See below for an overview of changes that have been implemented in CCTO as of 10/28:

Monitoring Events for Repeat Exposures

CCTO now has the capability to represent multiple exposures for a single contact. Each contact profile now represents a single monitoring event in CCTO. A *monitoring event* is defined as a continuous monitoring period following exposure to COVID-19, which may include exposure to more than one source patient. **When a contact concludes a monitoring period, their profile should be closed and deactivated as normal.**

If a contact is re-exposed following a past monitoring period, you will now *clone* the deactivated contact profile, which will create a new *monitoring event* with the same C# and basic contact information but a different *Event #*. This designates a new exposure, and these profiles will be linked. You can then proceed with monitoring as normal. **Review the end-to-end process for handling a repeat exposure below:**

1. At the end of a contact's monitoring period, Final Monitoring Outcome is assigned, and the contact is deactivated per the current process.

2. **If the contact is re-exposed, you should return to the deactivated profile that r**epresents the most recent time this contact has been monitored in CCTO. *See next page for best practices to search for a contact's most recent monitoring event.*

3. **Assign this contact to yourself**. This ensures the contact clones correctly and is automatically assigned to you.

4. **To create a new monitoring event for this contact, click "Clone,"** and you will receive a message stating "Contact cloned successfully." **Contact profiles that have been cloned cannot be cloned again.** You can only clone a deactivated record that represents a contact's most recent monitoring event. If you attempt to clone an active profile, or if you attempt to clone a monitoring event that has already been cloned, you will receive an error message.
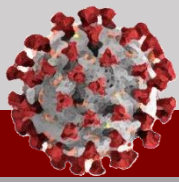

You will receive the above error if you attempt to clone a profile that is active or that has already been cloned. You can only clone a deactivated record that represents a contact's most recent monitoring event.

1	**Contact ends monitoring**
2	**Return to deactivated profile**
3	**"Assign"**
4	**"Clone"**

See below for an overview of changes that have been implemented in CCTO as of 10/28:

5. Cloning a deactivated profile creates a new monitoring event with the same C#, which is this contact's unique identifier that cannot be changed. **Some contact information, such as contact info and address, will automatically transfer to the new profile, but contact tracers are responsible for confirming and/or updating all profile information on cloned contacts.**

6. You can verify that you have created a new monitoring event for this contact by reviewing **"Event #,"** which increases by one each time the contact is cloned.

7. You can visit the **"Recent Monitoring History"** page on a contact's profile to view the monitoring events prior to and after (if applicable) this monitoring event.

8. Under the "System Information" page, there is also a **"Cloned"** field. This field will read "Yes" for profiles that have already been cloned. It will read "No" for profiles that have not been cloned, which represent the most recent monitoring event for a contact.

5	**New monitoring event created**
6	**"Event #"**
7	**"Monitoring History"**
8	**"Cloned" Field**

Views for Multiple Monitoring Events

The **All Contacts** view will now **show you the most recent monitoring event for all contacts,** whether active or inactive.

The **All Monitoring Events** view has been **created to show you all monitoring events for all contacts, both active and inactive.** The "Event #" column is located at the left for your convenience, and the highest Event # associated with a contact will always be their most recent monitoring event.

All system views for contacts except the "All Monitoring Events" view will default to showing **only** the most recent monitoring event for each contact in accordance with the filters of the view.

In most cases, case investigators will clone contacts; however, contact tracers are responsible for confirming and updating all information on cloned contacts. When you are assigned a contact, remember to review the Event #. **If the Event # is greater than 1, the contact profile was created through cloning.**

As a note, another system view called "Performance Metrics View for AA543" has been created to assist in exporting CCTO data.
Any users who are required to use this view will receive extra training.
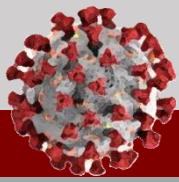
# October 28th Software Updates
COVID-19 Community Team Outreach

Updates to Assessments

1. The Assessments Page within contact profiles has been adjusted to display 10 assessments at a time, which should make scrollbars more accessible on most monitors.

2. The "Additional Questions" section of assessments will now display differently based on "Assessment Type." **The "Initial" assessment will contain all current assessment questions. "Monitoring" assessments will have a different Additional Questions section, which will not show the full list of resource questions. Instead, it will ask contacts: "Do you have a new resource need?" and will produce fields to provide details if the contact responds "Yes."**

3. There are now three free-text fields on assessments: "Other Symptoms," "Other Resource Needs," and a box for additional information.

4. **Contacts can now self-report testing details through a new assessment section called "COVID-19 Test Results."** Contact responses will be automatically transferred to a new profile section called "Contact-Reported Testing," which will appear if a contact reports test results. The "Contact-Reported Testing" section will update with the most recent test results reported in the assessment. **"Contact-Reported Testing" is for your reference and will not update "Testing Details." You should continue to update "Testing Details" per the current process.**

5. The **first time** a contact reports a symptom*, the new contact profile field for **"First Date Symptoms Reported"** will update with the date to alert you to review the contact's assessment. This field will only update one time.

6. Each time a contact reports a new resource need*, the new contact profile field for **"Most Recent Date Resource Need Reported"** will update with the date.
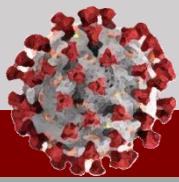

1 Assessments Page

2 "Initial" vs. "Monitoring" Assessments

3 Free-text assessment fields

4 "COVID-19 Test Results"

5 "First Date Symptoms Reported"

6 "Date Resource Need Reported"
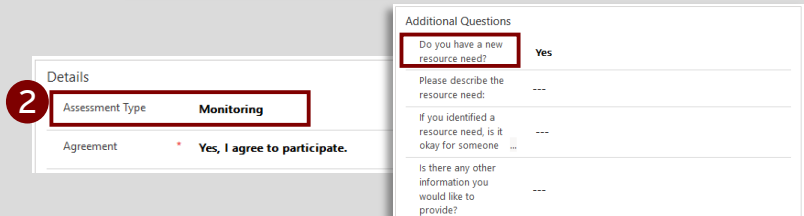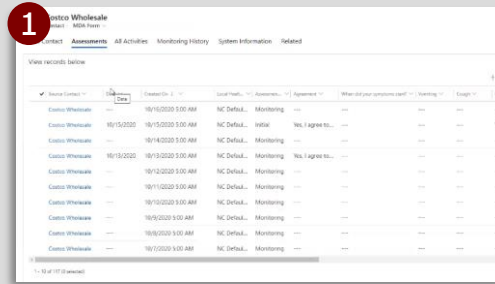
Assessment Types for Digital Monitoring:
When you select "Yes" in "Begin Monitoring?", the system creates one "Initial" assessment. All digital assessments created after this are "Monitoring."
If your contact completes any assessments by phone, you will need to select "Assessment Type" manually.
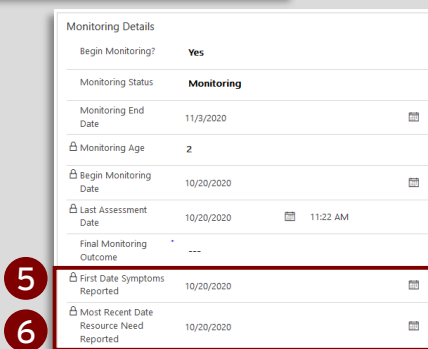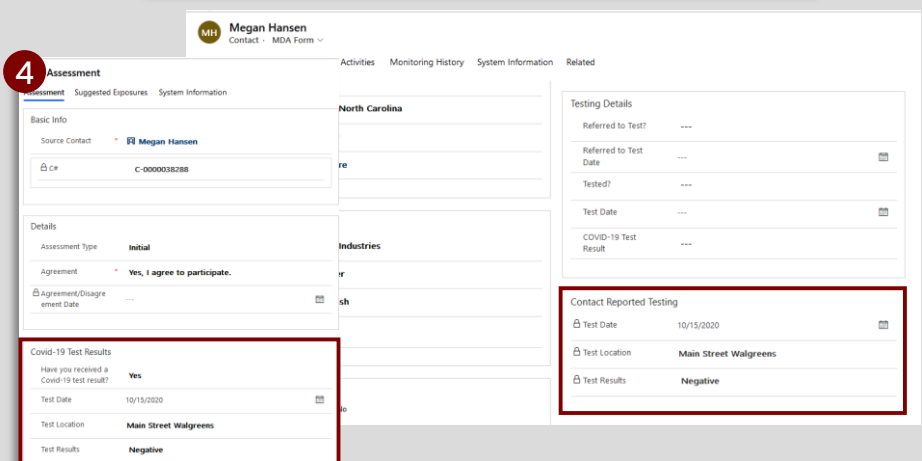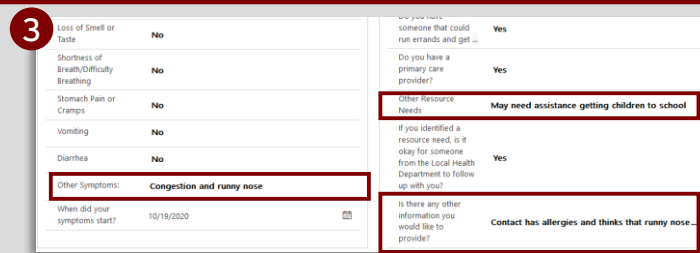
NOTE:
If a contact only responds to "Highest Temperature in 24 Hours," "Other Symptoms," and/or "Is there any other information you would like to provide?" this will NOT trigger "First Date Symptoms Reported" or "Most Recent Date Resource Need Reported" to update.

October 28ᵗʰ Software Updates

COVID-19 Community Team Outreach

See below for an overview of changes that have been implemented in CCTO as of 10/28:

Updates to Contact Profiles

1. To accommodate the changes to contact assessments, the box for "Self-Reported Test Results" and fields for "First Date Symptoms Reported" & "Date Resource Need Reported" have been added to contact profiles.

2. The fields for "Race," "Gender," and "Ethnicity" can now all be selected to "Unknown" and "Prefer not to answer."

3. The "Mobile Phone" field is now called "Primary Phone" and will continue to be the number to which text messages are sent.

4. **The Timeline/Activities section of contact profiles will no longer display texts and e-mails to simplify the timeline. Texts and emails can now be found on the "All Activities" Page at the top of contact profiles to allow you to view all activities.**

5. The fields for "Type" and "Call Status," which make up the subject line of your phone call, are now marked as business required with the blue +. The business-required designation means that these are important fields to select prior to closing out any calls.

6. **"Additional Outreach"** is now an option for "Type" to encompass any additional initial outreach that extends beyond a third attempt.

7. An improved **"System First Outreach Date"** field has been created to resolve issues with incorrect timestamps. Please update any personal views containing the old field (now *"System First Outreach (OLD)"*) with this new version. All past data in the "Hours to Outreach" field has been removed due to inaccuracies but will be accurate moving forward.

8. **Final Monitoring Outcome** can now be returned to a true blank rather than "---". Personal views filtering on an FMO of "---" should be updated to filter on "Does Not Contain Data."

1	*Updates based on changes to assessments*
2	**Options for "Race," "Gender," & "Ethnicity"**
3	**"Primary Phone"**
4	**Timeline/Activities**
5	**"Type" & "Call Status"**
6	**"Additional Outreach"**
7	**"System First Outreach Date"**
8	**Blank FMO**