Sara Alert

Secure monitoring and reporting for public health

User Guide

Software Version 1.4

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ABOUT SARA ALERT

Sara Alert serves as a force multiplier that supports governmental public health response to emerging disease threats, including active monitoring of home quarantine and isolation for disease containment or mitigation.

The open source tool allows public health resources to be directed where they are most needed. Sara Alert enables public health officials to enroll individuals at risk of developing a disease of interest ("monitorees"), for example COVID-19. Once enrolled, individuals can report their (and their household members', if applicable) symptoms daily through multiple platforms (e.g., mobile, desktop, text-based, voice), providing public health departments improved situational awareness. If a monitoree reports any symptoms or does not submit a daily report, the record is flagged by the system so that public health can quickly and efficiently identify monitorees requiring follow-up for care coordination or non-response follow-up. Sara Alert also enables public health officials to enroll cases who require monitoring to determine when it is safe to discontinue home isolation. Once enrolled, individuals can report their symptoms daily through multiple platforms (e.g., mobile, desktop, text-based, voice), providing public health departments improved situational awareness. If a monitoree reports meets a recovery definition or does not submit a daily report, the record is flagged by the system so that public health can quickly and efficiently identify monitorees requiring follow-up to verify that it is safe to discontinue home isolation or non-response follow-up.

The concept of operations and high-level workflow are shown below.

Visit saraalert.org for more information about Sara Alert, including FAQs, tutorial videos, and fact sheets. To send questions, comments, or other feedback related to Sara Alert, email saraalert@mitre.org.

CONCEPT OF OPERATIONS

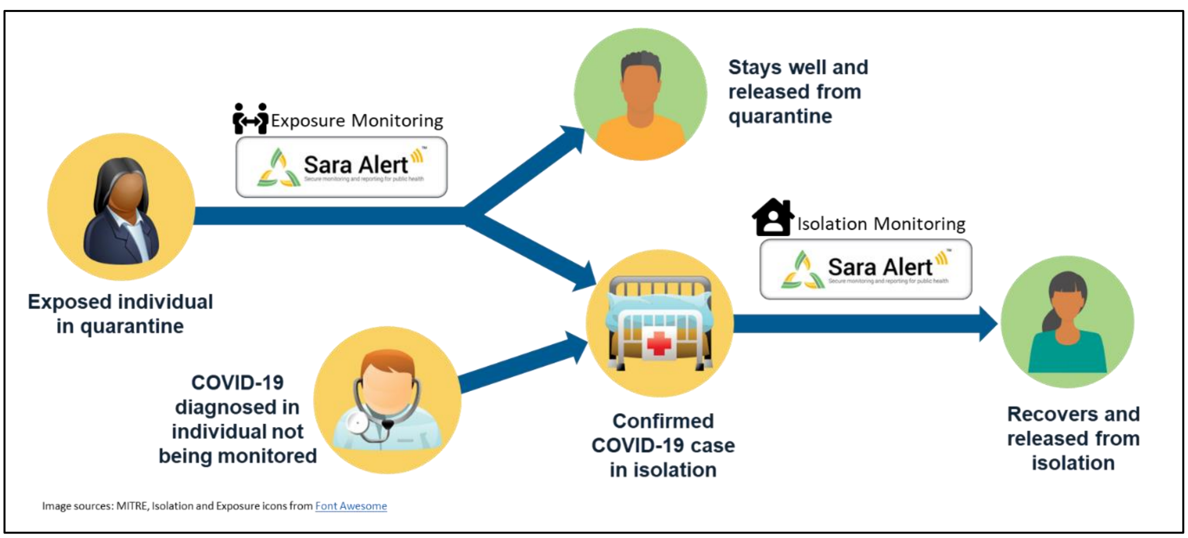

Figure 1. Sara Alert Concept of Operations

WORKFLOW SUMMARY

The Sara Alert system contains two parallel public health workflows that track two types of monitorees:

- **Exposure monitoring workflow:** allows public health to monitor potentially exposed individuals to determine if they become ill; for COVID-19 the monitoring period is 14 days after the last day of exposure.
- **Isolation monitoring workflow:** allows public health to monitor cases daily to determine when they meet the recovery definition and it is safe to discontinue home isolation.

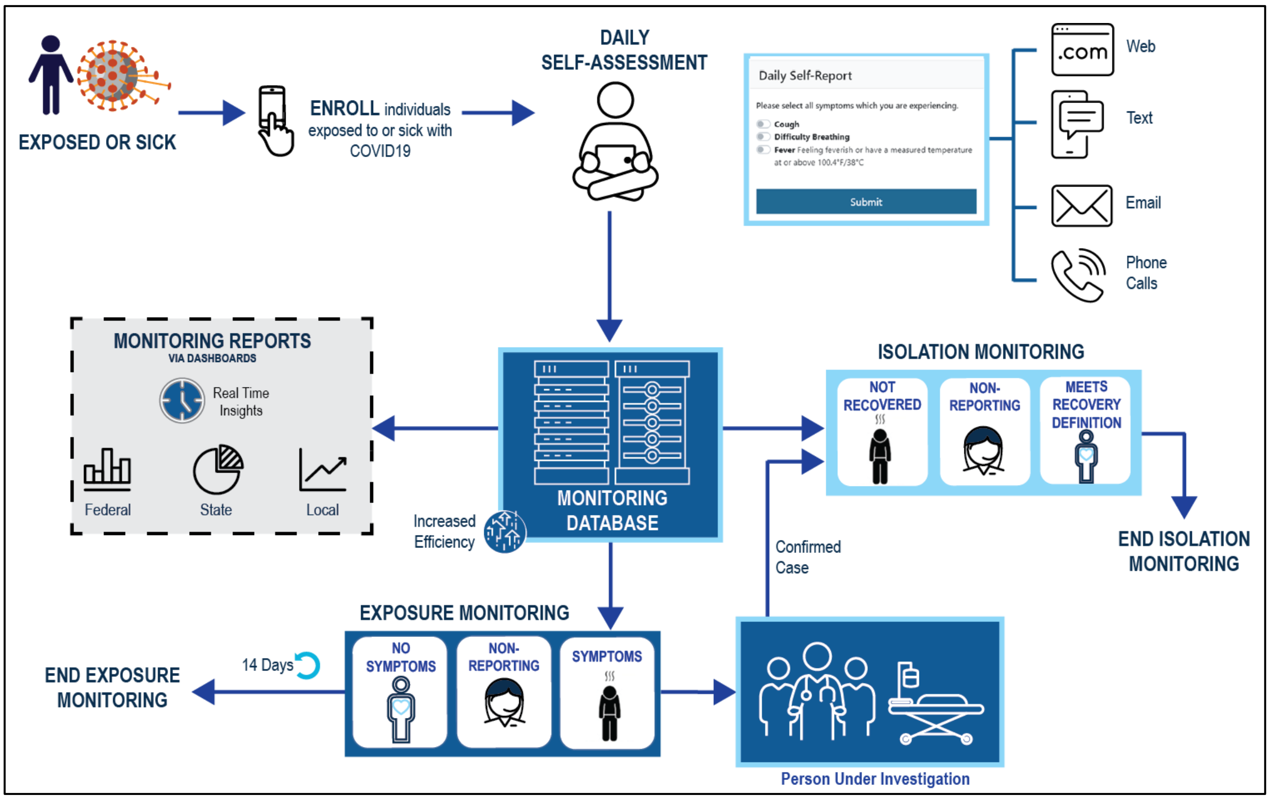

Figure 2. Sara Alert Workflow Summary

ROLE OVERVIEW

A user may be assigned one of the roles below by their local administrator.

ENROLLER ROLE

An enroller is a trusted user who can add new exposed monitorees into Sara Alert who require public health monitoring. Enrollers cannot enroll monitorees into the isolation workflow.

Record Access

- An enroller only has access to records that they added to the system.
- An enroller can only view or modify data elements that can be inputted during enrollment including demographics, exposure history, and planned travel; enrollers cannot view symptom report information submitted by monitorees, public health actions, or comments made by users.

Enroller Capabilities

- Enroll a new monitoree into the exposure workflow
- Assign record to another jurisdiction that the enroller has access to (e.g., State enroller can assign cases to local jurisdiction within state)
  - The user’s assigned jurisdiction is the default jurisdiction assigned to a record
- View enrollment details of monitorees enrolled by user
- Modify enrollment details of monitorees enrolled by user
- View an overview of enrollment statistics by user and user jurisdiction

Workflow

- Enrollers can only enroll monitorees into the exposure workflow

PUBLIC HEALTH ROLE

A Public Health user is a trusted user that can manage the daily public health monitoring of enrolled exposed monitorees and cases.

Record Access

- A public health user can only access records associated with their assigned jurisdiction.
- A public health user can view all data elements associated with a record.

Public Health User Capabilities

- Toggle between the Exposure Monitoring and Isolation Monitoring workflows
- View monitoring line list of monitorees in assigned jurisdiction
- View enrollment details of monitorees in jurisdiction, including contact and exposure information
- Modify enrollment details of monitorees in jurisdiction
- Move exposed monitorees between exposure workflow line lists
- Move monitorees who are confirmed cases between isolation workflow line lists
- View monitoree daily symptom reports
- Modify monitoree daily symptom reports (if required to correct entry errors)
- Add exposed monitoree and case symptom reports on behalf of monitorees (for those who are unable or choose not to report electronically)
- Add comments to a monitoree's record
- Document public health actions (e.g., referral to care or for testing)
- Transfer monitorees to a new jurisdiction
- End monitoring period
- View and export analytics summary for monitorees in the user's jurisdiction
- Batch import new monitorees from an Epi-X notification spreadsheet or using the Sara Alert Format Template.
- Export monitorees records

Workflow

- Can move exposed monitorees from the exposure workflow to the isolation workflow
- Can import a list of exposed monitorees into the exposure workflow or a list of cases into the isolation workflow

PUBLIC HEALTH ENROLLER ROLE

A Public Health Enroller is a trusted user assigned the public health enroller role has the combined capabilities of both the enroller and public health roles (see lists above). This role should be assigned only if a user needs to perform the duties of both roles.

Workflow

- Can move exposed monitorees from the exposure workflow to the isolation workflow
- Can import a list of exposed monitorees into the exposure workflow or a list of cases into the isolation workflow
- Can manually enroll exposed monitorees into exposure workflow through the user interface

ANALYST ROLE

An Analyst is a trusted user assigned the analyst role can view the analytics summary. The level of aggregated data (e.g., all states, one state, one local jurisdiction within a state) that an analyst has access is based on their assigned jurisdiction.

Record Access

- Analysts cannot see individual monitoree record details.
- Analysts can view aggregated data for their assigned jurisdiction (e.g., local, state, nationwide).

Analyst Capabilities

- View and export analytics

Workflow

- Analytics are generated using data from both exposure and isolation workflows.

ADMINISTRATOR ROLE

An Administrator is a trusted user who can manage Sara Alert users

Record Access

- An administrator cannot see individual monitoree record details or the analytics summary.

Administrator Capabilities

- Add new users
    - Assign jurisdiction to users. A local administrator can only assign users to a jurisdiction that the admin has access to.
    - Assign role (enroller, public health, public health enroller, analyst, or admin). A user may only be assigned one role.
- View list of users within assigned jurisdiction
- Lock or unlock user accounts
- Reset user passwords
- Edit user information
- Manage two-factor authentication

MONITOREE

A monitoree is a subject with potential exposure (exposed monitoree) or disease (case) who has been enrolled by a trusted public health representative for public health monitoring. The system will send a request for a daily symptom report via the monitoree's or case's preferred contact method. An exposed monitoree or case will not have a system login.

Record Access

- A monitoree does not have access to any record information; monitorees can only see the daily symptom report.
- An monitoree cannot edit data associated with their or any other record.

Monitoree Capabilities

- Submit Daily Reports for themselves
- Submit daily reports for their household if they are enrolled into the exposure workflow as the Head of Household

Workflow

- A monitoree may be enrolled manually or imported into the exposure workflow by an enroller or public health enroller. Monitorees cannot be manually enrolled into the isolation workflow (they can only be imported).

GETTING STARTED

LOGGING IN

1) Open Sara Alert in a web browser. Compatible web browsers include Chrome, Microsoft Edge, Microsoft Internet Explorer 11, Mozilla Firefox, and Safari. If using Microsoft Internet Explorer 11, you may need to turn off compatibility mode.

2) Log in using your credentials.

Figure 3. Log in screen

3) Register for two-factor authentication (2FA) by providing a phone number (first time only). Enter your phone number and country (for the country code) then click "Register".

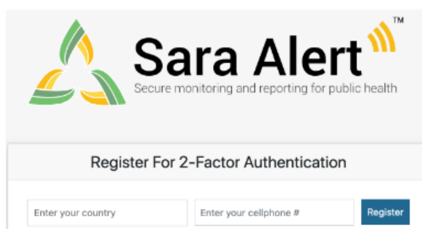

Figure 4. Enter your phone number. This is how you will receive your 6-digit 2FA token number.

4) For all login attempts after initial registration, you will be prompted to choose how to receive the 6-digit 2FA token (i.e., SMS/Text or through a phone call).

- Select your preferred method to receive the 2FA token.
- Enter the 6-digit token when you receive it and click "Submit"

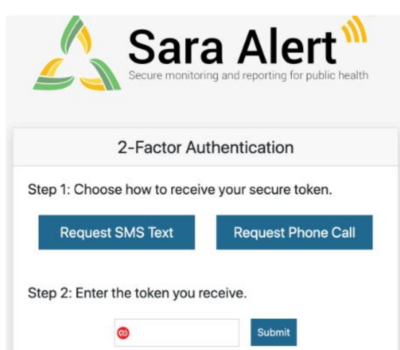

Figure 5. Choose your preferred method to receive your token, then enter it to complete log in.

5) Depending on your assigned system role, you will be taken to a different home screen:

- Enrollers: Enrollment Dashboard
- Public Health or Public Health Enroller: Line List Dashboard
- Analyst: Analytics Summary
- Administrator: Admin Panel

6) Your assigned jurisdiction is listed in the upper right-hand corner of the screen. You can only see records or users (if an admin) that are assigned to your jurisdiction.

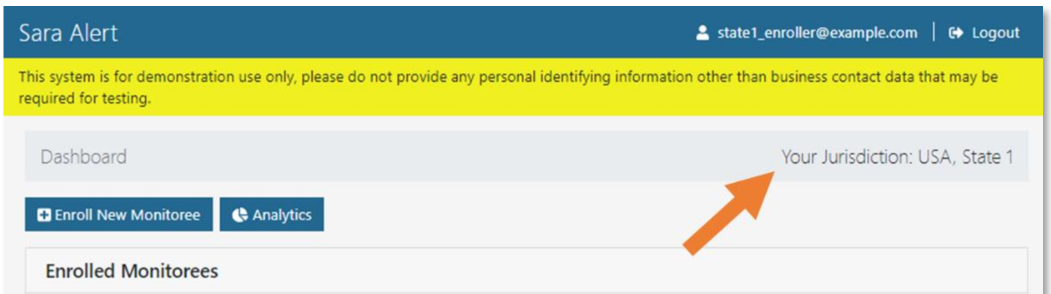

Figure 6. Sara Alert shows your jurisdiction in the upper-right corner of the dashboard

7) To end the session, click "Logout". Users should log out of the system when not in use.

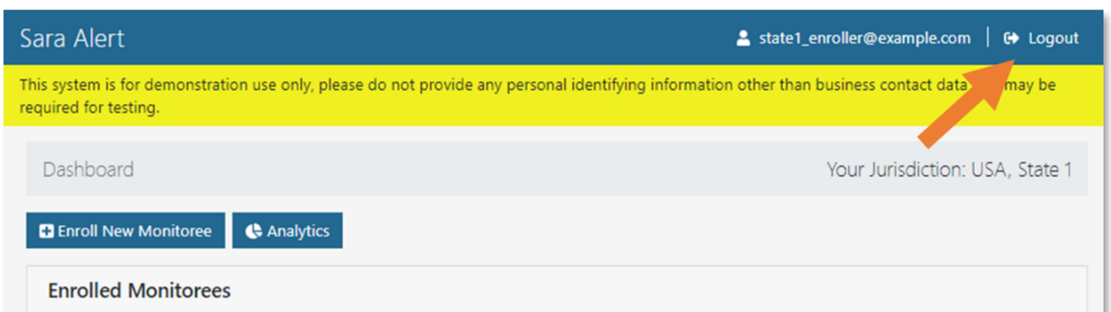

Figure 7. Click "Logout" (in the top right corner) to end your session

SARA ALERT RECORD RETENTION

In order to minimize the amount of identifiable information stored on the production servers, Sara Alert will purge records of identifiers if there have been no changes to a record for a defined time period, provided that a monitoree is no longer being actively monitored. For COVID-19, the time has been configured for 14 days after last record update (e.g., an update includes any action on the record, including adding comments or updating any fields). All records that have met the purge criteria since the last system purge date will be eligible for purge unless the record is updated. The expected purge date for a record is displayed on the closed line list. If a jurisdiction would like to retain the records, users will need to select "Export for Purge Eligible Monitorees".

On **Thursdays at noon UTC**, the system will flag closed records that have not been updated for 14 days to be purged of identifying information. An email notification will be sent to local administrators. Local administrators will need to coordinate with a public health user to export records for retention before purge if necessary.

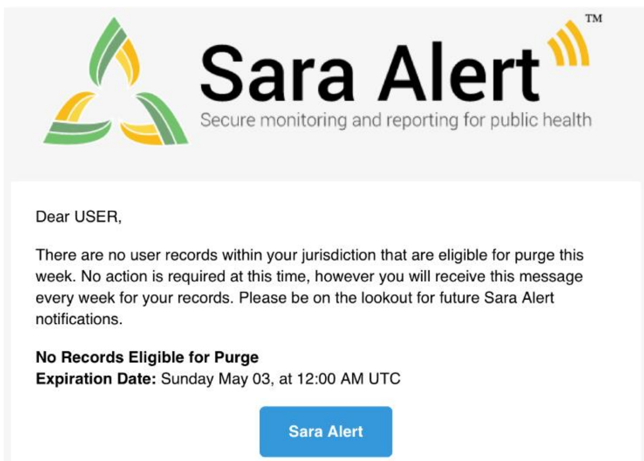

Figure 8. Notification to administrators about records that are purge eligible

The system will purge records flagged Thursday on **Saturday at 11:59 pm UTC**. If a record flagged for purge is updated before Saturday at 11:59 pm UTC, the record will not be purged. An online converter can be used to convert UTC to your local time zone.

The system will retain the following information from a record after the purge of identifying information to allow the analytics summary to show aggregate data over the duration of monitoring using Sara Alert within a jurisdiction:

- Age
- Sex
- Race
- Ethnicity
- Reason for Closure
- Exposure risk assessment (high, medium, low, no identified risk)

- Assigned Monitoring Plan
- Exposure Risk Factor Categories (e.g., travel to affected country or area, close contact of known case, etc)
- Date of Last Exposure
- Symptom Onset Date
- Public Health Actions
- Address County
- Assigned Jurisdiction
- Isolation Workflow Flag (e.g., to identify cases from contacts)
- Symptom Report History
- Lab Result History

Purged monitorees will no longer appear in the dashboard.

EXPOSURE WORKFLOW

The exposure monitoring workflow allows public health officials to monitor potentially exposed individuals to determine if they become ill; for COVID-19 the monitoring period is 14 days after the last day of exposure.

ENROLLER ROLE CAPABILITIES

A video tutorial for this section is available at: https://youtu.be/Bbph-CN5Zk4
The following information is for users assigned the Enroller or Public Health Enroller role.

Monitoree Enrollment Information Overview

Monitoree enrollment information is organized into 6 different screens that allow an enroller to add information in a defined sequence; this user interface is called the enrollment wizard. The enrollment wizard is used to collect the information described below. **Monitorees enrolled manually though the user interface will be added to the exposure workflow.**

Monitoree Identification

- Includes name and demographic information, as well as any existing state/local/Federal ID numbers

Monitoree Address

- Home Address Within USA (U.S. Residents)
    - Address at Destination in USA Where Monitored: If the same as the home address, select "Copy from Home Address."
- Home Address Outside USA (Non-Residents)
    - Address at Destination in USA Where Monitored: Enter data here for individuals who are temporarily staying in the U.S. during their monitoring period

Monitoree Contact Information

- Indicates how monitorees will receive notifications to submit daily reports (email, SMS text, phone, etc.)
    - Message and data rates may apply depending on the contact method selected
- Some fields are conditionally required depending on the selected "preferred contact method"
- "Preferred Contact Time" may be specified for SMS and phone contact methods
    - Morning is between 8 AM and noon in local time zone*
    - Afternoon is between noon and 5 PM in local time zone*
    - Evening is between 5 PM and 8 PM in local time zone*
        - The local time zone for monitorees is determined by the monitoree **address state data element**. If address state is left blank, the eastern time zone is used by default. The time zone for each state has been assigned based on each state's population center.

Monitoree Arrival Information

- Fields on this screen are optional since all monitorees will not have travel history; if travel history is available it is recommended for data entry.

Additional Planned Travel

- Fields on this screen are optional since not all monitorees will plan to travel during their monitoring period.

Monitoree Potential Exposure Information

- The "last date of exposure" field is used by the system to automatically calculate the monitoring period.
- Some exposure risk factors have free text fields to allow for specific exposures to be documented. In instances where there may be multiple applicable answers (e.g., the monitoree visited multiple healthcare facilities with known cases), use commas to separate multiple specified values.
- The "Assigned Jurisdiction" field can be updated on enrollment.
    - The default jurisdiction will match the user's assigned jurisdiction displayed in the upper right-hand corner of the screen.
    - The list of available jurisdictions at enrollment will only be populated with other jurisdictions that the user has access to (e.g., State enroller can assign cases to local jurisdiction within state)
        - If a record needs to be transferred to a jurisdiction that the user does not have access to, a public health user will need to transfer the record after enrollment.

How to Enroll New Monitoree

1) Click the "**Enroll New Monitoree**" button.

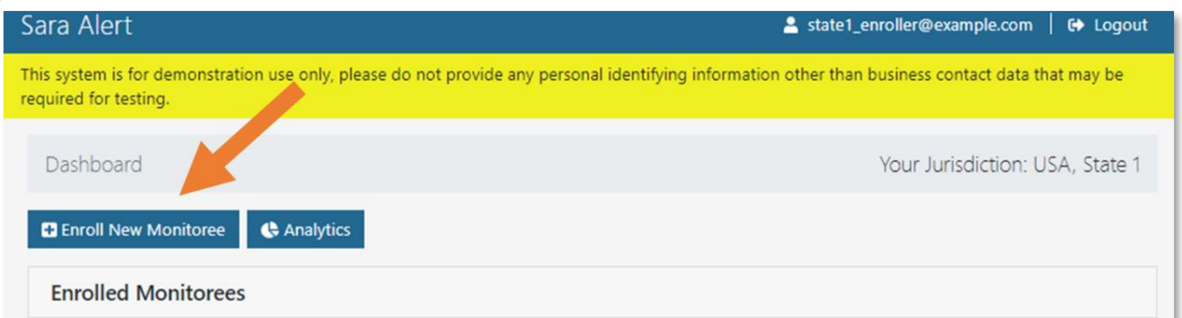

Figure 9. Enroll new monitoree

2) Enter information on enrollment screens. To advance, click "**Next**". To return to a previous screen, click "**Previous**." Required fields (*) must be completed before advancing.

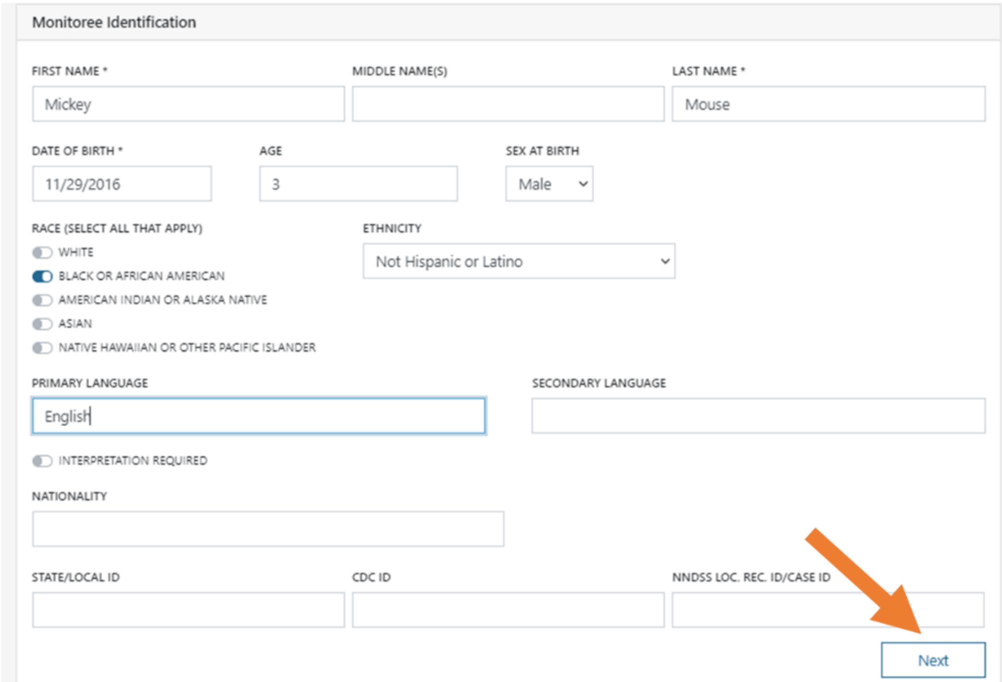

Figure 10. Enter new monitoree enrollment information

3) Review enrollment data and save record.

- Select "**Edit**" to return to previous enrollment screens (if needed).
- Select "**Finish**" to create the record. The record is not created until "Finish" is selected. If you navigate away from the enrollment wizard before selecting "Finish", the record will not be saved.

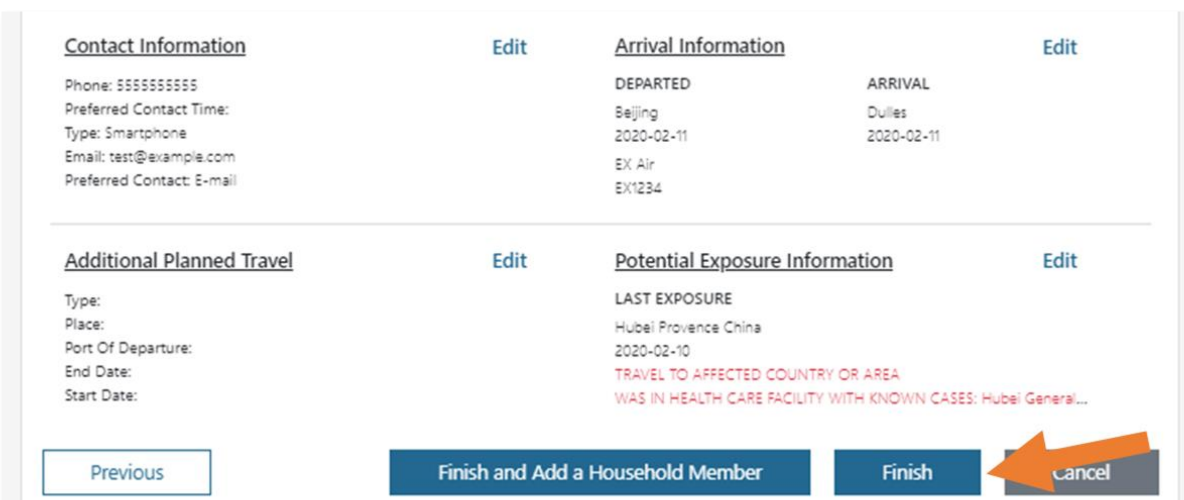

Figure 11. Click "Finish" to save the record

How to Enroll a Household with Head of Household Reporting

Sara Alert allows a group of monitorees to, if they so choose, report symptoms as a single household unit. The system will link their records and contact only the Head of Household (as determined by the monitorees) to collect daily symptom information. This option is only available during initial enrollment using the following steps:

1) Enroll the Head of Household (follow instructions for “How to Enroll a New Monitoree”). The first household member enrolled is defined as the Head of Household. The Head of Household will be responsible for reporting for each subsequent household member enrolled.

2) Select “**Finish and add a Household Member**” to save the head of household record and add a new household member whose daily report will be submitted by the Head of Household.

3) Confirm that you would like to enroll household members by clicking “**Continue**”.

- Any household member that would like submit reports on their own behalf should be enrolled individually and not as a household member

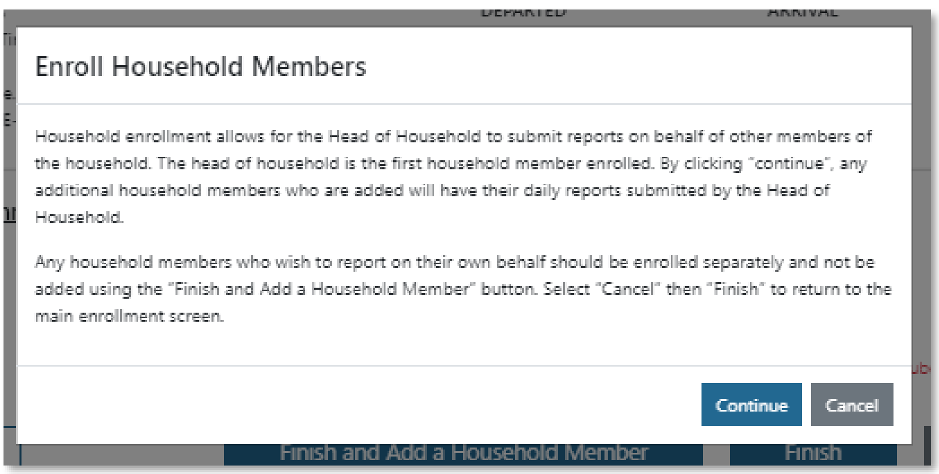

Figure 12. Note how Sara Alert handles household enrollment

4) The subsequent household member enrollment screens will be pre-populated with the same address, contact information, arrival information, additional planned travel, and potential exposure information as the Head of Household. These values can be edited, if different among household members, in each of the data entry screens or by clicking "**Edit**" at the monitoree review screen. **Note**: Users may need to edit exposure information, including last date of exposure, for individuals who were secondarily exposed through a house member.

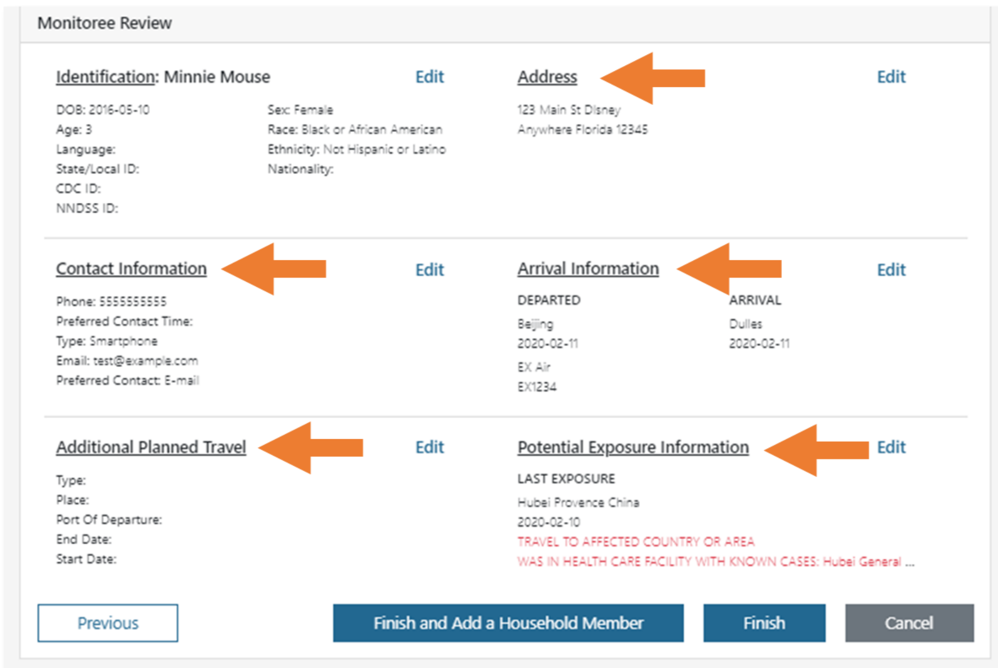

Figure 13. Sara Alert Automatically Pre-Populates Information from Same-Household Monitorees

5) Select "**Finish and Add Householder Member**" at the bottom of the enrollment review screen to continue to enroll additional household members. The head of household will be responsible for reporting for each household members.

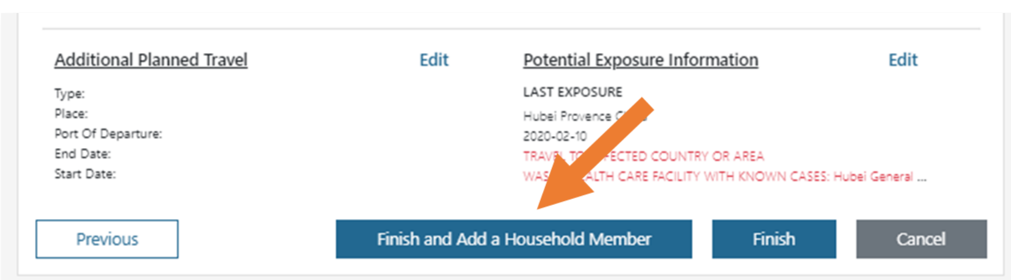

Figure 14. Monitoree record review

6) To close enrollment of members to a particular household, click "**Finish**" at the bottom of the enrollment review screen after enrolling the last household member to the group.

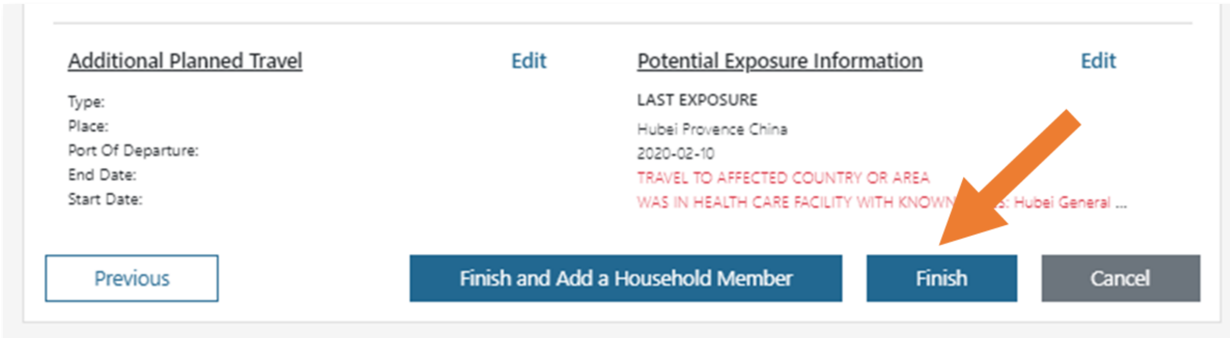

Figure 15. Click "Finish" once all household members have been enrolled

7) The records will be linked in the user interface so users can identify monitorees whose reports are submitted by another person (Head of Household).

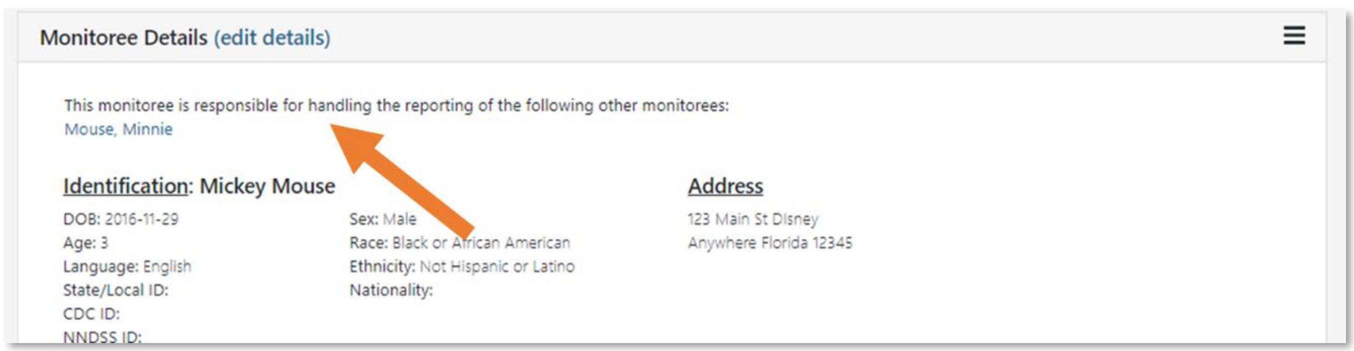

Figure 16. The head of household's record. ***Note*** *that other household members are listed*

How to Edit Monitoree Enrollment Information

Both Enrollers and Public Health Users can modify monitoree records to add new information or correct data entry errors.

1) Search for the monitoree of interest on the Enrollment Dashboard.

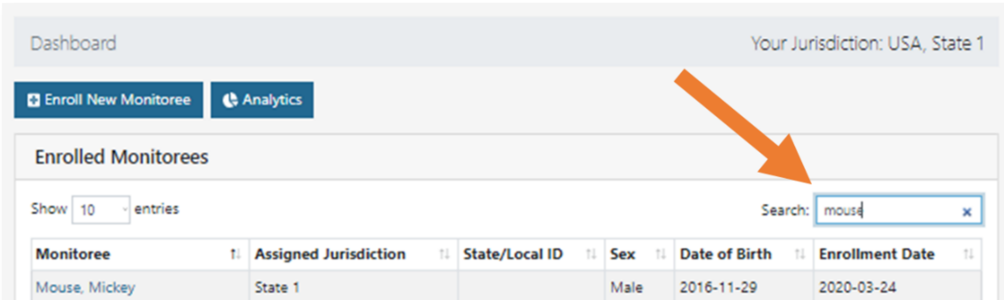

Figure 17. Search enroller dashboard

2) Select the monitoree record by clicking on their name.

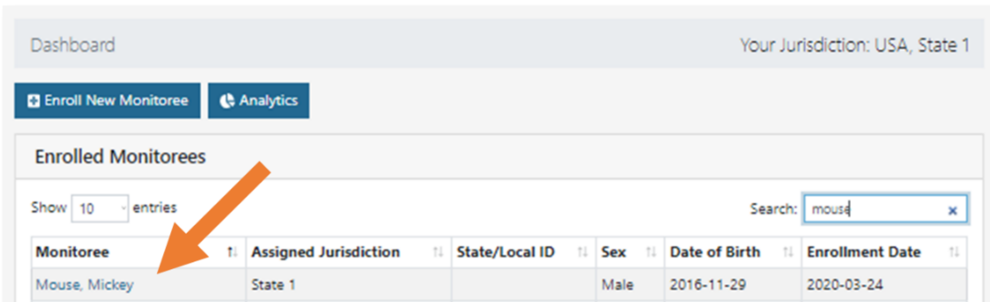

Figure 18. Select monitoree record

3) Select "**edit details**" to make necessary changes.

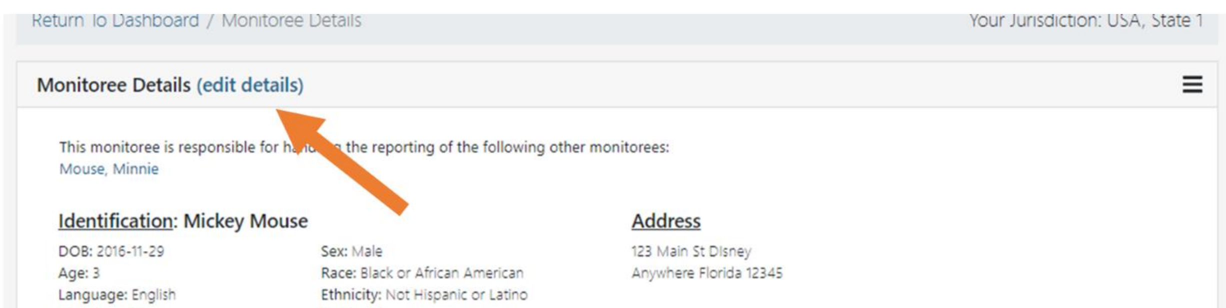

Figure 19. Modify monitoree record

How to View Enrollment Analytics

The analytics summary for enrollers shows:

- Summary of enrollments made by user ("Your statistics")
- Summary of total enrollments in the user's assigned jurisdiction ("System Statistics")

To view enrollment analytics, select the "**Analytics**" button. This information is updated every 30 minutes.

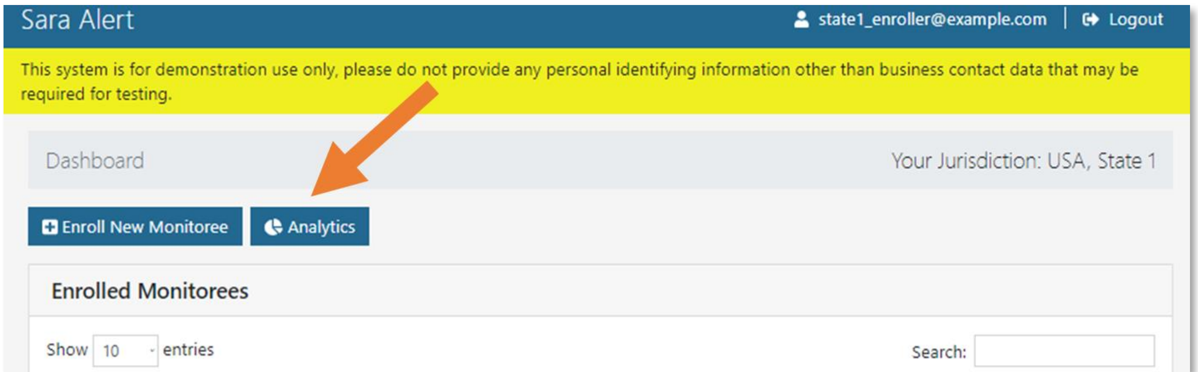

Figure 20. View enrollment analytics

PUBLIC HEALTH ROLE CAPABILTIES

The following information is for users assigned either the Public Health or Public Health Enroller role. Sara Alert shows exposed monitorees and cases on two different dashboard views: exposure monitoring and isolation monitoring. This section summarizes public health role capabilities for monitorees in the exposure monitoring workflow. For information on the public health user role in the isolation monitoring workflow, see the corresponding section on **page 55**.

View Analytics Summary

The analytics summary shows aggregated data from records in the user's assigned jurisdiction only. This page is accessed the same way from either monitoring workflow.

1) Click "**View Analytics**" button on the dashboard.

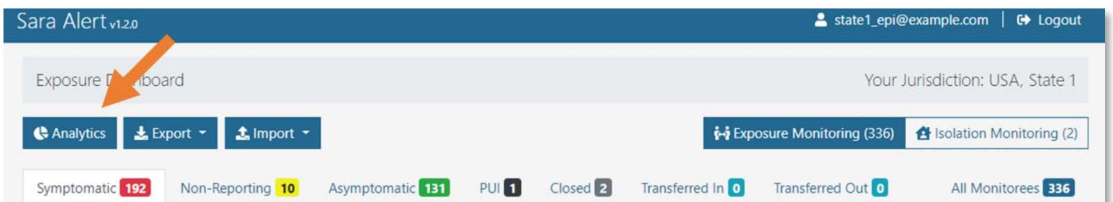

Figure 21. Public health users can view an analytics dashboard of their assigned jurisdiction's data

2) Review the analytics summary and configure the display of information based on preference (e.g., data from displayed as table or charts) The data that drives the analytics page is updated every 30 minutes for performance reasons. The time of the last update can be found at the top of the analytics summary.

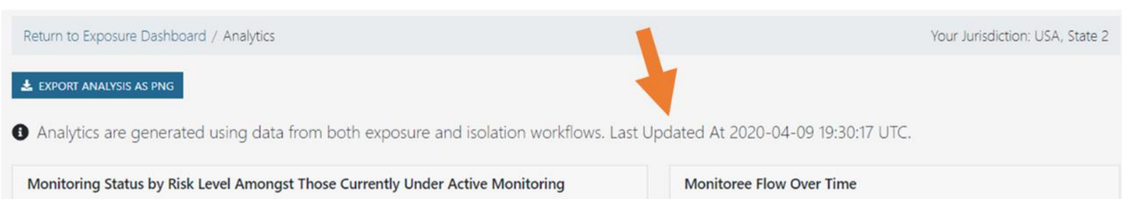

Figure 22. Analytics summary. The time of the last update can be found at the top of the screen

3) Select "**Export Analysis as PNG**" to download a screen capture of the entire dashboard display. The export will reflect the current dashboard view configuration (e.g., data displayed as a graph or table).

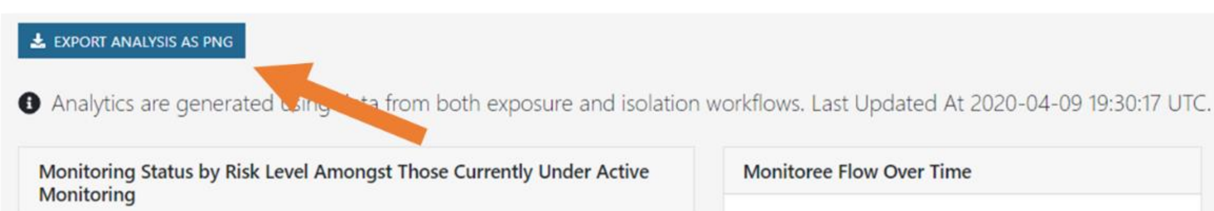

Figure 23. Export the summary

Export Multiple Records

Sara Alert allows users to export monitoree record data, which can be opened in Microsoft Excel, statistical software, or visualization software as needed to meet local analytical needs. This also allows users to save records prior to them being purged from the system to comply with jurisdiction record retention policies. A description of the different export formats available are summarized below.

It is the responsibility of each user to follow their organization protocols to ensure that information is protected after being exported from Sara Alert.

Line List Export Description

This will download the line list view of records across all line lists from both workflows. The file will contain the following data elements visible on the line lists: Monitoree Name, Assigned Jurisdiction, State/Local ID, Sex, Date of Birth, End of Monitoring Period Date, Exposure Risk Level, Monitoring Plan, Latest Symptom Report Date, Transferred Data (if applicable). Reason for Closure (if applicable), Latest Public Health Action (if applicable), Status (e.g., name of line list), and Closed Date (if applicable)

- **Format Purpose:** Provide a lightweight export restricted to variables shown on the line list view

Sara Alert Format Description

The Sara Alert format allows users to export all enrollment data elements from a record. Enrollment data elements include the following information: demographics, contact information, travel history, planned travel, and potential exposure information.

- **Format Purpose:** Provide a lightweight export restricted to variables populated during enrollment; file can be filtered by line list.

Excel Export for Purge Eligible Monitorees Description

This export file includes all information from purge eligible records. The file includes the following 4 tabs of information that is linked by the patientID field:

- monitorees list tab: enrollment data elements
- assessments tab: symptom report assessment history
- lab results tab: lab results
- edit histories tab: all events in the history section of each record

Definition of Purge Eligible Records: Closed records that have not been updated for 14 days and have been flagged for purge as explained in the **SARA ALERT RECORD RETENTION** section on **page 9.**

- **Format Purpose:** Allow users to maintain records according to jurisdiction record retention policies prior to system purge of identifying information.

Excel Export for All Monitorees Description

This export file includes all information from all records displayed on line lists across both workflows. The file includes the following 4 tabs of information that is linked by the patientID field:

- monitorees list tab: enrollment data elements
- assessments tab: symptom report assessment history
- lab results tab: lab results
- edit histories tab: all events in the history section of each record

How to Export Multiple Records

1) At the top of the dashboard, click the "**Export**" button.

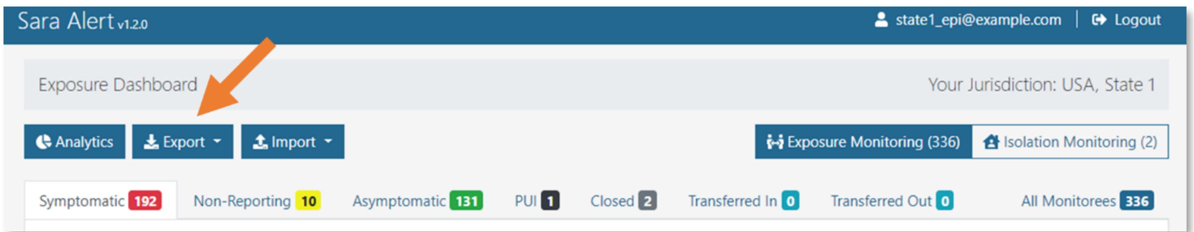

Figure 24. Export current dashboard view to CSV

2) From the drop-down menu, select the export type that you are interested in.

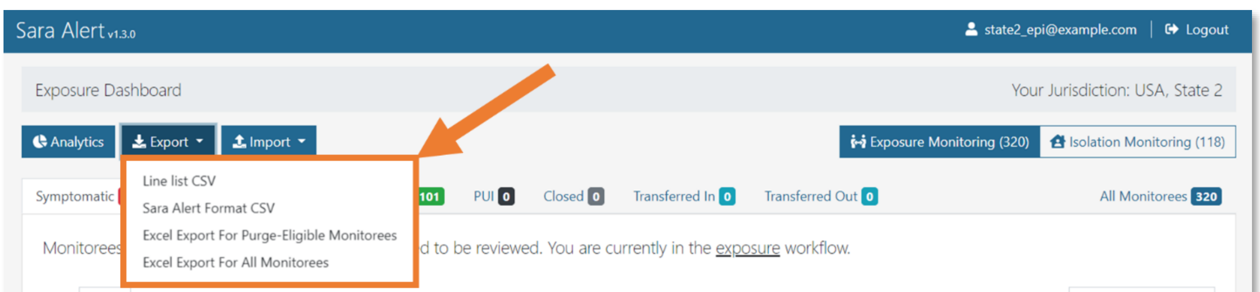

Figure 25. Sara Alert offers several export types

3) Your browser will notify you of the download (this may appear differently depending on your browser). Click the downloaded file to open in Excel or another program.

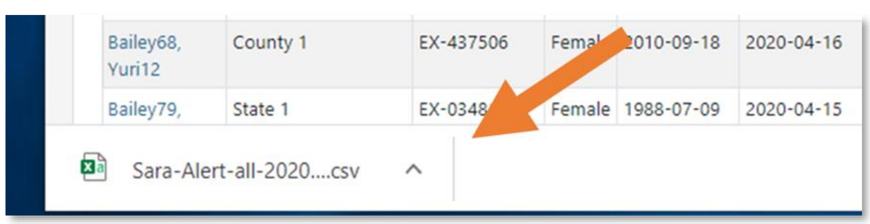

Figure 26. Downloaded CSV file

4) Sara Alert exports data based on selected export type.

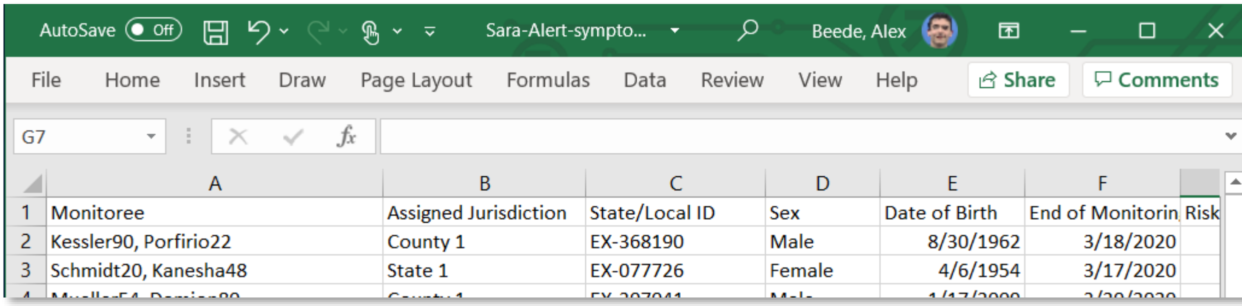

Figure 27. Exported data can be opened with Excel or other programs

How to Export a Single Monitoree Record

The export for a single record includes the following 4 tabs of information that is linked by the patientID field:

- monitorees list tab: enrollment data elements
- assessments tab: symptom report assessment history
- lab results tab: lab results
- edit histories tab: all events in the history section of each record

To download an individual patient's record, open the record of interest and click the "**Download Excel Export**" button at the top left of the screen (above "Monitoree Details")

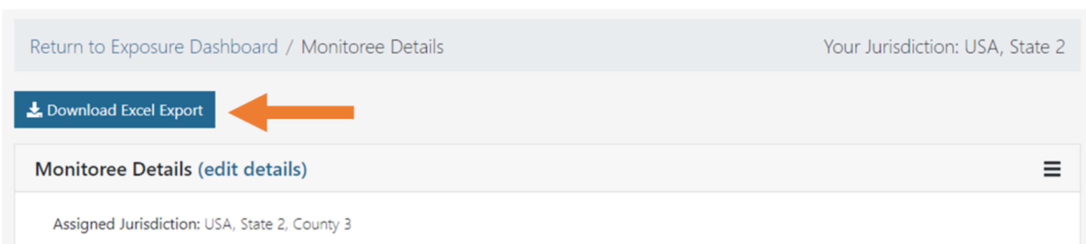

Figure 28. Download an individual patient's record

How to Import Multiple Records

Users can import two different types of files into Sara Alert in order to bulk enroll exposed monitorees or cases. Data from other systems can be mapped to the available templates to reduce data entry burden of enrolling monitorees.

Epi-X Import Format Description

Sara Alert can import data from the spreadsheets distributed to jurisdictions via Epi-X notifications. The Epi-X notification spreadsheet import populates a limited subset of Sara Alert enrollment data elements noted in the "Importing" Section of the FAQs (available at https://saraalert.org/frequently-asked-questions/). After import, the record can be updated with additional information by a public health user.

Sara Alert Import Format Description

The Sara Alert import template populates all enrollment data elements. The most current import template formatting guidance is available in the user interface.
See **Summary of Messages Sent to Monitorees** on page **53** to understand when monitorees will receive a message from the system after import.

1) Prepare a file for import according to the appropriate template guidelines; if you have any questions about the template requirements, email saraalert@mitre.org. Remove any formatting guidance from the template. Save the file in a known location.

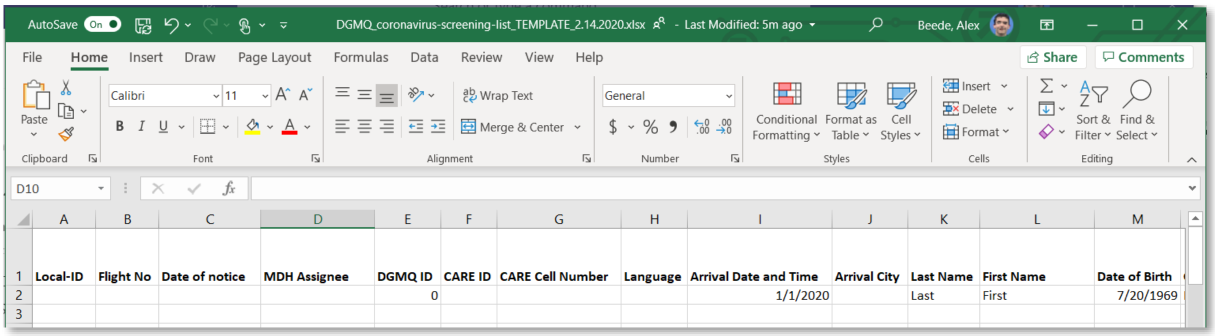

Figure 29. Sara Alert provides two templates for data import; the Epi-X template is shown here. Import errors will result if the template formatting guidelines are not followed.

2) Select the monitoring workflow that you wish to import the records into (e.g., **Exposure Monitoring** or **Isolation Monitoring**). Click the "**Import**" button on the top of the dashboard. Select either "Epi-X" or "Sara Alert Format" depending on the file type you are importing.

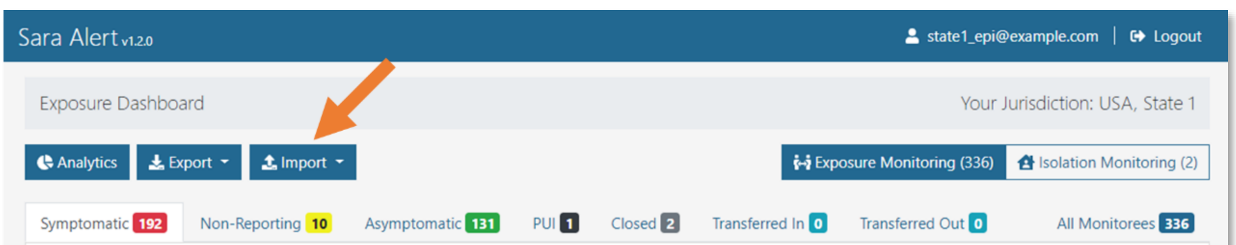

Figure 30. Click the Import Button and choose your file type

3) Click "**Choose File**" to select a file to upload. The "Sara Alert Format" option provides the latest formatting guidance.

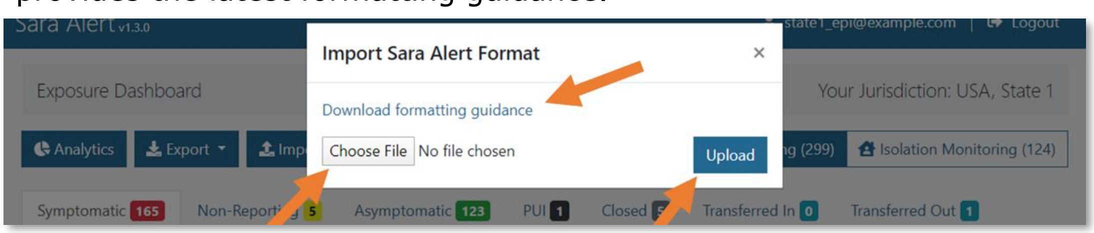

Figure 31. Select a File to Upload; Epi-X import shown.

4) Review the records before importing them. The system compares the import file against existing records in the system to identify potential duplicates based on exact match of first name, last name, sex, and date of birth. The system does not check for duplicates within the import file. The user can choose to:

- **Accept** or **reject** individual records
- **Accept all records**, including potential duplicate records

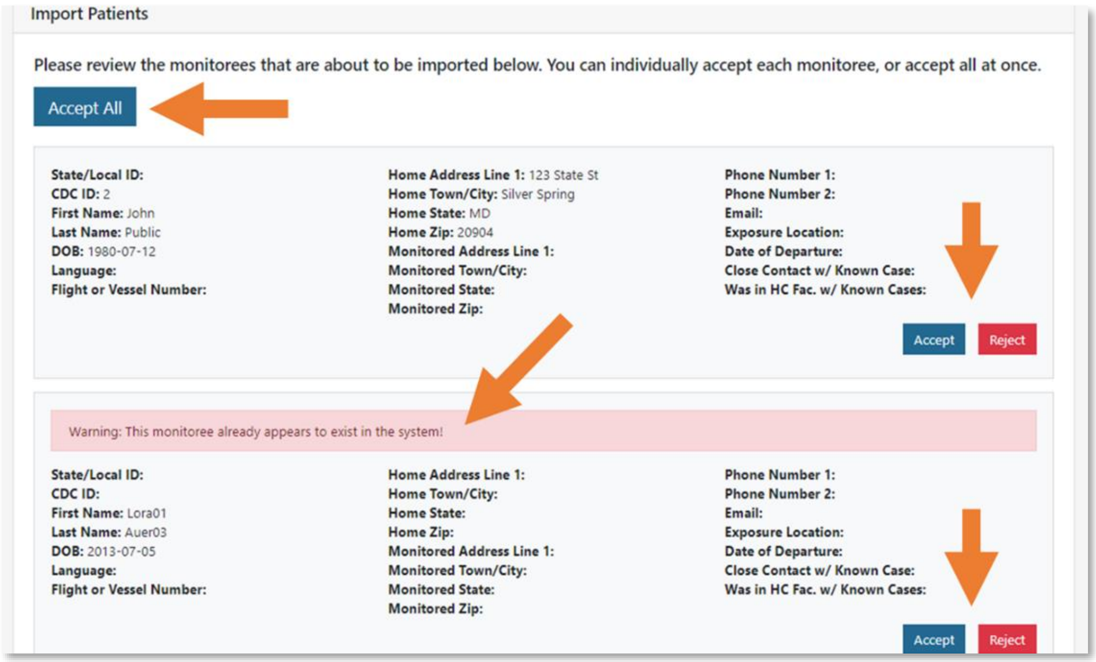

Figure 32. Sara Alert's import screen. Note how duplicate records are marked

How to Toggle Between the Exposure and Isolation Monitoring Dashboards

Public health users have access to both the Exposure and Isolation Monitoring Dashboards.

- **Exposure Workflow:** Used to monitor a potentially exposed individual for symptoms during a specified period of time (e.g., 14 days) to determine if the person becomes ill.
- **Isolation Workflow:** Use to monitor a case to determine whenever it is safe to discontinue isolation.

1) Toggle between the workflow dashboards by clicking on "**Exposure Monitoring**" or "**Isolation Monitoring**" on the upper right of the dashboard.

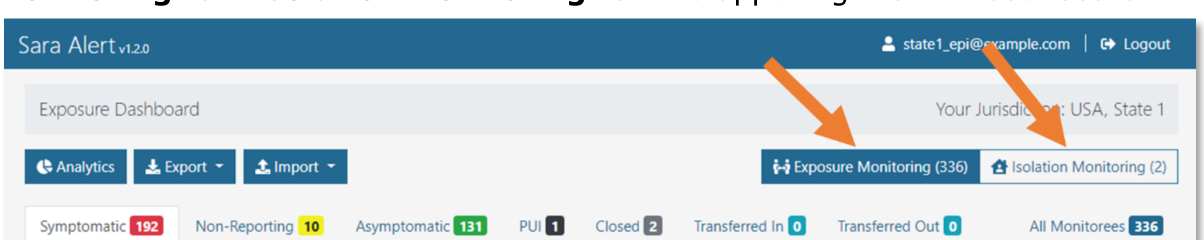

Figure 33. Toggle between the exposure and isolation monitoring dashboard views

2) The view will update. The active monitoring dashboard button is shown in dark blue and the dashboard titles are updated.

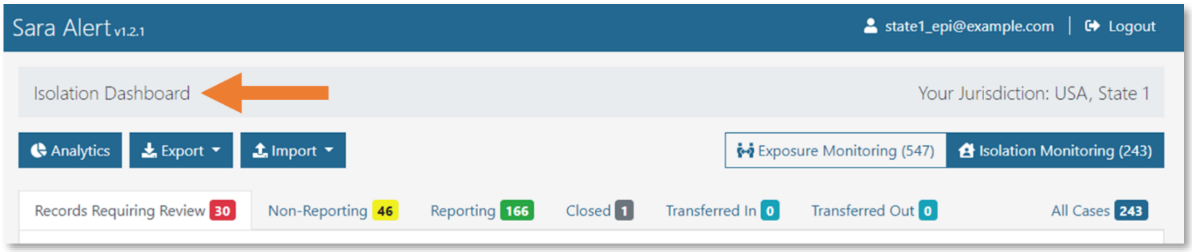

Figure 34. The Isolation Dashboard

Description of Exposure Monitoring Dashboard Line Lists

Exposed monitorees are displayed on different line lists (accessed by tabs at the top of the dashboard) based on the following criteria described in more detail below:

- Monitoring Status
- Content of Daily Symptom Report
- Time since Last Report Submission
- Latest Public Health Action,
- Changes to Assigned Jurisdiction

Active Monitoring Line Lists

The active monitoring line lists are for monitorees that the health department is currently monitoring. Records where **Monitoring Status** is set to "**Actively Monitoring**" may only appear on one of the following line lists:

- **Symptomatic**: Monitorees who reported symptoms on a report that has not been reviewed by a public health user; require public health follow-up
- **Non-Reporting**: Monitorees who have not submitted a symptom report within the expected time period (e.g., 24 hours) **and** have no unreviewed symptomatic reports; require public health follow-up.
- **Asymptomatic**: Monitorees who reported no symptoms within the expected time period (e.g., past 24 hours)**;** do not require public health follow-up.
  - A monitoree who reported symptoms within the past 24 hours that were determined not to be clinically compatible with the disease of interest by public health will also appear on this list.
- **PUI**: Monitorees currently under investigation by public health to determine case status. Monitorees on the PUI line list will not receive messages from the system since public health will be actively investigating and communicating with this individual.

Monitorees who require public health follow-up are located on either the **Symptomatic**, **Non-Reporting**, or **PUI (Person Under Investigation)** line lists. Follow-up with these monitorees should be based on current guidelines and available resources (i.e., CDC, etc.).

Closed Line List

The closed line list is for monitorees who are no longer being monitored (e.g., completed monitoring period, lost to follow-up, etc.). A monitoree on this line list will not appear on any Active Monitoring line lists. Records where **Monitoring Status** is set to "**Not Monitoring**" appear on this list.

- **Closed**: Monitorees not being actively monitored by health department.
  - Sara Alert automatically moves cases to the Closed line list after the monitoring period expires if the monitoree did not report any symptoms.
  - Whenever a record is manually closed by a user, a reason for ending monitoring should be selected.
  - Records on this list are accessible by users for 14 days after the last record update. Monitorees can be moved back to an Active Monitoring list by setting the Monitoring Status back to "Actively Monitoring".
  - Records on the closed line list that have not been updated for 14 days will be de-identified. The closed line list shows the expected purge date. (see the **SARA ALERT RECORD RETENTION** section on **page 9** for more details)
    - These records can be exported if that information needs to be retained (See **Excel Export for Purge Eligible Monitorees** section on **page 20**)

Transfer Line Lists

The transferred line lists are for monitorees where the Assigned Jurisdiction has changed.

- **Transferred In:** Monitorees who were transferred to your assigned jurisdiction by a Sara Alert user in a different jurisdiction in the past 24 hours (i.e., due to a monitoree moving inside your jurisdiction from elsewhere).
  - A monitoree on this list will appear on the appropriate Active Monitoring or Closed line list based on record values.
- **Transferred Out:** Monitorees who have been transferred out of your assigned jurisdiction to another jurisdiction participating in Sara Alert (i.e., due to a monitoree moving outside your jurisdiction).
  - Users lose access to an individual's records when they are transferred out of their jurisdiction. If you need to maintain complete record data, we recommend exporting records for these individuals before transferring to a new jurisdiction.
  - Records on this list will be purged 14 days after transfer
  - If you need to transfer a record to a jurisdiction that is not participating in Sara Alert, export the record then close it. Select "Transferred to another jurisdiction" as the reason. These records will not appear on the Transferred-Out line list.

All Monitorees Line List

The **All Monitorees** line list (located on the far right) shows all exposed monitorees in the jurisdiction who are currently in the exposure workflow. Use this view to search across all records in exposure monitoring.

Navigate Exposure Monitoring Dashboard Line Lists

A video tutorial for this section is available at: https://youtu.be/zyHefjOL0eM
Note: While this section shows images of the Exposure Dashboard, the same instructions apply to the Isolation Dashboard.

1) View line lists of monitorees. Select tabs to view monitorees on each line list.

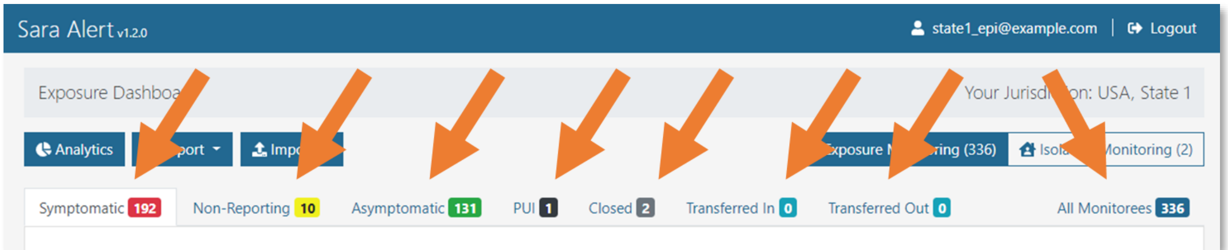

Figure 35. Click through the tabs to view the monitoree line lists

2) Sort columns by clicking on the arrow icons. To sort by multiple columns, press "Shift" on your keyboard and click the corresponding arrow icons.

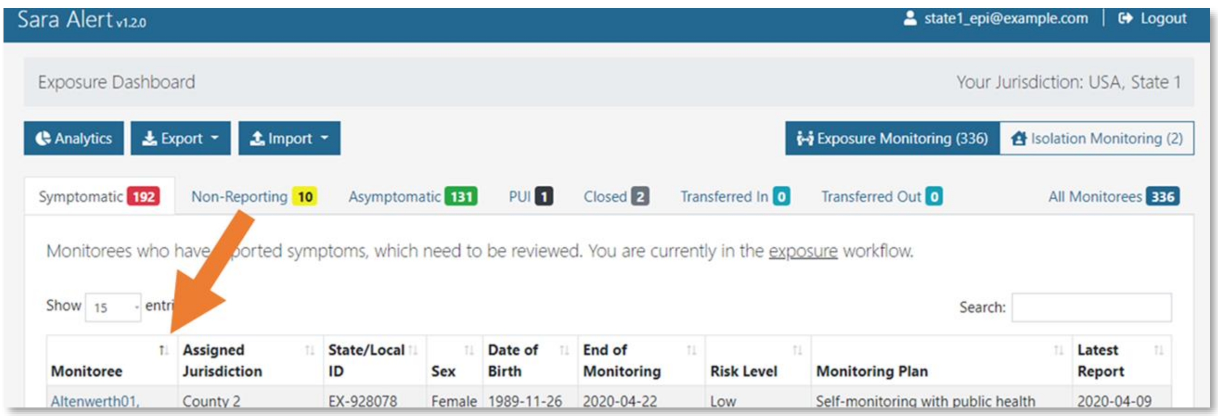

Figure 36. Sort monitoree records by one or more columns

Individual Monitoree Record Overview

Whenever viewing a specific monitoree record, record information is presented in four sections in the following order: Monitoree Details, Monitoring Actions, Reports, and History. Changes to the data elements on the monitoree details page may change the line list that the monitoree appears on. Changes are logged in the history section of the record.

A video tutorial for this section is available at: https://youtu.be/Msb_pM6BUmU

Monitoree Details

This section displays information collected during enrollment or from import. This information can be modified.

Monitoring Actions

The following data elements can be modified to capture public health monitoring actions. Assignment of these values should be based on most recent guidance. Any changes to the data elements listed below will be captured in the record history with the name of the user and a timestamp.

- **Monitoring Status:** This data element differentiates monitorees that are being actively monitored by public health versus not.
  - **Actively Monitoring**: Sara Alert will send daily requests for symptoms to these monitorees; monitorees will appear on the appropriate Active Monitoring line list based on their symptoms and reporting status.
    - Exposure monitorees on the PUI line list will not receive notifications asking for a Daily Report since public health will be actively investigating and communicating with this individual outside of the system.
  - **Not Monitoring**: Sara Alert will not send notifications asking for a Daily Report on the monitoree's symptoms to these individuals. Monitorees will appear on the Closed line list.
- **Exposure Risk Assessment**: Allows a public health user to document exposure risk. The purpose of this data element is to provide information to public health users who are prioritizing response to symptomatic and non-reporting individuals. This data element does not impact the type or frequency of messages sent by the system to monitorees.
- **Monitoring Plan**: Allows a public health user to document the assigned monitoring plan. The purpose of this data element is to provide information to public health users who are prioritizing response to symptomatic and non-reporting individuals in the exposure workflow. This data element does not impact the type or frequency of messages sent by the system to monitorees.
- **Case Status:** Allows a public health user to move a monitoree from Exposure Monitoring to the Isolation Monitoring based on case status.
  - **Suspect, Not a Case, Unknown:** If one of these case statuses is selected, the record will be retained or returned to the exposure workflow to continue monitoring until the end of the monitoring period.
  - **Confirmed or Probable:** If one these case statuses is selected, the system will ask the user if the system should end monitoring or move the record to isolation monitoring.
- **Latest Public Health Action:** Allows a public health user to document public health actions related to a symptomatic monitoree under investigation to determine case status. The purpose of this data element is to move records from the symptomatic line list to the PUI line list in the exposure workflow.
  - Any exposure monitoree where the selected value is not "None" will appear on the PUI tab in the exposure workflow and will stop receiving daily messages from the system.
- **Assigned Jurisdiction:** Allows public health users to control the jurisdiction who can view and modify the record. Records that have been transferred into or out of a user's jurisdiction will appear on the respective transfer line list.

- **New Contact Attempt:** Allows public health users to record successful and unsuccessful manual contact attempts made. Users require contact by public health in the following situations: 1) evaluate exposed individuals who have reported symptoms to determine clinical compatibility 2) evaluate cases who preliminarily meets the recovery definition to validate it is safe to discontinue isolation 3) re-establish contact with individuals on the non-reporting line lists.

Reports

This section lists all of a monitoree's daily reports, including which (if any) symptoms were reported, the date and time of the report, and who submitted the report (i.e., the monitoree or a public health user). If the monitoree reports symptoms, the row will be highlighted in red and the "Needs Review" column will show "Yes."

- **Mark All as Reviewed:** Selecting this button will change the "Needs Review" status in all unreviewed reports from "Yes" to "No". The purpose of this button is move records from the symptomatic line list that are not clinically compatible with the disease of interest to the asymptomatic or non-reporting line list as appropriate. Reports may also be individually cleared.
    - Exposure monitorees whose records have been marked as reviewed (all report rows are "NO" in the Needs Review column) will be moved from the **Symptomatic** line list to either the **Asymptomatic** or **Non-Reporting** line list as appropriate.
    - If a report is marked as reviewed, the system will clear the positive symptom report flag on the record. Cleared symptom reports will count as symptom-free days for the purpose of meeting a recovery definition during isolation monitoring.
- **Pause/ Resume Notifications**
    - **Pause**: The system will stop sending the monitoree symptom report requests until notifications are resumed by a user
    - **Resume**: The system will resume sending the monitoree symptom report requests every 24 hours until notifications are either paused by a user or the record is closed.
- **Symptom Onset Date:** This date is auto-populated based on the date of the first report that is flagged as symptomatic in the system (red highlight). If public health determines that the symptom onset date needs to be earlier or later than the populated date, a user can modify the value. The purpose of this data element is to define the first date of symptom onset for the purpose of determining if the non-test based recovery definition is met in isolation monitoring.

Lab Results

A user can document the following lab results for a monitoree. **Lab Test Type:** PCR, Antigen, or Antibody (IgG, IgM, IgA)

- **Specimen Collection Date:** When the specimen was collected
- **Report Date:** Date the results were reported
- **Result:** Positive, Negative, Indeterminate, Other

The isolation workflow uses the "**Result**" data element to identify candidates for recovery based on the test-based definition. A record needs to have two negative results documented (in addition to a reported lack of fever for 24 hours) for the system to flag monitorees as potentially meeting the test-based recovery definition. The system does not currently use the "Specimen Collection Date" or "Type" data elements in the test-based recovery logic. This is to: 1) increase sensitivity of the recovery logic and 2) allow for expert review of cases based on latest guidance (which may change between software releases). **A public health user will need to validate that the lab results documented meet specific criteria for recovery (e.g., 24 hours apart, approved test method).**

History

This section includes a history of changes made to the record by users, automated contact attempts made by the Sara Alert system that were not successful, and comments added by users. Record actions are tagged by type. The history section also logs the user who made the change as well as the date and time.

How to View a Specific Monitoree Record

Note: While this section shows images of the Exposure Dashboard, the same instructions apply to the Isolation Dashboard.

1) Search for a monitoree of interest from the dashboard. A user can search by a monitoree's first name, last name, date of birth, state/local ID, NEDSS/Case ID, or CDC ID.

- To limit the search for a record within a specific line list, click on the appropriate line name and enter the search criteria in the search box.

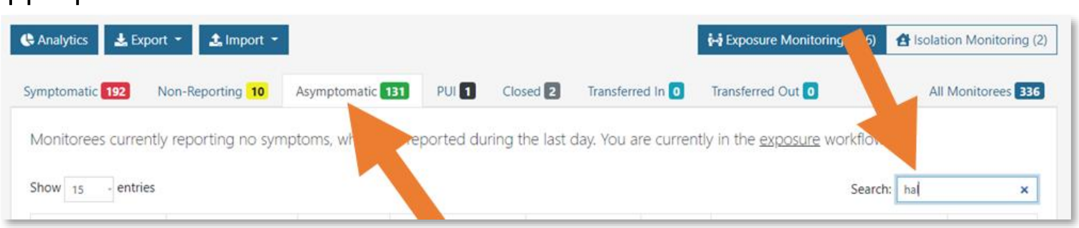

Figure 37. Search for a record within a specific line list by selecting that line list

- To search across all records on the dashboard, click "**All Monitorees**" and then enter the search criteria in the search box.

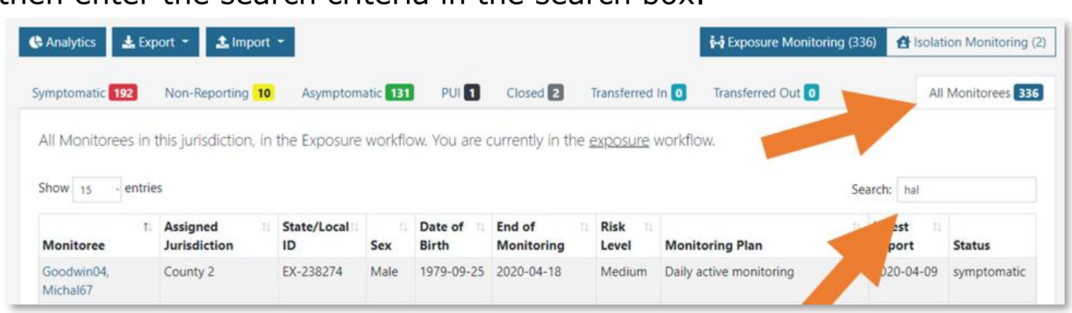

Figure 38. Search among all tabs by selecting the "All Monitorees" tab

2) Select the monitoree's record by clicking on their name. View the record details.

- The "Monitoree Details" section defaults to a collapsed view. Click the three horizontal lines in the top right corner of this section to view the full record. If the monitoree is a Head of Household, that information will appear at the top left of the section.

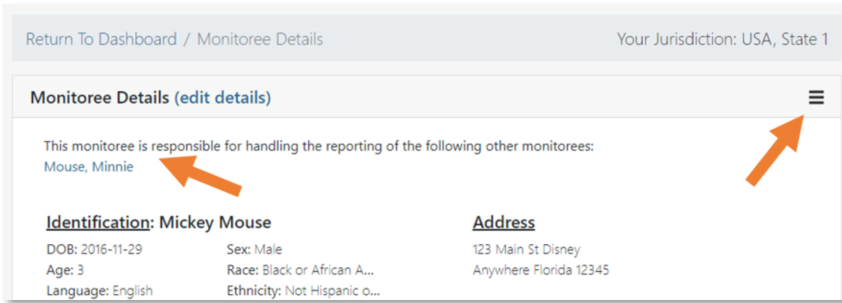

Figure 39. The "Monitoree Details" section shows household members and defaults to a collapsed view

How to Update Monitoring Actions for All Monitorees in the Same Household

When modifying a Head of Household's record, changes made to the following monitoring action data elements can be applied to the entire household that the monitoree is responsible for:

- Monitoring Status
- Exposure Risk Assessment
- Monitoring Plan
- Latest Public Health Action
- Assigned Jurisdiction

1) Select the Head of Household record from the appropriate line list.
2) Update the monitoring action data elements as needed.
3) Toggle "**Apply this change to the entire household that this monitoree is responsible for**".

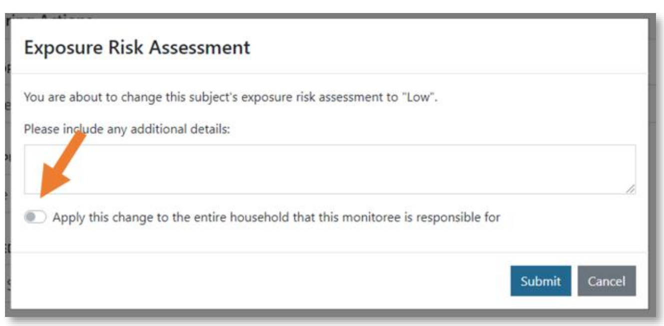

Figure 40. You have the option to apply head of household record changes to all household members

How to Transfer a Monitoree Record

Note: While this section shows images of the Exposure Dashboard, the same instructions apply to the Isolation Dashboard.

A public health user can transfer a monitoree by updating the jurisdiction of the monitoree's record. If the public health user does not have access to the updated jurisdiction (e.g., in the case of a transfer to another state), the user will no longer have access to details of that monitoree's record.

1) After selecting the record of interest, **clear the "Assigned Jurisdiction" and begin to type the transfer jurisdiction name**. A list of jurisdictions that match the search parameters will appear. Select the appropriate jurisdiction. Only jurisdictions who are using Sara Alert appear in the drop-down. If the transfer jurisdiction is not listed, the monitoree record cannot be transferred using this functionality and will need to be transferred to the destination jurisdiction manually (e.g., encrypted email, phone call, etc.)

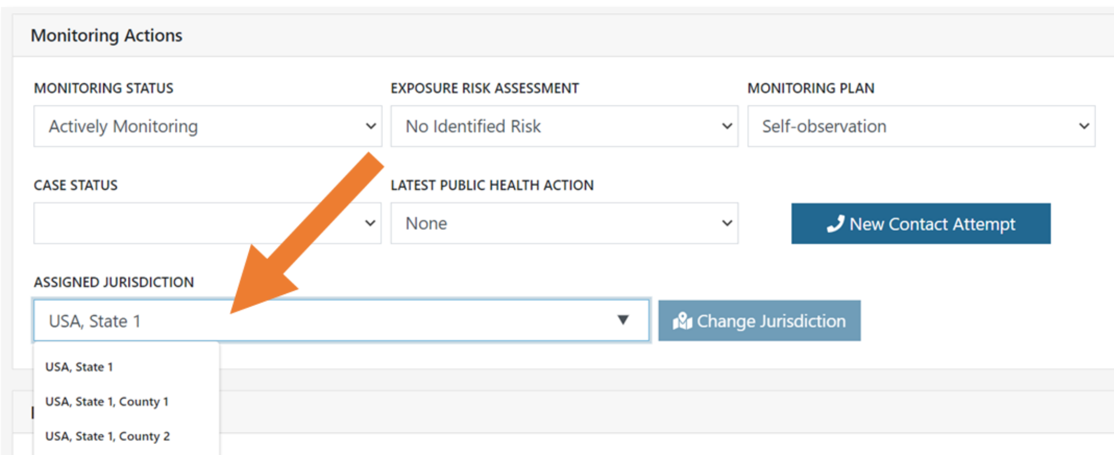

Figure 41. Start to type the name of the jurisdiction to view list of available jurisdictions

2) Click "**Change Jurisdiction**."

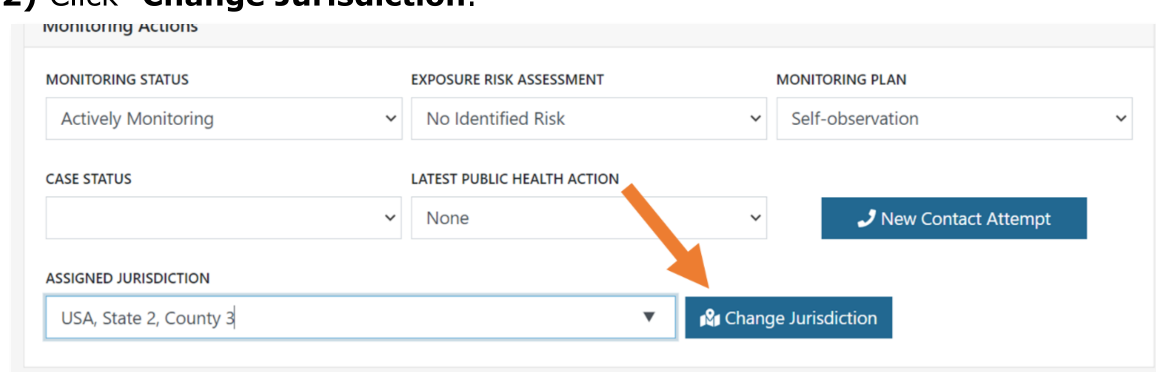

Figure 42. Change the jurisdiction to the new "assigned jurisdiction"

3) Add comments to document the reason for transferring the monitoree to another jurisdiction (i.e., moved, changed address, etc.) and click "**Submit**." These comments will become part of the record history.

- The record will appear on the new jurisdiction's "Transfer In" line list for 24 hours after the public health user clicks "Submit". The new jurisdiction is now able to modify the record.
- Selected fields of the transferred record will appear on the user's "Transferred Out" line list, but the record itself will only be accessible by the new jurisdiction. The "Transferred Out" line list includes all records that were in the past 14 days.
- If a record is transferred by mistake, the public health user will need to contact a user at the new jurisdiction to have the record transferred back.

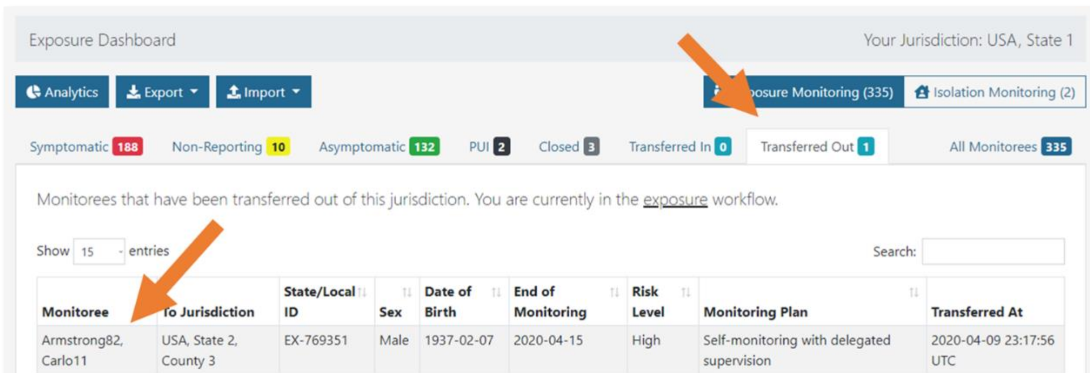

*Figure 43. The monitoree now appears in the "Transferred Out" tab. **Note** that the monitoree's name is no longer clickable.*

4) The monitoree's record will appear in the receiving jurisdiction's "Transferred In" line list for 24 hours. The record will also appear on the appropriate monitoring line list (e.g., "Symptomatic," "Non-Reporting," "Asymptomatic", "PUI", "Closed").

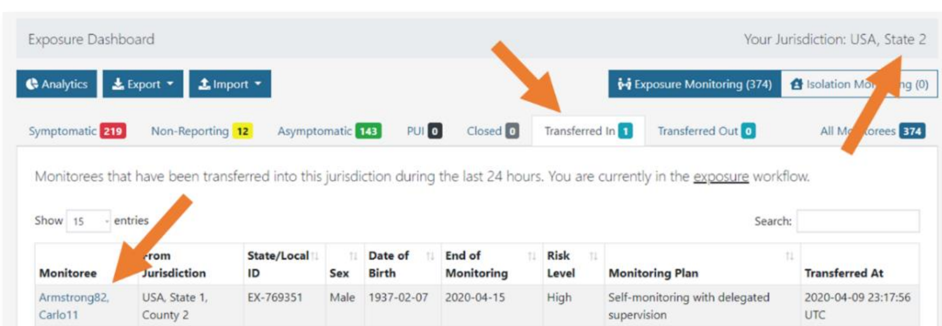

Figure 44. The monitoree has moved to the new jurisdiction.

How to Document a Contact Attempt

For monitorees that require follow-up, users can now easily document manual contact attempts made by public health users (e.g., phone calls or home visits).

NOTE: If contact cannot be established or reestablished, users should follow local protocols for when to close a record due to loss to follow-up. See the **Manually Close Records for Monitorees who no Longer Require Follow-Up** section on **page 43.**

1) Select "New Contact Attempt".

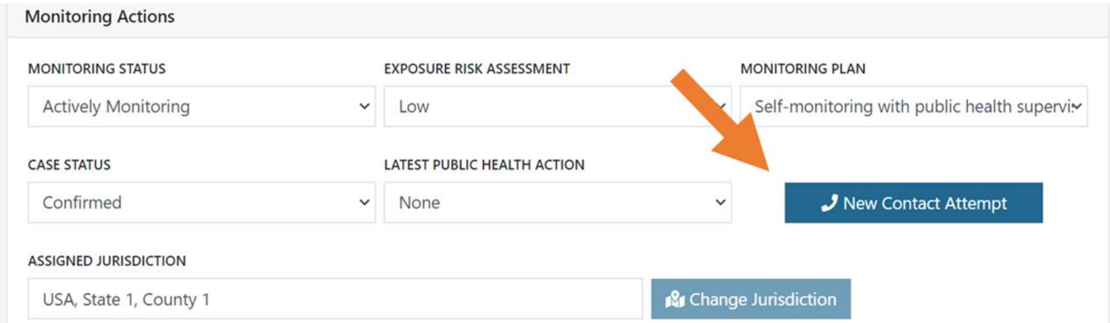

Figure 45. Select "New Contact Attempt"

2) Select if contact attempt was successful or unsuccessful and click "Submit".

Figure 46. Document the results of the attempt.

3) The contact attempt and outcome will be logged in the History section

Figure 47. Outcome logged in History

Monitoree Symptom Report Format Based on Contact Method

Monitorees receive slightly different automated symptom report prompts depending on their preferred contact method. We encourage users to promote contact methods that send monitorees a web-based link (via email or SMS) during onboarding, since more granular information about symptoms can be collected.

- **For web-based links (via SMS or email) and reports entered manually by a Sara Alert user:** Monitorees respond to a **series of yes/no questions** about presence or absence of **each** of the monitored symptoms
  - The report will explicitly document which symptom(s) a monitoree reported or did not report (e.g., every symptom column will be populated with "yes" or "no")
    - If at least one symptom is checked, the appropriate column displays "Yes", the report is shaded red and "Needs Review" is set to "Yes"
    - If no symptoms are checked, the symptom columns are filled with "No" and the report is not highlighted in red

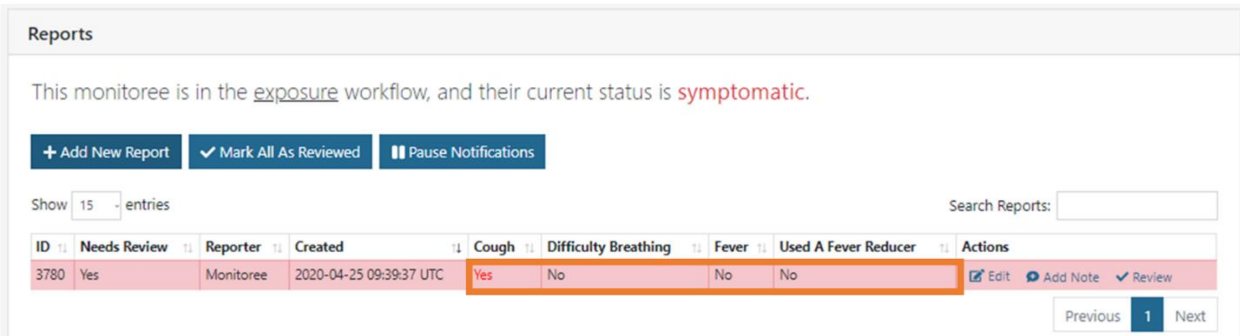

Figure 48. Example symptomatic report for Email or SMS web-link. Note that Sara Alert shows a value for each symptom

- **For SMS Text and Voice:** Monitorees respond to a **single yes/no question** about presence or absence of **the group of monitored** symptoms
  - If monitoree replies "yes", the report is shaded red and "Needs Review" is set to "Yes"; the symptom column values are left blank since the system does not know which symptom the monitoree is reporting, but knows at least one has been reported. This is enough information to flag report for follow-up.
  - If a monitoree responds "no", the symptom columns are filled with "No" and the report is not highlighted in red.

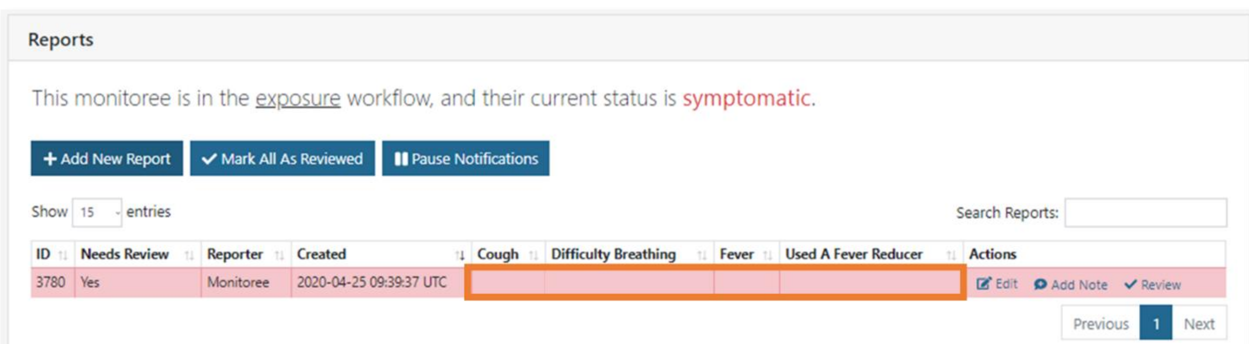

Figure 49. Example symptomatic report for SMS text or voice. Note that the symptom columns are left blank.

How to Add a Symptom Report to a Monitoree Record

A public health user may need to add a daily assessment report on behalf of a monitoree.

1) After selecting the monitoree's record of interest, select "**Add New Report**" to enter a new report on behalf of monitoree.

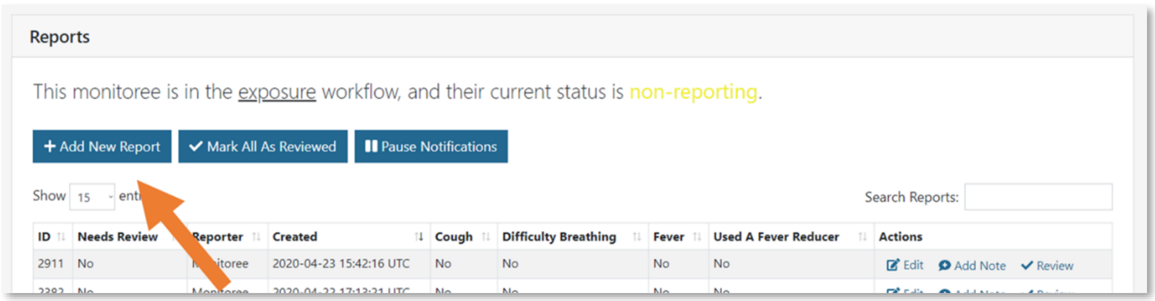

Figure 50. A public health user may add a report on behalf of the user

2) Complete the Daily Report and click "**Submit**".

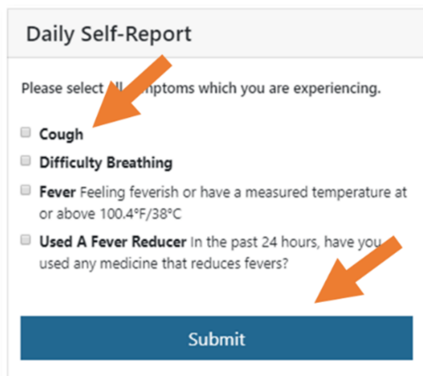

Figure 51. Complete the daily report of symptoms

3) The username of who submitted the report will be logged in the "Reporter" column. Note that the record's status has changed to "Symptomatic".

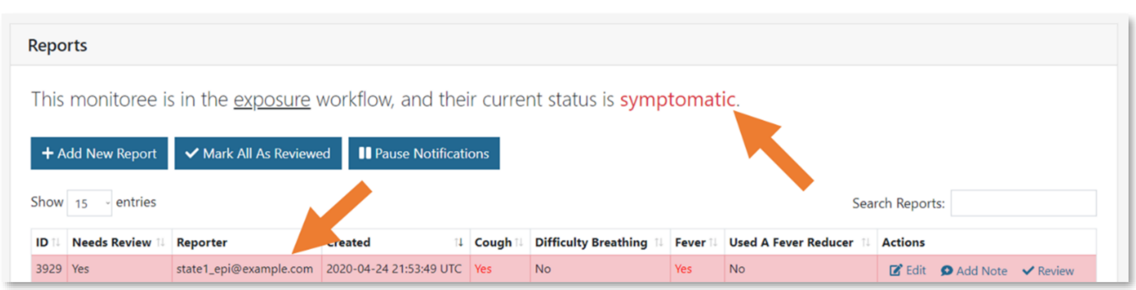

Figure 52. The report submitter is logged in the reports table

How to Modify an Existing Symptom Report

A public health user can modify a monitoree report if necessary (e.g., to fix a data entry error).

1) After selecting the record of interest, select "**Edit**" to modify an existing monitoree's report.

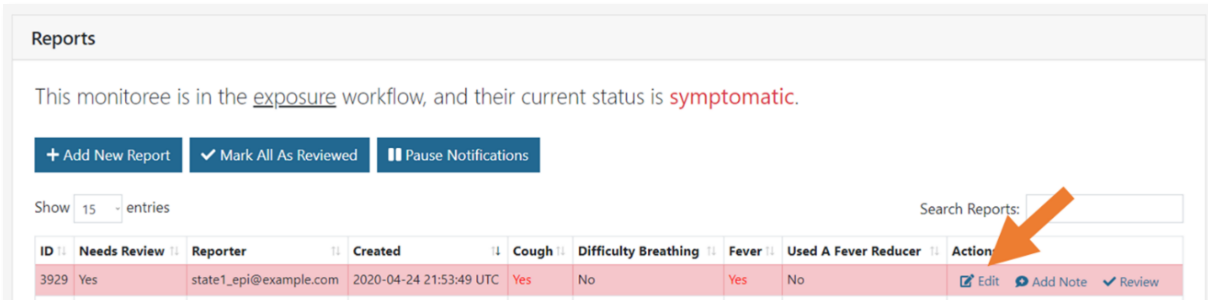

Figure 53. A public health user may modify an existing report

2) Update the daily assessment and click "**Submit**".

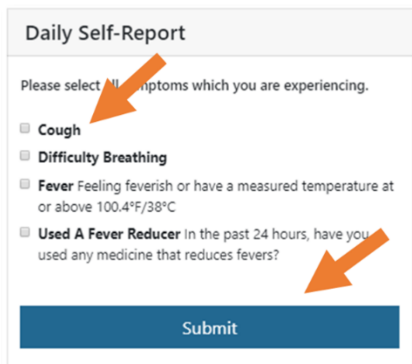

Figure 54. Update the daily assessment

3) Note the change in the "Reports" table.

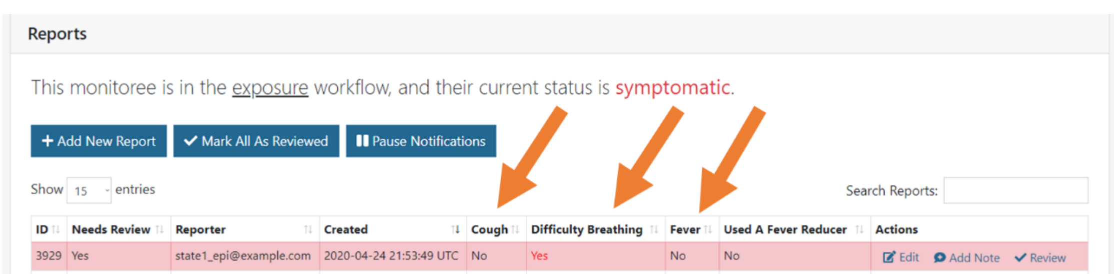

Figure 55. The report has been updated

4) The history section will document that an existing subject report was updated by a user and what change was made.

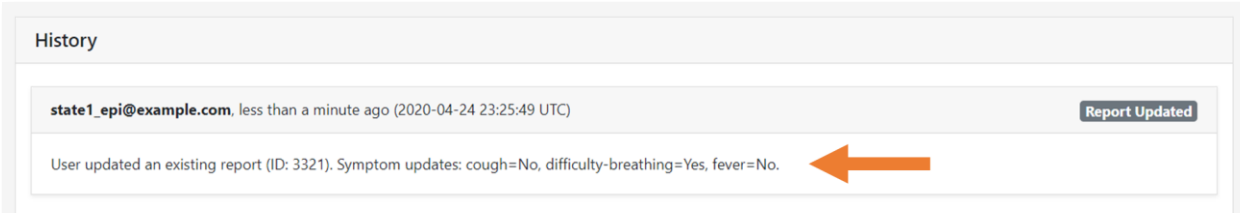

Figure 56. Changes are documented in History

How to Add a Note About a Specific Symptom Report

A user can add a note for a specific symptom report.

1) Click "**Add Note**."

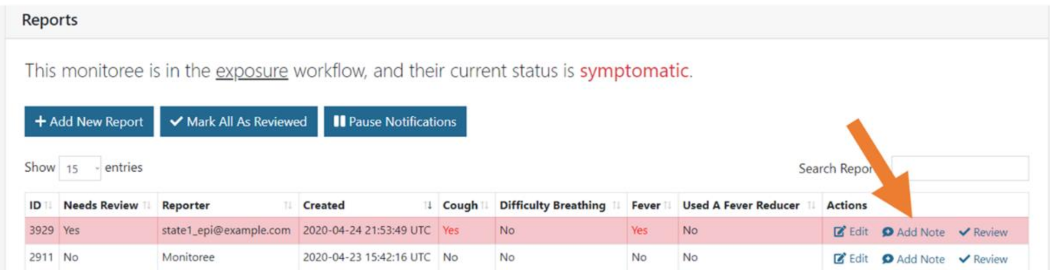

Figure 57. Add a note to a report

2) A Dialog box will appear. Input your note and click "**Submit**"

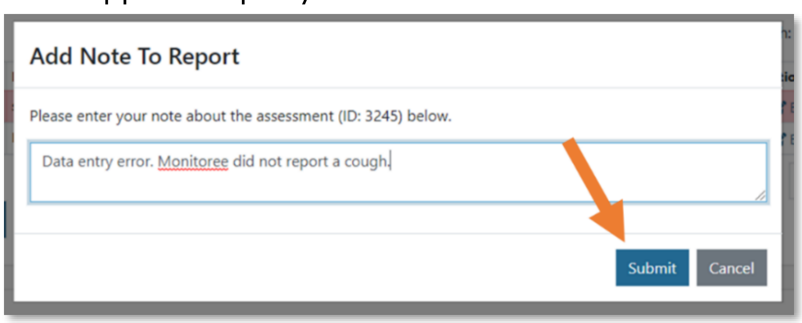

Figure 58. Enter your note into the dialog box

3) Report notes, report updates, and manually entered reports are all logged in the "History" section.

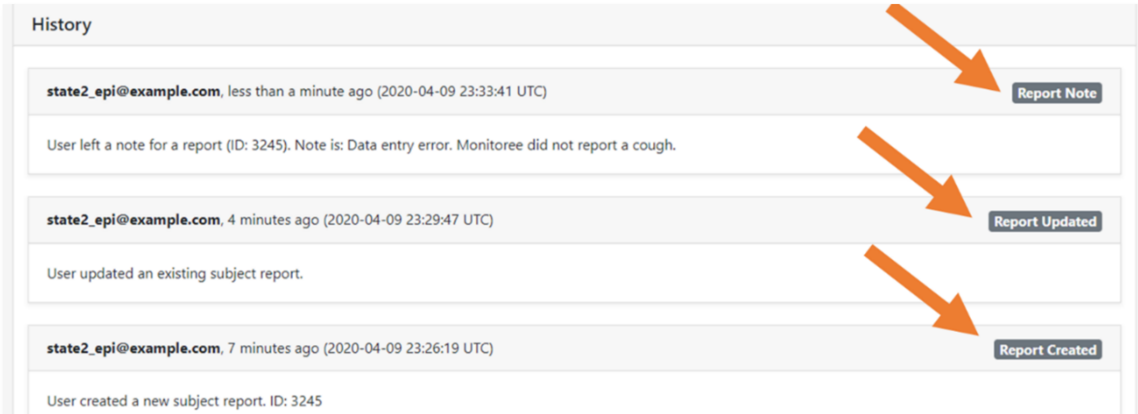

Figure 59. The "History" section tracks these types of updates to a monitoree's record

How to Add Comments to a Record

Add comments to "History" section to document information not captured elsewhere. Click "**Add Comment**". This section tracks any changes made to monitoring and report data elements. The username of the comment submitter and date of the submission is displayed.

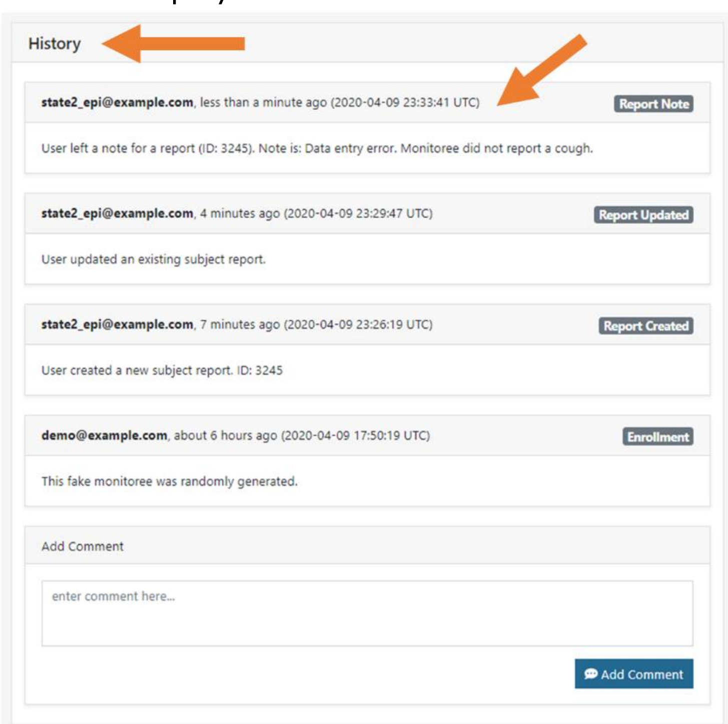

Figure 60. Comments show public health actions taken due to a symptom report from monitoree

How to Move Monitorees Between Line Lists on Exposure Workflow Dashboard

A video tutorial for this section are available at: https://youtu.be/k1gFUGsPbnM

From Symptomatic Line List to Non-Reporting or Asymptomatic Line List by Reviewing Symptom Reports

Monitorees who have reported symptoms appear on the symptomatic line list. After a public health official marks the symptom report as reviewed, the system will move the monitoree out of the "Symptomatic" line list to either the "Asymptomatic" line list unless the most recent report is older than 24 hours. For those monitorees, they will move to the "Non-Reporting" line list.

1) Click on the "**Symptomatic**" tab to view monitorees who have reported symptoms that require public health review. Click on a monitoree's name to view their record.

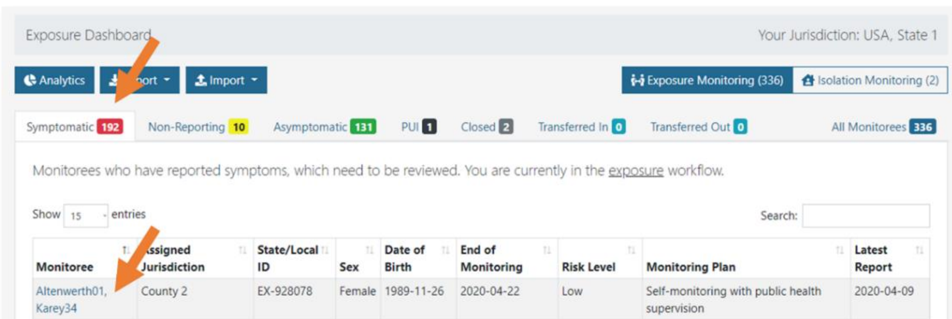

Figure 61. View a symptomatic monitoree's record

2) Scroll down to view "**Reports**." Reports requiring review need to be marked as reviewed by a public health user before a monitoree will be moved out of the Symptomatic line list. The public health user should follow up with the individual to assess the symptom report and determine appropriate next steps (if disease is suspected, refer to the next section, "Moving a Monitoree to the PUI Line List").

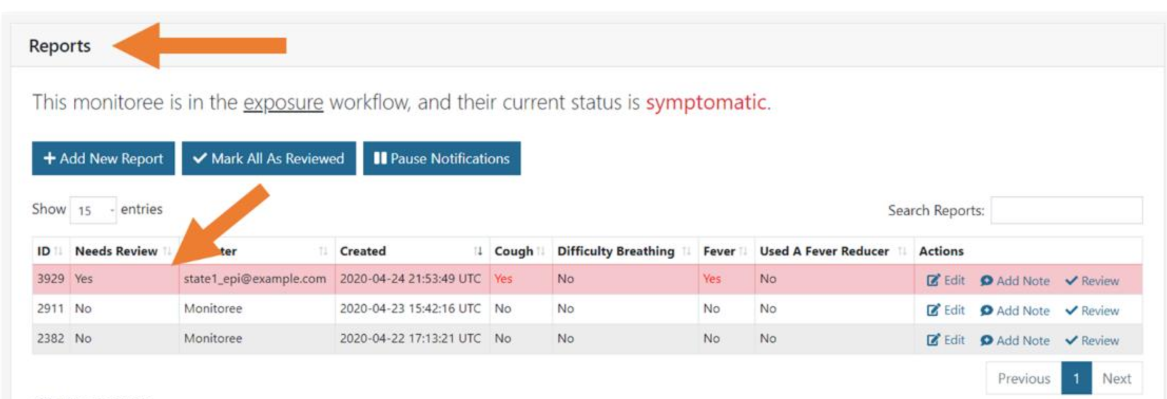

Figure 62. Monitoree reports table shows symptoms by report date and time

3) To clear the symptomatic flag from a record, click the "**Review**" button associated with that report. Once all symptomatic reports are marked as reviewed, the record will be moved to the appropriate Active Monitoring line list. This action should be completed only if the disease of interest is not suspected after review of the report (e.g., another clinical explanation or data entry error).

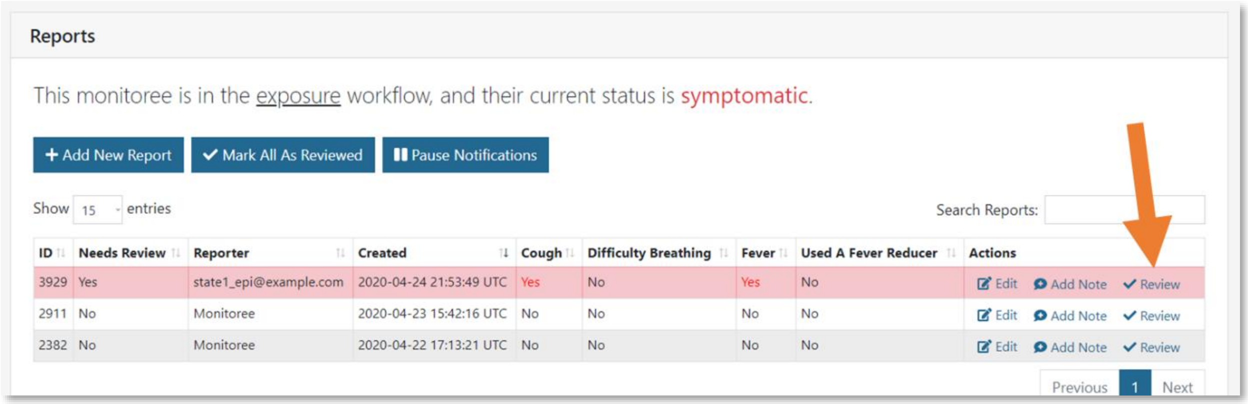

Figure 63. Mark a single report as reviewed

4) A user can also clear all symptomatic flags on the record by clicking "**Mark All As Reviewed**".

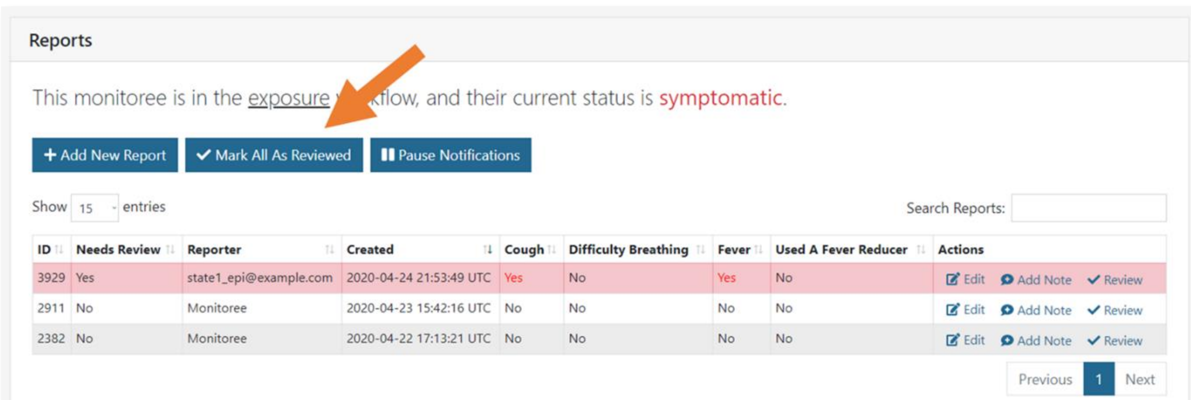

Figure 64. Mark the report as reviewed to move the monitoree out of the "Symptomatic" line list

Moving a Monitoree to the PUI Line List

Symptomatic monitorees who public health officials are investigating to determine if the monitoree meets the case definition can be moved from the "Symptomatic" tab to the "PUI" tab by documenting a public health action.

1) Click on the monitoree's name on the "Symptomatic" line list to open their record.

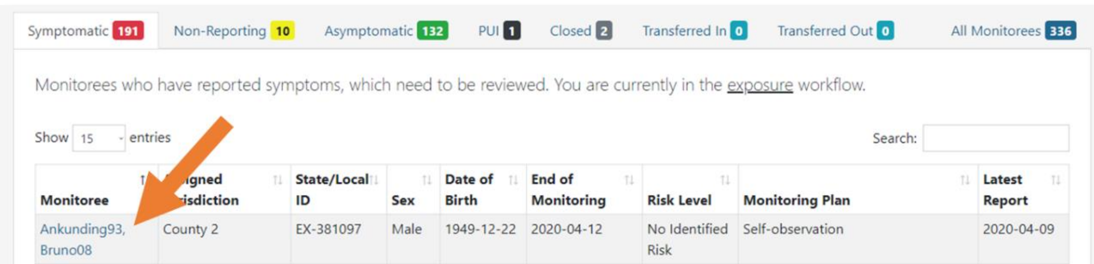

Figure 65. Click on a monitoree's name to open their record

2) Under "Monitoring Actions" change the "Latest Public Health Action" to anything other than "None." You will be prompted to include any additional details.

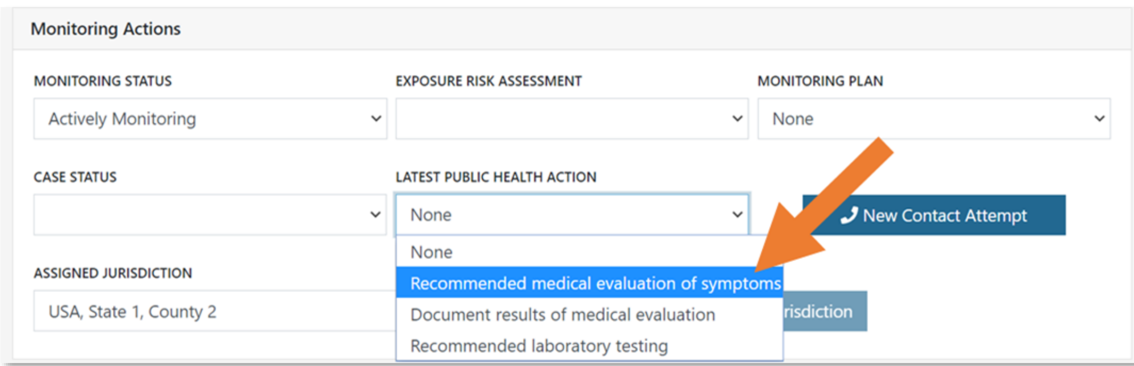

Figure 66. Select a public health action to move a monitoree to the "PUI" list

3) The monitoree record will be updated and moved to the "PUI" line list. This monitoree will not continue to receive daily report requests from the system since public health is actively investigating.

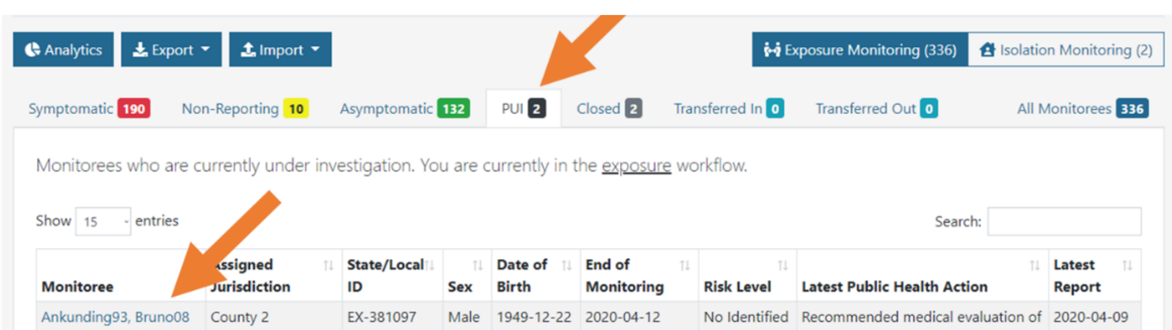

Figure 67. The monitoree now appears in the "PUI" line list

Manually Close Records for Monitorees who no Longer Require Follow-Up

If a monitoree will no longer be monitored by public health (e.g., due to the ending of the monitoring period or lost to-of follow-up), the record can be closed so that it will not appear on the Active Monitoring line lists; the system will also stop sending daily symptom reports. Records are automatically moved to the Closed line list after the specified monitoring period (e.g., 14 days) but only if no reports require review by a public health user.

1) After selecting the record of interest, update "**Monitoring Status**" to "**Not Monitoring**" in order to close the record.

Figure 68. Change monitoring status

2) Document the reasons for status changes and any additional details. The reason for closure may include:

- Completed Monitoring (this reason is assigned to any records automatically closed by the system)
- Lost to follow-up during monitoring period
- Lost to follow-up (contact never established)
- Transferred to another jurisdiction (this reason should be selected if a record is transferred to a jurisdiction that is not participating in Sara Alert)
- Person Under Investigation (PUI) (this reason should be selected if the monitoree is a PUI and you want to manage the investigation in another system)
- Case Confirmed (this reason should be selected if the monitoree meets the case definition and you do not want to move the person to the isolation workflow)
- Deceased
- Other

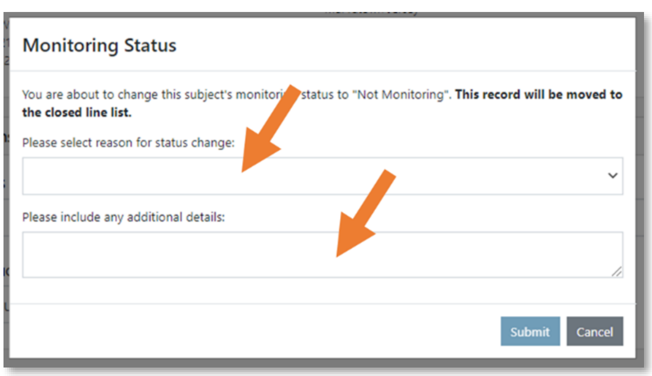

Figure 69. Document reason for monitoring status change

3) The change is documented in the record's history.

Figure 70. Comments are added to record history

4) The monitoree will then move to the "**Closed**" line list. A record can be moved back to the Active Monitoring line lists by changing the monitoring status back to "Actively Monitoring".

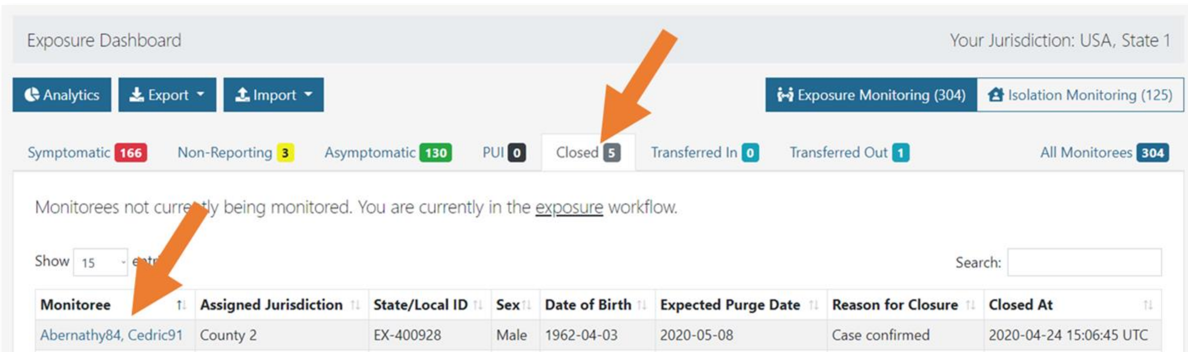

Figure 71. The monitoree now appears in the "Closed" line list

Move Monitoree Records Based on Case Status

A record can be moved between the exposure and isolation workflows based on case status. This workflow is intended to move exposed individuals on the PUI to the appropriate workflow after a case in ruled in or out based on the investigation.

1) After investigation of a symptomatic exposed individual, select appropriate "**Case Status**".

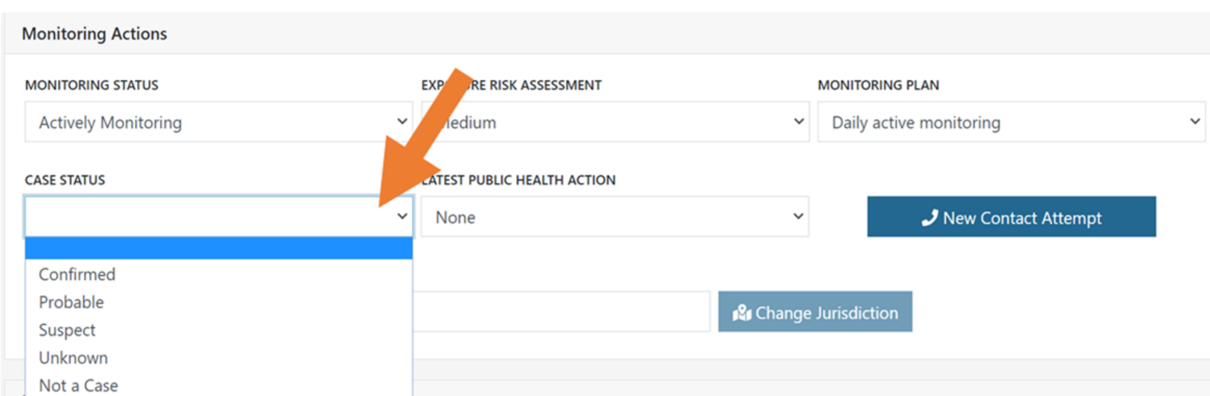

Figure 72. Select case status

Case Status is Confirmed or Probable

- Select "**Confirmed"** or "**Probable"**.
- Select if you would like to continue monitoring the case in Sara Alert or not. This should be based on local response protocols.
  - Selecting "**End Monitoring**" will move the record to the closed line list with "Meets Case Definition" as the reason
  - Selecting "**Continue Monitoring in Isolation Workflow**" will move the record to the isolation workflow. The record will appear in either the "Non-Reporting" or "Reporting" line lists, depending on the monitoree's reporting status.

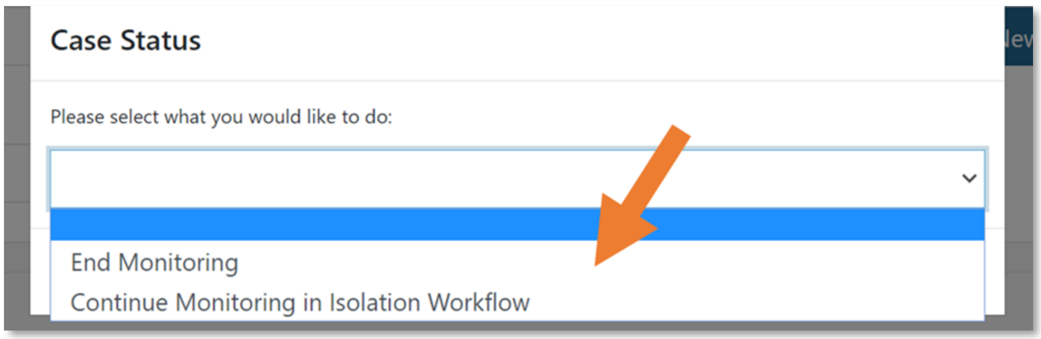

Figure 73. Choose what to do with the record

Case Status is Suspect, Not a Case, or Unknown

- Select "**Suspect**", "**Not a Case**", or "**Unknown**"
- The record will be retained or returned to the exposure monitoring workflow to continue monitoring for the remainder of the monitoring period or until meets confirmed or probable case status.

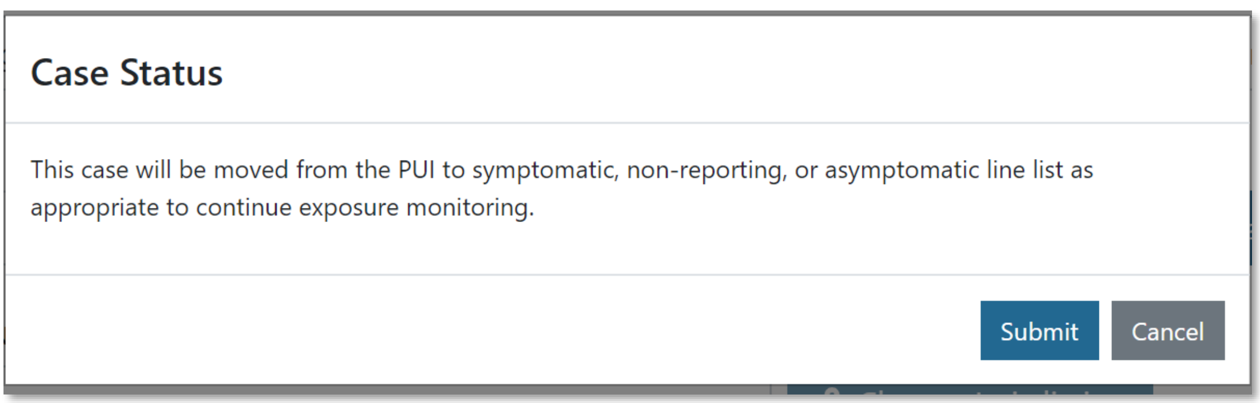

Figure 74. The case will move back to an active monitoring list in the exposure workflow

ANALYST ROLE CAPABILITIES

View and Export the Analytics Summary

A user assigned the analyst role will be **taken directly to the Analytics Summary** upon login as shown below. The data included in the summary is restricted to the user's assigned jurisdiction and includes records from both the exposure and isolation workflows. The analyst role does not have access to any individual level data.

1) Review the analytics summary. The display of some information on the Analytics Summary can be modified, including displaying data as tables or charts or advancing the timeline on the time series maps.

- The data that drives the analytics page is updated every 30 minutes (for performance reasons). The time of the last update can be found at the top of the analytics summary.

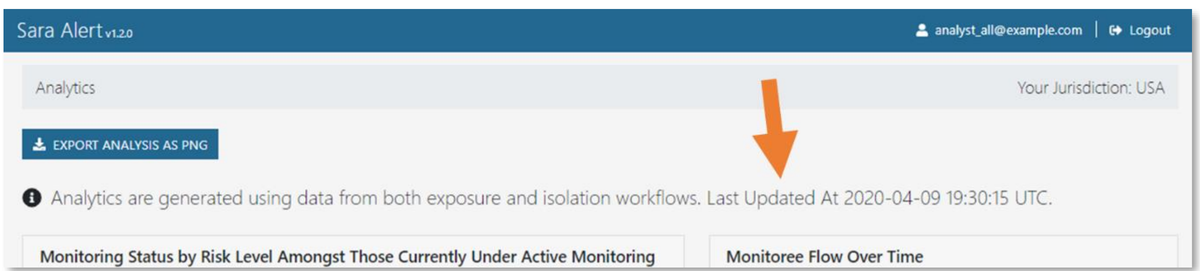

Figure 75. Analytics summary. The time of the last update can be found at the top

2) Some tables can be exported as a CSV file. Click the corresponding export button to download the file.

Figure 76. Some analytics datasets can be exported as a CSV file

3) Export a screen capture of the entire dashboard display. The export will reflect the current dashboard view (e.g., view data as graph or view data as table).

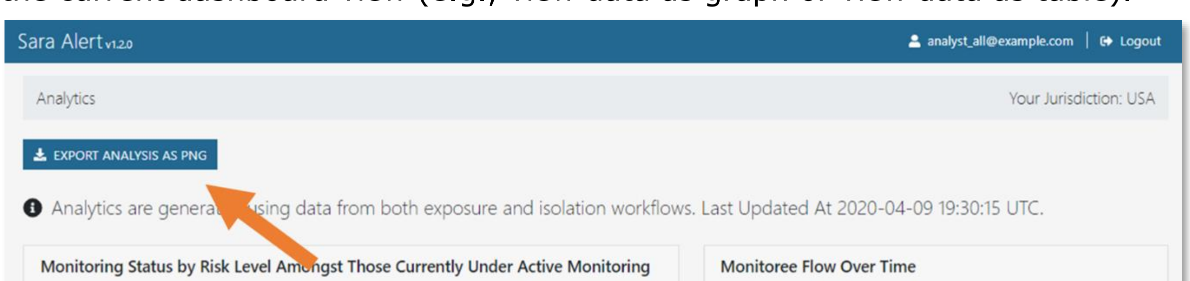

Figure 77. Dashboard can be exported as a PNG file

ADMINISTRATOR ROLE CAPABILITES

Administrators are responsible for managing Sara Alert Users. Local administrators can only manage users within their assigned jurisdiction. If a local administrator needs managing users, please contact the Sara Alert Help Desk.

View List of Users

The Administrator role shows the list of current users in their assigned jurisdiction with the following associated information:

- **Email:** User's email address
- **Jurisdiction:** Shows the complete access hierarchy for the user. Users (including Administrators) have access to all data (specific to their role) for their jurisdiction and all sub-jurisdictions.
- **Role:** User's role
- **Failed Login Attempts:** The number of that the user has unsuccessfully tried to log in. A user's account will automatically lock after 20 consecutive unsuccessful attempts.
- **Status:** Whether the user's account is locked or unlocked.

Click on headers to sort based on that column.

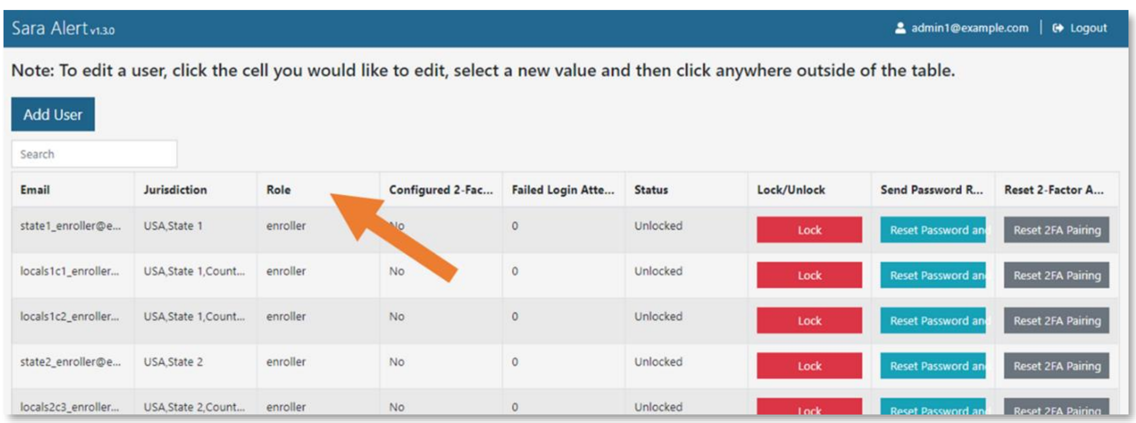

Figure 78. Click the column header to sort that column.

How to Add a New User

1) Click the "**Add User**" button.

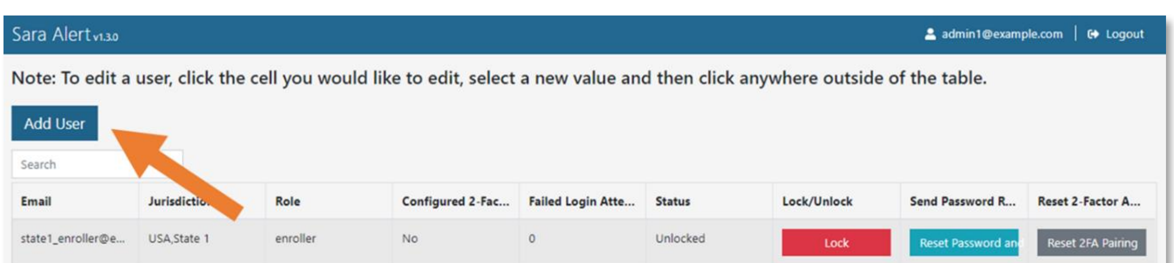

Figure 79. Add a new user

2) Enter the new user's email address and select their jurisdiction and role from the drop-down lists. Click "**Add User**" to complete the process.

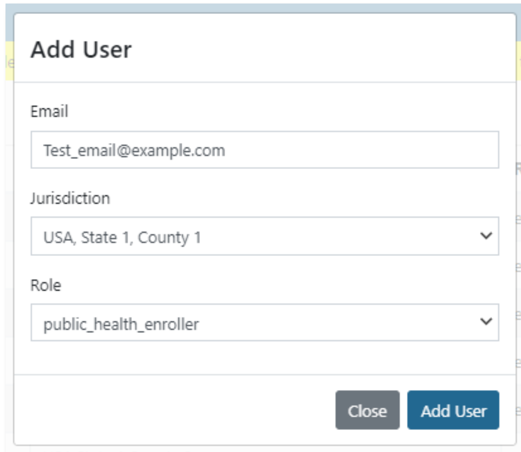

Figure 80. Complete new user entry

How to Lock or Unlock User Accounts

1) To manually lock a user's account, click the "**Lock**" button. This button will only appear if the user's account is currently unlocked.

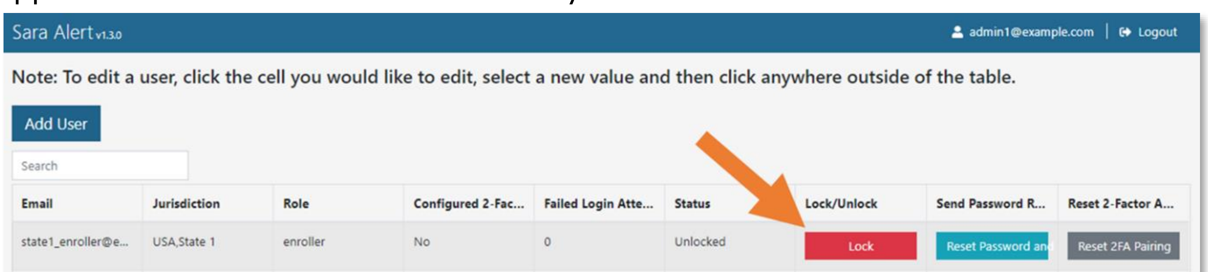

Figure 81. Manually lock a user's account

2) Users will be unable to log in to a locked account.

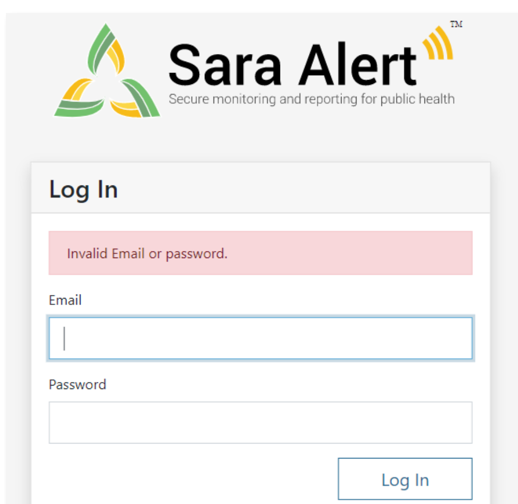

Figure 82. Users cannot log in to a locked account

3) To unlock a user's account, click the "**Unlock**" button. This button will only appear if the user's account is currently locked.

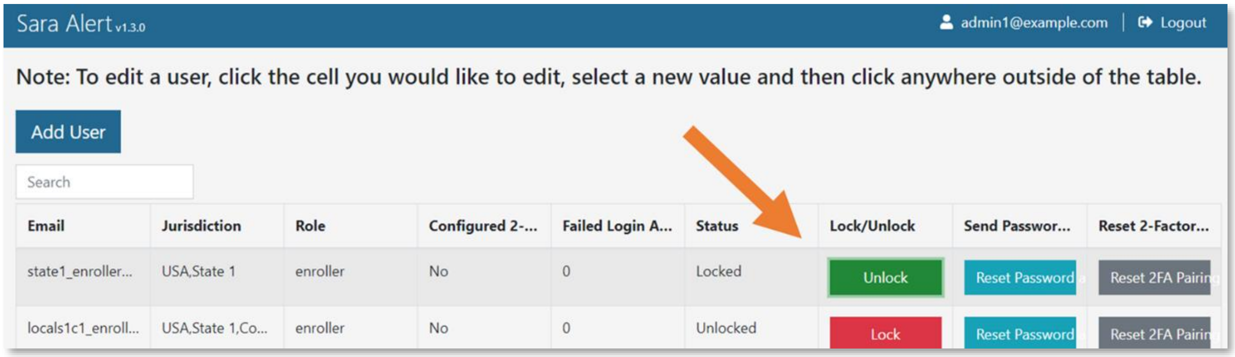

Figure 83. Unlock a user's account

How to Reset User Passwords

1) Sara Alert handles password reset requests via email. If one of your users requests a password reset, click "**Reset Password and Send Email**"

Figure 84. Click the "Reset Password and Send Email Button" to reset a user's password

2) The user will receive an email with a temporary password. On their next login, they will be prompted to change their password.

Edit User Account Information

Administrators can edit a user's jurisdiction or role. To edit a user, click the cell you would like to edit, select a new value and then click anywhere outside of the table to update.

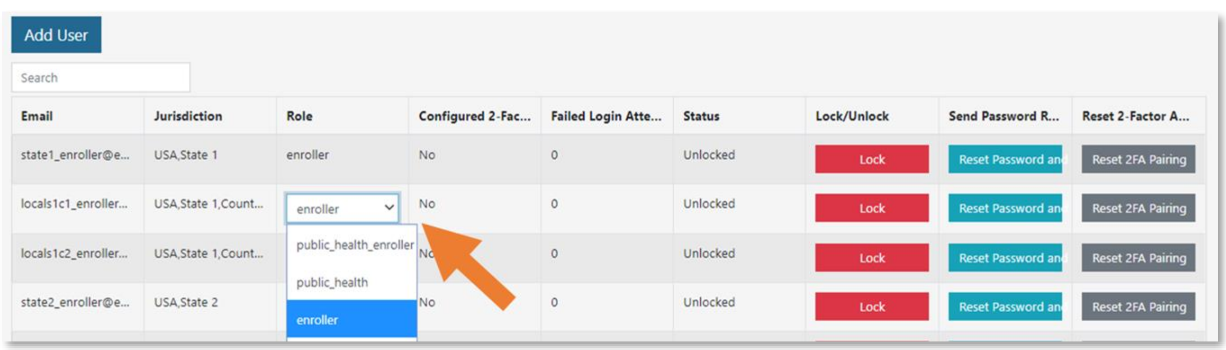

Figure 85. Edit a user

How to Manage Two-factor Authentication (2FA)

2FA is a requirement for all Sara Alert users (not including monitorees) to help maintain the tool's security.

View Status of 2FA Configuration

The "**Configured 2-Factor Auth**" column shows whether a user has configured their required 2FA. If a user has not configured 2FA, they will be prompted to do so on their next login.

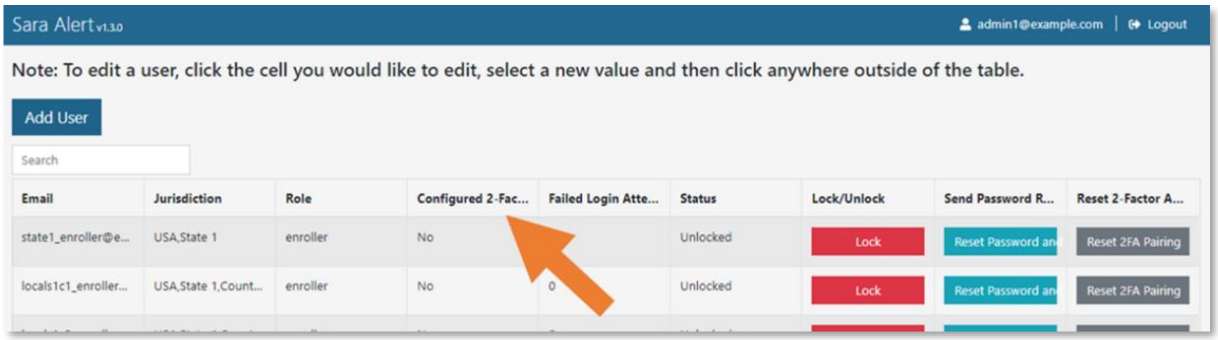

Figure 86. The Administrator Dashboard shows a user's 2FA configuration status

Resetting Two-Factor Device Pairing

If a user wishes to reset the phone number associated with their Sara Alert account (i.e., change the phone that will receive the 6-digit 2FA token), they should notify their jurisdiction's Local Administrator.

- Select "**Reset 2FA Pairing**" button.
  - Once reset, the user's "Configured 2-Factor Auth" status will change to "No" and the user will be prompted to register for 2FA on their next login attempt

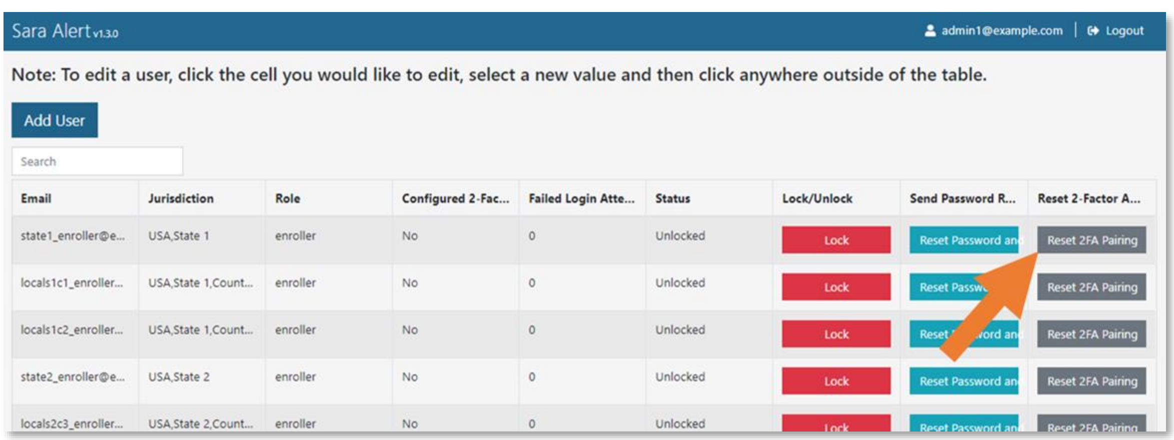

Figure 87. Reset a user's 2FA pairing

EXPOSED MONITOREES

Monitorees are individuals with potential exposure who have been enrolled by a trusted enroller or public health enroller for public health monitoring. Exposed monitorees will receive messages during the monitoring period until the record is closed. Monitorees will not have Sara Alert accounts (e.g., no user name and password); while being actively monitored, each monitoree or head of household will be sent a daily notification to submit a symptom report that is linked to their record(s).

How Monitorees Submit Symptom Report Information to Sara Alert

1) Monitorees will access their Daily Report using the notification received via their preferred contact method (e.g., email link, SMS, phone). For demonstration, an example email and text message are shown below. The notification will not include the monitoree’s name, but will identify them by their **first initial, last initial, and age**.

- Email notifications will come from **notifications@saraalert.org**

Figure 88. Example Sara Alert Welcome Email

- SMS text messages and phone calls will come from **816-744-8873**.
    - If this number is changed, users will be immediately notified so that monitorees can be informed about the change in the trusted number.

Figure 89. Example SMS text message from Sara Alert

2) Monitoree or head of household will respond to prompts and click "**Submit**."

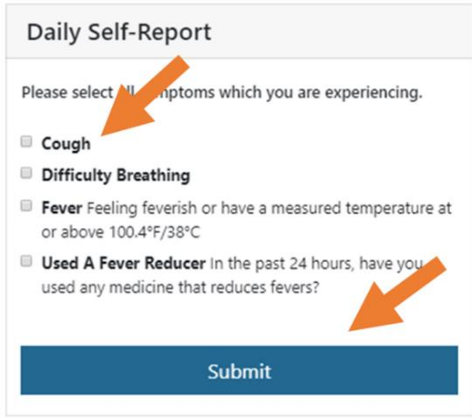

Figure 90. Daily self-report monitoree interface

3) Sara Alert will show a screen confirming submission.

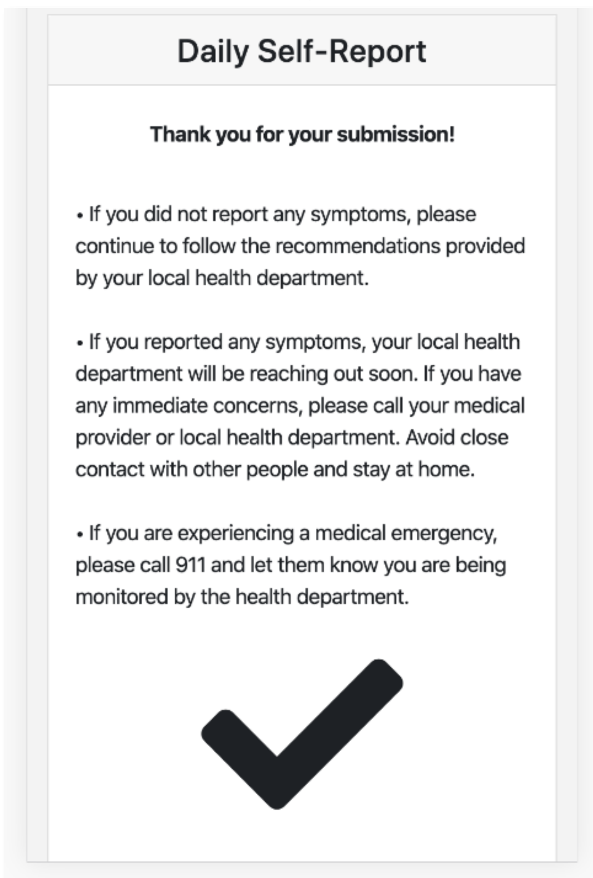

Figure 91. Daily report thank you screen for email

Summary of Messages Sent to Monitorees

Welcome Message

- Monitorees who select **email** or **SMS** as the preferred contact method **will receive an initial welcome notification** from the system via their preferred contact method as soon as enrollment is completed through the user interface or import.
- Monitorees who selected **phone** as the preferred method **will not receive an initial welcome call.** The first message from the system for these monitorees will be the following day during their preferred contact time.
- If **preferred contact method is left blank on import**, the system will not send a message until that field is updated.
  - It is important to coordinate the timing of system welcome messages with monitorees so that they know the message is legitimate.

Daily Symptom Report Notification

Every day, the system **will send a notification** via the monitoree's preferred contact method during their monitoring period if all the following criteria are met:

- The monitoree is on the Symptomatic, Non-Reporting, or Asymptomatic line list **AND**
- Notifications are not paused

Conversely, the system **will not send notifications** every 24 hours to a monitoree if **any** of the following criteria are met:

- The monitoree is on the closed line list, **OR**
- The monitoree is on the PUI list, **OR**
- Notifications are paused

Daily Reminder Messages (SMS contact method only)

- **SMS** messages: If a monitoree does not reply to the daily report notification, the system will send out up to 3 reminder text messages asking the monitoree to complete the report. Reminder messages will only be sent if it is during the monitoree's designated preferred contact time.
- **Email**: No reminder messages are sent to monitorees who prefer email; they will receive an email message from the system every 24 hours
- **Phone**: No reminder calls are sent to monitorees who prefer phone; they will receive one phone call every 24 hours during their preferred contact time. If the system does not understand a response from a monitoree or the monitoree responds using different words than "Yes" or "No", the prompt will be repeated a few times before disconnecting.

Message Timing

- When **email** is preferred: The system will send messages in 24 hour cycles starting at the time of enrollment
- When **SMS** is preferred: The system will send out a welcome message at the time of enrollment and then in 24 hour cycles starting during the next preferred contact time period

    - Example: If a monitoree is enrolled at 4 pm, but their preferred contact time is morning, they will receive a welcome message at 4 pm and then reminders every 24 hours between 8 am – noon starting the following day.
- When **phone** is preferred:
    - If enrollment occurs during the monitoree's preferred contact time, the system will send messages in 24 hour cycles starting at time of enrollment.
    - If enrollment occurs outside of the monitoree's preferred contact time, the system will send out messages in 24 hour cycles starting during the next preferred contact time period.
        - Example: If a monitoree is enrolled at 4 pm, but their preferred contact time is morning, they will not receive a message until it is between 8 am – noon the following day.

ISOLATION WORKFLOW

The isolation monitoring workflow allows public health to monitor cases daily to determine when they meet the recovery definition and it is safe to discontinue home isolation.

ENROLLER ROLE CAPABILITIES

A user assigned the enroller role, as of Version 1.3, will not be able to enroll monitorees directly into the isolation workflow. If you need to enroll a case for isolation monitoring, a user assigned the public health or public health enroller role can import cases into this workflow or transfer cases after enrollment.

PUBLIC HEALTH ROLE CAPABILITIES

View Analytics Summary

As of version 1.2, the analytics summary only shows data for exposure monitorees. See the **View Analytics Summary** section on **page 19** for more details.

Export Monitoree Line List Data

Exporting monitoree line list data works in the same way for both the exposure and isolation workflows. See the **Export Multiple Records** section on **page 20** for more details.

Import Monitoree Line List Data

Importing monitoree line list data works in the same way for both the exposure and isolation workflows. See the **How to Import** section on **page 22** for more details.

Toggle Between the Workflow Views

Toggling between the workflow views works the same way for both the exposure and isolation workflows. See the **How to Toggle Between the** section on **page 24** for more details.

Description of Isolation Monitoring Dashboard Line Lists

Monitorees are displayed on different line lists (accessed by tabs at the top of the dashboard) based on the following criteria described in more detail below:

- Monitoring Status
- Content of Daily Symptom Report
- Time since Last Report Submission
- Symptom Onset Date
- Lab Test Results
- Changes to Assigned Jurisdiction

Active Monitoring Line Lists

The active monitoring line lists are for cases that the health department is currently monitoring. Records where **Monitoring Status** is set to "**Actively Monitoring**" may only appear on one of the following line lists:

- **Records Requiring Review**: Cases who preliminarily meets one of the recovery definitions and requires review by public health to validate that it is safe to discontinue isolation. The recovery definition logic has been designed to be sensitive; as a result, cases that do not meet requirements for recovery may appear (especially for test-based definition).

  A case preliminarily meets the recovery definition in either of two situations (configuration below is for COVID-19):
  - **Test-based:**
    - Two negative laboratory results documented in "Lab Results" table; AND
    - >24 hours since last reporting a fever to the system; AND
    - >24 hours since last reporting the use of fever-reducing medicine
  - **Non-test-based:**
    - >72 hours since last reported fever; AND
    - >72 hours since last reported use of fever-reducing medicine; AND
    - >7 days since onset of symptoms (based off symptom onset date).

- **Non-Reporting**: Cases who have not reported (e.g., presence or absence of symptoms) within the expected time period (e.g., 24 hours) **AND** have not yet met the recovery definition; requires follow-up
- **Reporting**: Cases who have reported the presence or absence of symptoms within the expected time period (e.g., 24 hours) **AND** have not yet met a recovery definition; does not require follow-up

Cases who may require public health follow-up are located on either the **Records Requiring Review** or **Non-Reporting** tab. Follow-up with these cases should be based on current guidelines and available resources (i.e., CDC, etc.).

Closed Line List

The closed line list is for cases who are no longer being monitored (e.g., met criteria to discontinue isolation, lost to follow-up, etc.). A case on this line list will not appear on any Active Monitoring line lists. Records where **Monitoring Status** is set to "**Not Monitoring**" appear on this list.

- **Closed**: Cases who are no longer being monitored (e.g., completed monitoring period, lost to follow-up, etc.).
  - After a case has met the recovery definition, a public health user must close the record; this ensures that the case has been reviewed to validate the recovery definition has been met.
  - Whenever a record is manually closed by a user, a reason for ending monitoring should be selected.
  - Records on this list are accessible by users for 14 days after the last record update. Monitorees can be moved back to an Active Monitoring list by setting the Monitoring Status back to "Actively Monitoring".

- Records on the closed line list that have not been updated for 14 days will be de-identified. The closed line list shows the expected purge date. Records on this list are purged 14 days after the last update to the record (see **SARA ALERT RECORD RETENTION** on **page 9** for more details)
    - These records can be exported if that information needs to be retained (See **Excel Export for Purge Eligible Monitorees** on **page 20**)

Transfer Line Lists

The following line lists are for case where the Assigned Jurisdiction has changed. A case may also appear on the appropriate Active Monitoring or Closed line list based on record values.

- **Transferred In:** Cases who were transferred to your jurisdiction by a Sara Alert user in a different jurisdiction in the past 24 hours (i.e., due to a case moving inside your jurisdiction from elsewhere).
    - A case on this list will appear on the appropriate Active Monitoring or Closed line list based on record values.
- **Transferred Out:** Cases who have been transferred out of your jurisdiction to another jurisdiction participating in Sara Alert (i.e., due to a monitoree moving outside your jurisdiction).
    - Users lose access to an individual's records when they are transferred out of their jurisdiction. If you need to maintain complete record data, we recommend exporting records for these individuals before transferring to a new jurisdiction.
    - Records on this list will be purged 14 days after transfer
    - If you need to transfer a record to a jurisdiction that is not participating in Sara Alert, export the record then close it. Select "Transferred to another jurisdiction" as the reason. These records will not appear on the Transferred-Out line list.

All Cases

The **All Cases** line list (located on the far right) shows all cases in the jurisdiction who are currently in the isolation workflow.

Navigate Isolation Monitoring Dashboard Line Lists

Navigation between the line lists works the same in the exposure and isolation workflows (though the line list names are different). See
Navigate Exposure Monitoring Dashboard Line Lists on **page 26** for more details.

Case Details Page Overview

The case details page is the same between the exposure and isolation workflow. See **Individual Monitoree Record Overview** on **page 27** for more details.

View a Specific Case Record

Viewing case records works in the same way for both the exposure and isolation workflows. See **View a Specific Monitoree Record** on **page 30** for more details.

Transfer a Monitoree Record

Transferring monitoree records works in the same way for both exposure and isolation monitorees. See **How to Transfer a** Monitoree Record on **page 32** for more details.

Add a Symptom Report to a Monitoree Record

Adding symptom reports works in the same way for both exposure and isolation monitorees. See Add a Symptom Report to a Monitoree Record on **page 35** for more details.

Modify an Existing Symptom Report

Modifying existing symptom reports works in the same way for both exposure and isolation monitorees. See **Modify an Existing Symptom Report** on **page 37** for more details.

If a symptom report is modified, the recovery definition logic will be updated based on changes. Thus, if a user specifies that a fever reducer was used in the past 72 hours, the record will be moved off the requires review line list until 72 hours has passed since fever free without use of medication.

Add a Note About a Specific Symptom Report

Adding notes works the same for both the exposure and isolation workflows. See **How to Add a Note About a Specific** Symptom Report on **page 38** for more details.

Add Comments to a Record

Adding comments works the same for both the exposure and isolation workflows. See **How to Add Comments to** a Record on **page 39** for more details.

Move Monitorees Between Line Lists on Isolation Workflow Dashboard

From Reporting Line List to Records Requiring Review

Sara Alert will signal that a monitoree preliminarily meets a recovery definition by moving their record to the "Records Requiring Review" line list. The system automatically moves records when either of the following conditions is met

Current Recovery Definition Configurations for COVID-19

The configurations for COVID-19 are based on CDC guidance:

- **Test-based:**
  - Two negative laboratory test results documented in Lab Results" section; AND
  - >24 hours since last reporting a fever to the system; AND
  - >24 hours since last reporting the use of fever-reducing medicine
    NOTE: The system does not check the type of test or time between specimen collection. A public health user will need to validate that the test type, results, and time between specimen collection meet the latest recovery definition criteria prior to discontinuing isolation.
- **Non-test-based:**
  - >72 hours since last reported fever; AND
  - >72 hours since last reported use of fever-reducing medicine; AND
  - >7 days since onset of symptoms (based off symptom onset date)

While the non-test-based condition relies only on data supplied by the monitorees, the test-based condition requires input from public health users (i.e., documentation of two negative laboratory tests).

To help orient users to which information needs to be validated, the monitoring status located at the top of the reports section specifies which recovery definition was met.

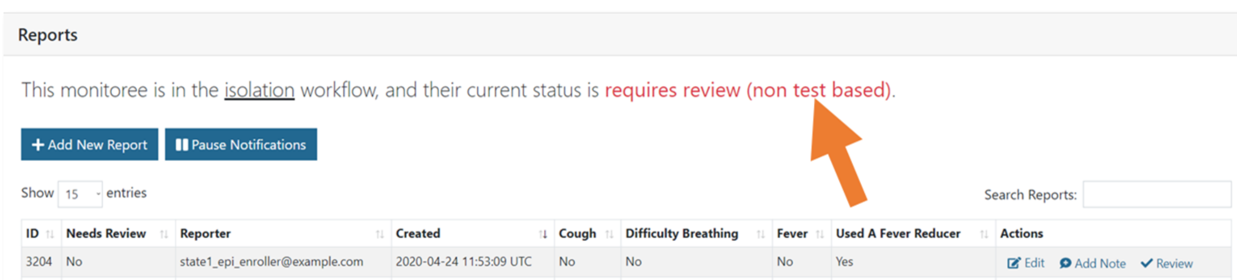

Figure 92. The recovery definition met is shown on each record that requires review

To document laboratory tests for test-based recovery definition:

1) Navigate to the "**Reporting**" line list (on the Isolation Dashboard) and open the monitoree's record.

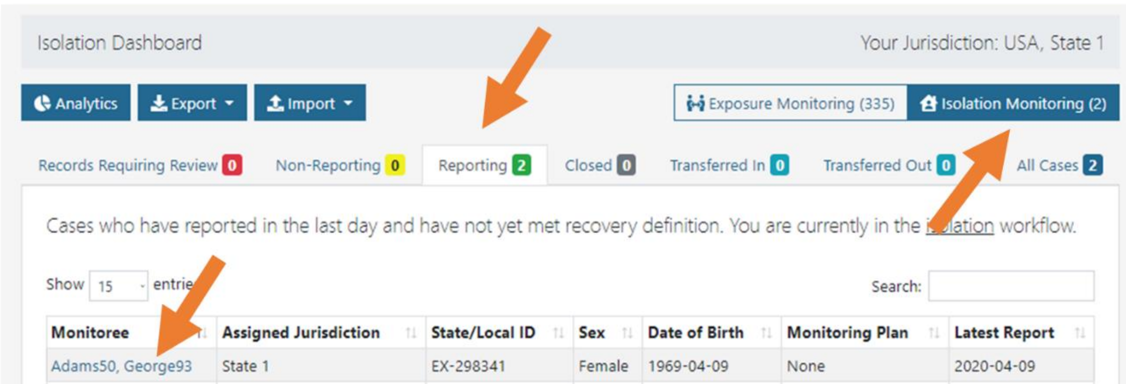

Figure 93. Open the monitoree's record

2) To add laboratory test results, click "**Add New Result**" in the Lab Results section.

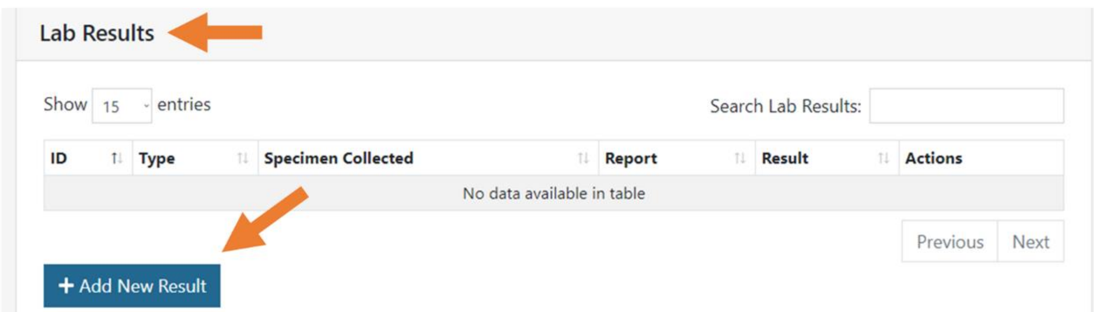

Figure 94. Add laboratory test results

3) Update fields with available data. The "**Result**" field is the only field currently processed for the test-based recovery definition. The other fields are provided as a minimal set of lab information required to assess if recovery definition was met.

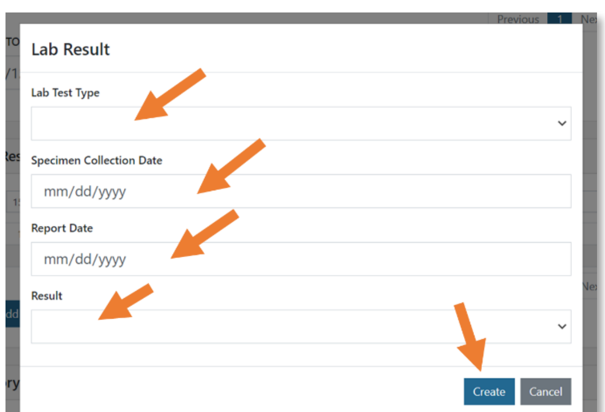

Figure 95. Add Lab Result information

4) Lab Results are documented in the History section.

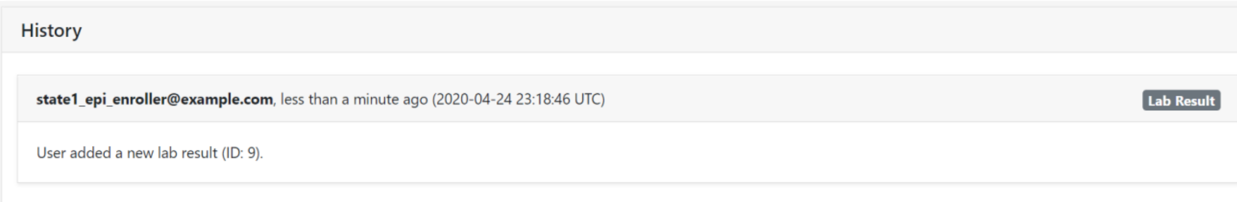

Figure 96. Sara Alert documents which user added lab results

5) Once a record has two documented negative test results and has been without fever for >24 hours without use of medication, they are moved to the "Records Requiring Review" tab.

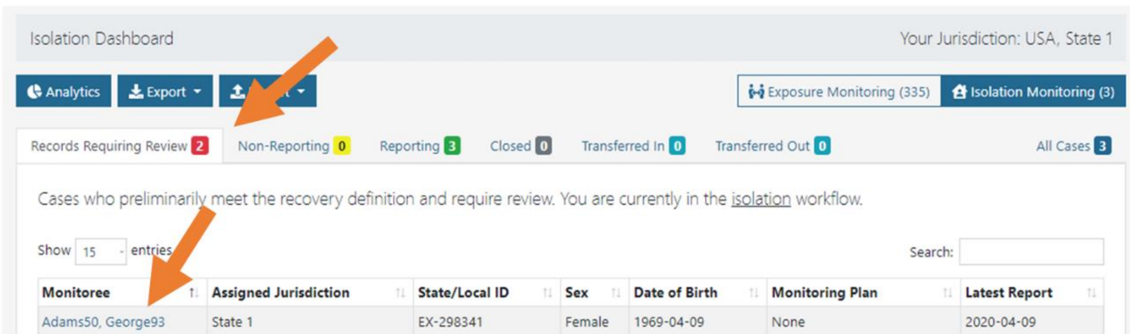

Figure 97. The record has moved to the "Records Requiring Review" line list

Manually Close Records for Monitorees who no Longer Require Follow-Up

Records are closed the same way in both workflows. The instructions below provide specific guidance for closing cases who are being monitored to determine when it is safe to discontinue isolation.

If a case will no longer be monitored by public health (e.g., meet criteria to discontinue monitoring, they are deceased, or lost to follow-up), the record can be closed so that it will not appear on the Active Monitoring line lists; the system will also stop sending notifications asking for Daily Reports.

Close Case that is on Reporting or Non-Reporting line List

1) After selecting the record of interest, update "**Monitoring Status**" to "**Not Monitoring**" in order to close the record.

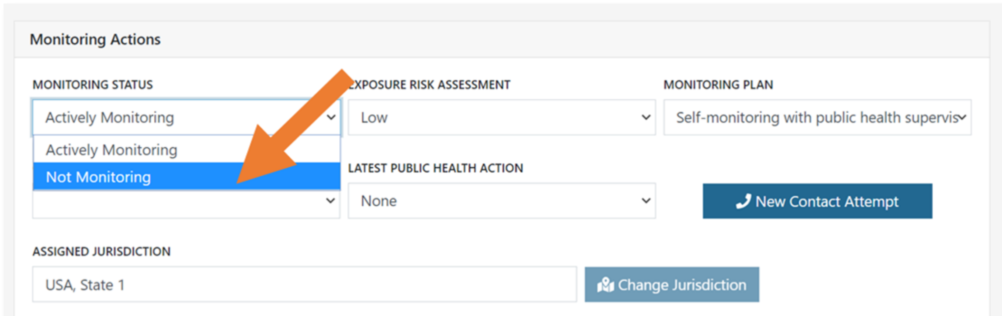

Figure 98. Change monitoring status

2) Document the reasons for status changes and any additional details.

The reasons for closure may include:

- Lost to follow-up during monitoring period
- Lost to follow-up (contact never established)
- Transferred to another jurisdiction (this reason should be selected if a record is transferred to a jurisdiction that is not participating in Sara Alert)
- Other

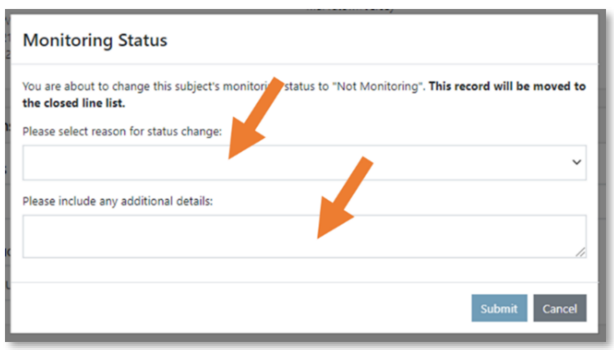

Figure 99. Document reason for monitoring status change

3) The change is documented in the record's history.

Figure 100. Comments are added to record history

4) The case will then move to the "Closed" line list. A record can be moved back to the Active Monitoring line lists by changing the monitoring status back to "Actively Monitoring".

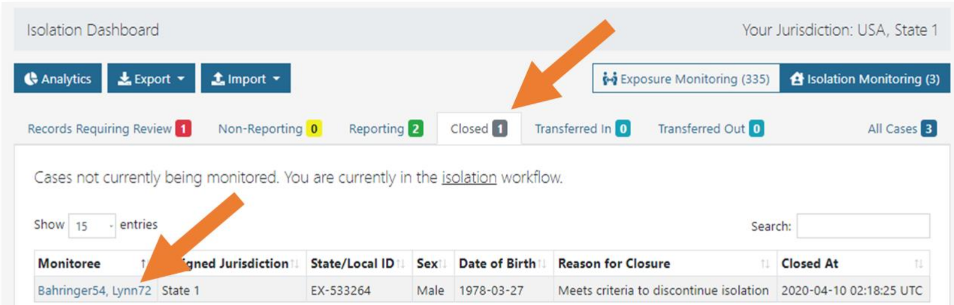

Figure 101. The record has been moved to the "Closed" line list

From Records Requiring Review Line List to Closed by Reviewing Records

When cases have preliminarily met the recovery definition, they require a public health user's review to determine if they can be safely removed from isolation. The system will not automatically close these records. A public health user must close these records after confirming that the recovery definition has been met.

1) Navigate to the "**Records Requiring Review**" line list and open the monitoree's record.

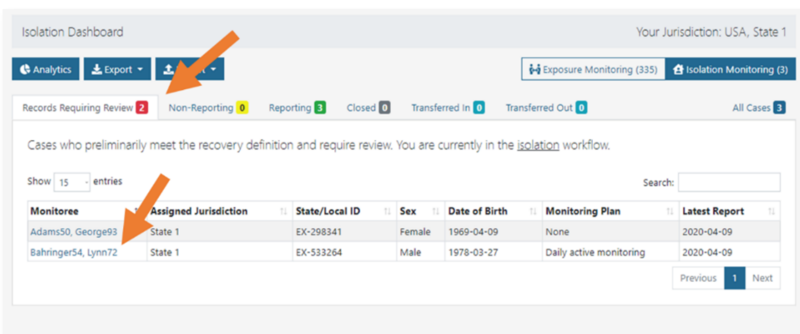

Figure 102. Open the monitoree's record

2) After follow-up with the case, if public health confirms that the recovery definition was met, close the case by changing the monitoring status to "Not Monitoring" and select "Meets criteria to discontinue isolation."

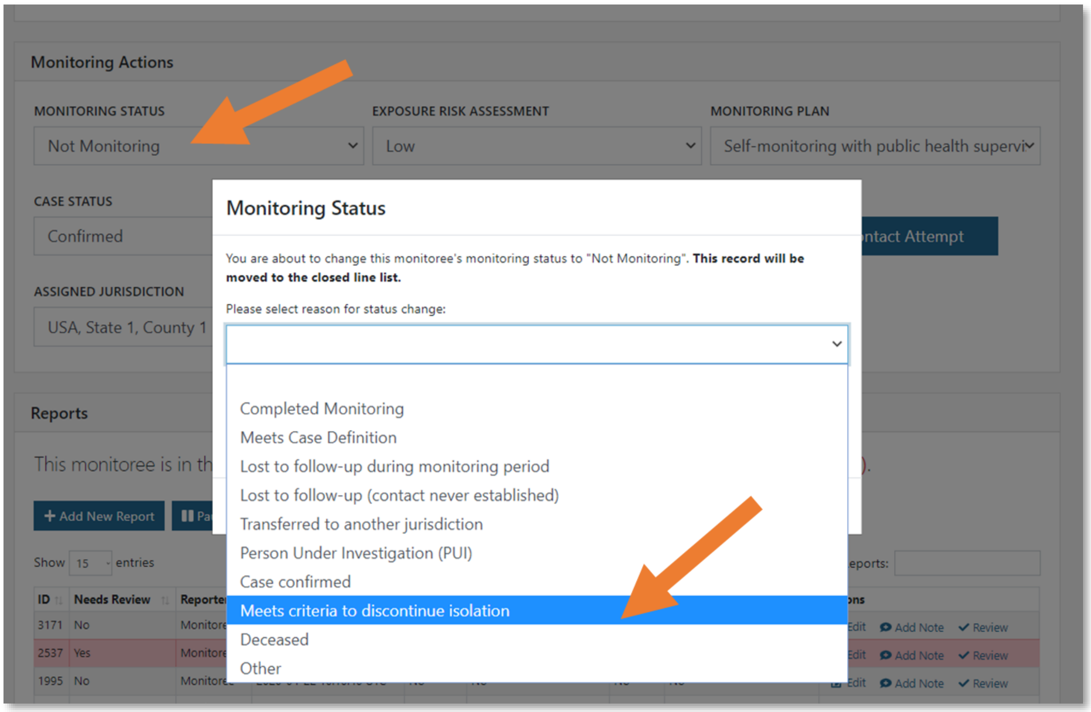

Figure 103. Discontinue isolation

3) The case's record will move to the "Closed" line list.

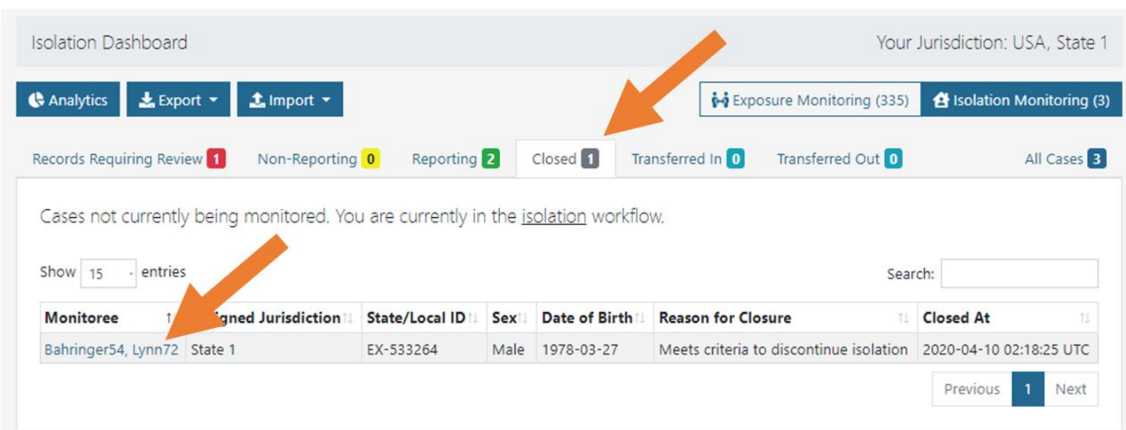

Figure 104. The record has been moved to the "Closed" line list

ANALYST ROLE CAPABILITIES

The analytics summary is generated using data from the records on both the exposure and isolation workflow dashboards, as applicable. See **ANALYST ROLE CAPABILITIES** on **page 46** for a description of the analyst role's capabilities.

ADMINISTRATOR ROLE CAPABILITIES

The administrator role operates in the same way for both the exposure and isolation workflows. See **ADMINISTRATOR ROLE CAPABILITES** on **page 47** for a description of the administrator role's capabilities.

CASE MONITOREES

Cases have the same user experience in the isolation workflow as they do in the exposure workflow. Case monitorees will receive messages during their monitoring period until the record is closed (see above for scenarios). See **EXPOSED MONITOREES** on **page 50** for a description of the monitoree user experience.