



Update to Case Portal and Treatment Text

Updates have been made to both the case portal as well as the treatment text to include the state-sponsored telemedicine resource.

A screenshot of a text box titled "Step 2: Consider Treatment for COVID-19". The text inside reads: "If started early, treatment may help you feel better faster and prevent the need for hospitalization due to COVID-19. Learn more and find out whether you are eligible for treatment at covid19.ncdhhs.gov/treatment. The key is: Don't wait." Below this is a grey callout box with the text: "NC DPH: If started early, COVID-19 treatment may help you feel better faster and prevent hospitalization. Learn if you qualify by talking to your healthcare provider or accessing NC's no-cost-to-you telemedicine program at <https://starmed.care/nc> or 704-941-6000. Learn more at covid19.ncdhhs.gov/treatments. Msg&Data rates may apply." At the bottom of the callout box is the Spanish translation: "De iniciarlo temprano, el tratamiento contra COVID-19 puede ayudarle a sentirse mejor más rápidamente y a evitar la hospitalización. Averigüe si califica por hablar con su proveedor de atención".

Step 2: Consider Treatment for COVID-19

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De iniciarlo temprano, el tratamiento contra COVID-19 puede ayudarle a sentirse mejor más rápidamente y a evitar la hospitalización. Averigüe si califica por hablar con su proveedor de atención

NOTE: Refer to the [Samples of Digital Outreach](#) job aid on the CD Manual for examples of all communication sent via text or e-mail as well as of the contact and case portals pages.

System Bugs Fixed

Latest Monitoring Event Error on Person Record

Some CCTO Users reported that there was an error with the “Latest Monitoring Event” field within the person record. At times, the ME represented in this field was *not* in fact the most recent. This issue has been fixed and this “Latest Monitoring Event” field should now be functioning properly.

A screenshot of a person record for "Luke Skywalker". The record is titled "Luke Skywalker - Saved" and has a "Person" tab selected. Below the title are tabs for "General", "Monitoring Events", "System Information", and "Related". The "General" tab is active, showing fields for "P#" (P-0000033142) and "Latest Monitoring Event" (Luke Skywalker). The "Latest Monitoring Event" field is highlighted with a red box.

Luke Skywalker - Saved

Person MDA Form

General Monitoring Events System Information Related

General

P# P-0000033142

Latest Monitoring Event Luke Skywalker

Vaccine Information Section

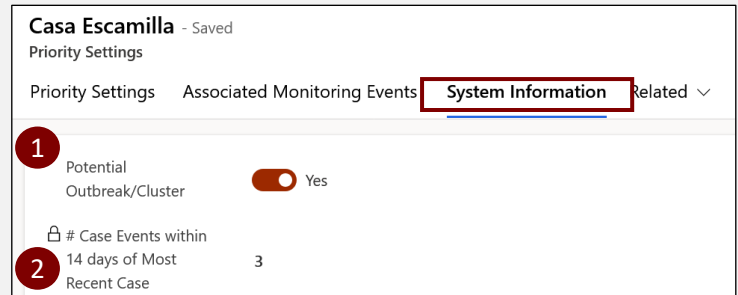
There was a recurring issue with information from the “Vaccination” section of a ME not syncing to the person record. At times some fields from certain vaccine doses would transfer successfully to the person record but others would not. Other times none of the fields would transfer to the person record. This issue has been fixed and the vaccine information input in a ME should now transfer to the person record properly.



Update to Priority Settings

Updates have been made to the new **Priority Settings** functionality in CCTO. Within a priority setting, there are two new features in the System Information tab.

1. Priority Settings with two or more case MEs that were created within a 14-day period will now trigger the **“Potential Outbreak/Cluster”** to turn to **“Yes”**.
2. The system will **count the number** of case MEs in the priority setting that are created within 14 days of the most recent case added. Contact MEs will not be included in this count.



NOTE: Refer to the updated [Priority Settings job aid](#) on the CD Manual for a more detailed explanation of this new functionality, as well as the different expectations between regular CCTO users and Admins as it relates to this feature.

Updates to Phone Calls and Tasks

Searchable by T# and Ph#

1. In a recent system update, phone calls and tasks were given a unique identifier that enables users to search using a **Ph# (phone call)** or a **T# (task)**.
2. Phone calls and tasks are both now **searchable** by Ph# or T#. Once in the Activities application, select the view for either **“All Phone Calls”** or **“All Tasks”**. Put the Ph# or T# into the search bar of this view and your phone call/task should appear in the results below.

