

**Quick Reference: Informational Call Outcome Definitions**

<b>Informational Call Outcome</b>	<b>Informational Call Outcome Scenario</b>	<b>Informational Call Outcome Additional Details</b>
<b>Information Provided on Call</b>	Informational call to case patient* was completed based on informational call script.	<ul style="list-style-type: none"> <li>The information can be provided by way of an answered outgoing call or from an incoming call to the Call Center.</li> <li>If an outgoing call, case patient must answer the phone call. If a voicemail message is left, see "Unanswered or Unsuccessful Call" below.</li> <li>If information is attempted to be given but the case patient hangs up or refuses before completion, refer to "Refused" below.</li> <li>This may include when the case patient lives in a congregate living facility and information is provided to an eligible proxy (e.g. staff member) on the case patient's behalf.</li> </ul>
<b>Refused</b>	Case patient was spoken to, but was not willing to complete the call.	<ul style="list-style-type: none"> <li>Case patient was spoken to, but explicitly declines the continuation of the call prior to call completion.</li> <li>Case patient answers the phone but ends the call by hanging up.</li> </ul>
<b>Unanswered or Unsuccessful Call</b>	An informational call to the case patient was attempted, but did not result in successfully speaking to the case patient.	<ul style="list-style-type: none"> <li>The case patient's number was called, but case patient was not spoken to.</li> <li>A voicemail may or may not have been left.</li> <li>This may include a wrong or invalid number.</li> <li>This may include when someone answers the call and informs you the case patient is deceased.</li> </ul>
<b>No Call Attempted</b>	No informational call attempt was made to the case patient.	<ul style="list-style-type: none"> <li>The case patient was not prioritized to receive an informational call.</li> <li>There was no phone number associated with the record.</li> </ul>
<b>Is Duplicate</b>	Monitoring Event is a duplicate of another monitoring event already in CCTO for the same case patient for the same instance of them having COVID-19.	<ul style="list-style-type: none"> <li>Case patient's monitoring event is a duplicate of another monitoring event for the same diagnosis of COVID-19.</li> <li>This should not be used for monitoring events in which a case patient has two monitoring events for two different instances of COVID-19 (i.e. they recovered from COVID-19 and were diagnosed again in the future)</li> </ul>
<b>Other</b>	Other informational call outcomes do not apply.	<ul style="list-style-type: none"> <li>Case patient cannot be described by any other ICO.</li> </ul>

**\*or legal guardian or proxy designated to represent the case patient**