of state**.

Other Updates to Monitoring Events (MEs)

1. In certain situations (e.g., contacts created from the case portal), there was previously a bug that caused the **Monitoring End Date** to be calculated as 10 days from the **Last Date of Exposure** rather than 11 days. Additional work has been done to resolve this issue.

Other Updates to Monitoring Events (cont'd)

1. An update has been made to set **Enable Digital Monitoring** to "No" for all currently inactive records. This has been done to fix a bug causing issues with opening older inactive records within which **Enable Digital Monitoring** was set to "Yes," and **Monitoring Event Date** was blank.

2. It had been found that the system did not allow for a monitoring event to be deleted if no Person record was associated. This bug has been fixed, and monitoring events without an associated Person are able to be deleted.*

3. The State/Province variable (a back-end variable not visible on the Monitoring Event) became out-of-sync within the State Dropdown variable, which is visible on the Monitoring Event. This issue has been resolved, and the field is now in-sync with the field on the record. This should have no effect to most users unless the back-end State/Province variable was in use.

4. Some instances were reported wherein an extra "1" was added to phone numbers on monitoring events. This issue has been resolved.

*Note: *Eventually all Monitoring Events should have people records associated, but the work to populate this for all is still ongoing.*

COVID-19 Community Team Outreach Tool
4/11/2022 System Updates

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 is continuously in progress. Eventually, all monitoring events will have a Person associated with them through either matching with an existing Person, or by creating a new Person if no match was found.

Work is in progress to ensure that each monitoring event has a person record associated with it; however, until this work is complete**,** please continue to rely on the Monitoring Events Tab (and not the People Tab) for searching needs.