

## 3.4 Solution FAQs

### 3.4.1 FAQs Customers (Health Agencies)



## Customer FAQs (prioritized)

### Questions with Priority 1:

#### **Which steps do I have to fulfill in order to notify all contact persons?**

To start with CoCo, we highly recommend you watching our “how to” video, in which all the steps you need to take – from the registration to notifying all contact people – are explained in detail.

#### **How will the data of contact persons be gathered and made available to me? How can I import data?**

The data of contact persons will either be provided via Qroniton or via Excel files which you can easily import into the system of CoCo. Besides, you as a health agency worker are able to type in contact data directly into the CoCo system after receiving them from index persons or other sources.

#### **How do I send out all the notifications to the contact persons?**

You can easily tick boxes right next to the contact persons’ names and then with only one click of a button (“notify”), you send out all the notifications.

#### **How do I contact people without a smartphone?**

We are currently working on an automated way to do so. However, right now, you have to call them manually.

#### **How do I get notified that the relevant contact persons have received their notification?**

In the system (CoCo) you can see if a contact person has already received a SMS and if they have clicked on the verification link. The contact person receives one link with the questionnaire and the guidelines. By clicking on the link, it automatically sends out a verification that the contact person has read it and the health department worker can see that in the CoCo system. In case there is no reaction by the contact person within 24 hours, a reminder message will be sent out.

#### **How will all the information I receive from the questionnaire be collected and analyzed? How will the classification into CP1 and CP2 take place?**

We have worked on a complex but reliable rating system for the questionnaire, weighting the answers accordingly. With the help of this rating, CoCo will automatically classify people not only into CP1 and CP2 (we used the current guidelines for this classification) but also evaluate a potential high(er) risk these people might have (e.g. if they are living together with their grandmother or have a critical work environment).

**How can I contact CoCo in case of an IT-related incident?**

The best way to contact us is via E-Mail or telephone, so that our IT specialists are able to help you asap.

**Where can I find helpful training material?**

We recommend you to either watch our “how to” videos or to find an answer for your question within our FAQs. Also, you can go look through the training material we will provide your institution with.

**Questions with Priority 2:****How do I get started with CoCo?**

To start with CoCo, you will have to get your own user credentials, provided by your institutions, including your E-Mail, username and password. We recommend you using our provided training material including videos before you get started with CoCo.

**How do I, as a health agency worker, know all the contact persons of an index person?**

We will provide you not only with a questionnaire and instructions for contact persons but also for index persons so that they will be able to write down all the contacts they had in a relevant time frame.

**Questions with Priority 3:****Can people register their infection themselves too or does the health department need to do that?**

As only health agency workers have access to CoCo, they are the only ones that are able to register an infection. The only way people are able to notify the health department about a positive COVID-19 test is in the questionnaire provided to contact people. In this questionnaire, they are able to not only describe potential symptoms they might have experienced but also to inform health agencies about their test results, if they already have been tested before receiving the official information from the Health Agency via CoCo.

**Which tool will we use to keep track of all the infections? An already existing one or will we have to learn about a new one?**

For all tasks related to keeping track of infections and notifying contact people, you will use the newly developed system called CoCo.

**Can I adapt my KPI dashboard individually?**

We are working on personalized solutions at the moment. This feature will come soon with one of our software updates. Please stay informed by reading our regular update information, sent to you via email.

### 3.4.2 FAQs Enduser



## End User FAQs (prioritized)

### Questions with Priority 1:

**Which information/personal data do I have to provide about myself in the questionnaire and what does the health agency exactly do with this data?**

*Questionnaire for contact persons:*

In this questionnaire you have to answer how long you stayed at a certain place at risk, if you wore a mouth and nose protector, kept a distance of 1.5 meters and if the place was ventilated regularly. There are also some additional questions regarding a corona test you potentially took, symptoms you might be experiencing as well as your workplace and your household situation. This information helps health agencies to classify you into different risk categories (CP1 and CP2) and to provide you with suitable measures and guidelines tailored to your situation. Furthermore, especially your description of the symptoms you experienced might help to find out about common symptoms of infected people.

*Questionnaire for index persons:*

In this questionnaire you have to answer how long you stayed at the place where you potentially infected other people. Besides, you have to name all the people you had been in close contact with in a several time frame. There are also some additional questions according any symptoms your contact persons might be experiencing as well as your household situation - whether you need support in your quarantine or if there are family members or friends providing you with food and medicine.

**How will I be notified if I have been in contact with an infected person?**

You will receive a SMS from the health department with the information that you had been in contact with a positive-tested person along with a link guiding you to a questionnaire you will have to answer. Besides, a guideline sheet with all the necessary information about the next steps you have to take will be provided to you.

**I don't have a smartphone, how do I get notified?**

People without a smartphone will be called manually.

**What does CP1 and CP2 mean? What do they have to do?**

Regarding your risk contact situation, contact persons are classified as a CP1 or CP2 – which means Contact Person 1 or Contact Person 2. People belonging to the first category have stayed longer than 30 minutes at a certain place at risk, which was not regularly ventilated, did neither wear a mouth and nose protector nor kept a distance of at least 1.5 meters while talking to an index person. Even if people from the second category might have a lower risk potential, there are instructions for both, which we will provide to them accordingly. Do not worry, if you are classified as a contact person of an index person, we will let you know about all the steps that need to be taken.

**Questions with Priority 2:****Which steps do I have to follow when I am infected with COVID-19?**

If you are infected with COVID-19, you should follow the guidelines we provide you with. Please stay in quarantine for 14 days and inform us about all your contact persons so that we can provide them with relevant information.

**Questions with Priority 3:****Who will be notified after an infected person is detected?**

We will inform all the people a so-called index person had been in contact with in the last five days. It is important that we receive an honest feedback from the index person so that we can inform contact persons promptly.

**Can I also open the link on my computer?**

Yes, of course you can also open the link on your computer and access the questionnaire there.

### 3.4.3 FAQs Stakeholders



## Stakeholder FAQs (prioritized)

### Questions with Priority 1:

#### **What is the main purpose of CoCo?**

The main purpose of CoCo is to create less administrative work for health agency workers by making the notification of contact persons along with relevant guidelines less time-consuming as it will be done almost completely automatic. Therefore, health agency workers have more time to track more severe cases.

#### **Is it possible to test CoCo first before deciding to fully implement it in our agency?**

Yes, of course it will be possible to test CoCo in your institution to experience all the benefits it offers for both employees and the health agency in general before it will be completely implemented in your institution.

#### **How does CoCo ensure data protection for its end-users?**

Your data will be saved on servers in Germany only. To prevent unauthorized access, you are protected by the usage of symmetric and asymmetric encryption methods and transport encryption. Only employees of the health department who are involved in contact chain tracking can access this sensitive data in case of an infection. Manufacturers and operators of the CoCo system, on the other hand, have no access.

### Questions with Priority 2:

#### **Which people will be notified by CoCo in case of an infected person?**

We will inform all the people an index person had been in contact with in the last five days. It is important that we receive an honest feedback from the index person so that we can inform contact persons properly.

#### **What is the difference between CoCo and the Corona-Warn-App?**

It is important to not confuse the CoCo system and the Corona-Warn-App.

The Corona-Warn-App addresses end users - which means all potential index persons or contact persons. Even if this App does not show where and when exactly people had been in contact with an infected person, it helps them to keep track of their contacts and can be an indicator for a testing need.

CoCo, on the other hand, addresses health agency workers only, to make the administrative work for contact tracing, tracking and notifications less time consuming.