COVID-19 Contact Tracing and Tracking Application Updating a Contact Outreach
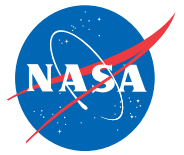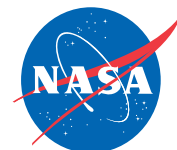

NASA Contact Tracing Plays a Vital Role in Helping to Control the Spread of COVID-19

Clinic employee interviews positive case to collect info on potential contacts

Clinic employee phones potential contact(s) and reviews screening questions

Clinic employee reviews recommendations for next steps

Positive Case or Contact follows up with supervisor

PICK UP—CONNECT—COLLECT

CONNECT

ADVISE

CONTACT FOLLOW-UP WITH SUPERVISOR

Table of Contents

Summary

Once you have collected contacts from a Positive Outreach Case you will need to begin the contact tracing process for all contacts who were documented during the Positive Outreach process. These cases are created as "Related Cases" in the system and attached to the original Positive Outreach case also known as the "Parent Case. The related cases are individuals who have possibly been exposed to COVID-19. It is possible during the tracing process that an individual who is currently defined under the "Contact Outreach" Case Record Type is updated to be a "Positive Outreach Case" if you learn through the tracing process that the individual has tested positive for COVID-19 after exposure from the parent case.

The Summary steps for accessing and updating a "Contact Outreach" case record are listed below and detailed narratives for each step can be accessed by clicking on the step listed.

1. Access NASA's Contact Tracing and Tracking Application - Open your Chrome browser and navigate to https://nasahealth.lightning.force.com/ from the browser address bar.
2. Select a Related Case from the "Contact Outreach Queue"
    - Navigate to the "Home" screen
    - Click on "All Open Cases"
    - Select "Contact Outreach Queue" from the drop-down field
    - Select any "Contact Outreach" case record type in a status of "Awaiting Outreach"
3. Change the status of the "Contact Outreach" case from "Awaiting Outreach" to "Outreach Underway"
4. Change the Case Owner
5. Add a "Guided Script" to the "Contact Outreach" and phone Contact
6. Enter "Closed Reason" and "Mark Complete"

Detailed Steps

### Step One – Access NASA's Contact Tracing and Tracking Application

Please note for step one you will need to be on the NASA network (this includes the use of VPN) and have a PIV card to successfully authenticate into the application. All end users must have a provisioned account in order to authenticate into the system. You will also need to have Chrome installed and properly configured on your NASA laptop or computer. If all of these conditions have been met then you may proceed with the below actions.

a. Launch Chrome from your NASA laptop or computer
b. Copy and paste https://nasahealth.lightning.force.com/ into Chrome's address bar
c. Select "Launchpad SSO"
d. Select "Smartcard Login"
e. Enter your PIN when Prompted
f. When you are presented with the NASA terms of use please read and if you consent then click "Finish"
g. After launching the application you may be prompted to "allow or block" notifications from the application. Please select "allow" if prompted.
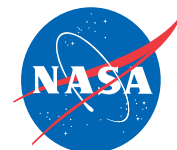
## Step Two – Locate "Related Cases" in the Contact Outreach Queue

a. To access the "Related Case" log into the system, and from the Home Screen select the "All Open Cases" to view filter options. Once selected choose the "Contact Outreach Queue". Related cases remain in a status of "Awaiting Outreach" with an owner of "Contact Outreach Queue", regardless of who entered the information. This allows all clinic personnel with availability to select and work cases in the "Contact Outreach Queue". Select the "Contact Outreach" you are going to be working from the cases displayed by clicking on the appropriate Case Number. If a case is currently in "Outreach Underway" but does not have an owner attached you will want to confirm, with other Clinic Personnel, who is working the case and assign the appropriate case owner to avoid confusion.
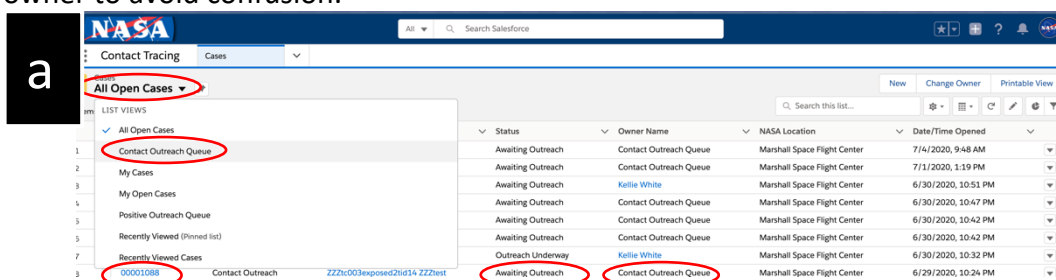

Step Three – Update status to Outreach Underway

a. Once the Contact Outreach case is viewable on the screen you will notice that in the window on the bottom left of the screen it displays the "Parent Case". Click on the Chevron titled "Outreach Underway", and then click on the blue bar labeled "Mark as Current Status".
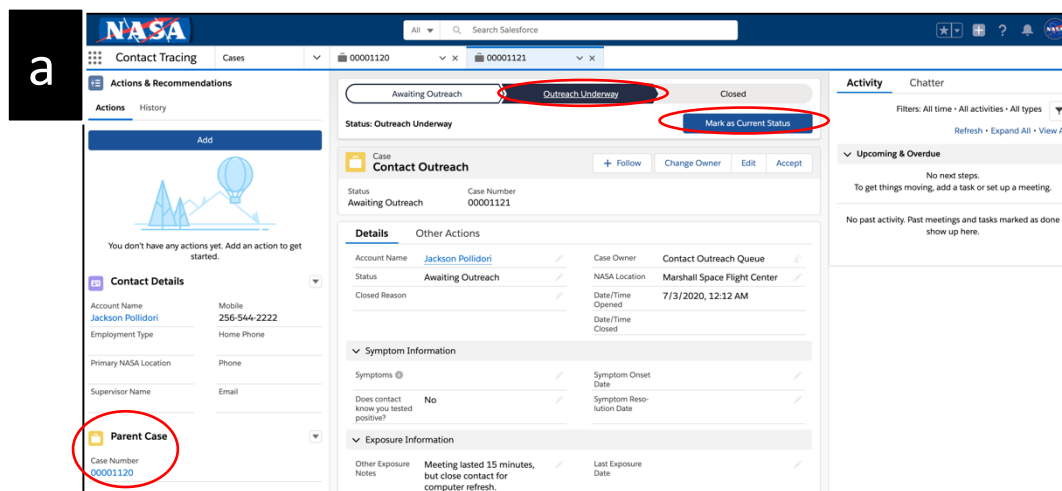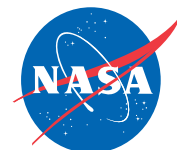
Step Four – Change the Case Owner

a. From the "Contact Outreach" case screen select the "Change Owner" icon in the Case Owner field to edit. A new window will open titled "Change Case Owner". From this screen you can assign the case to yourself or someone else that may be working the case by typing the name in the Search People field and then select "Change Owner" once populated with the selected name.
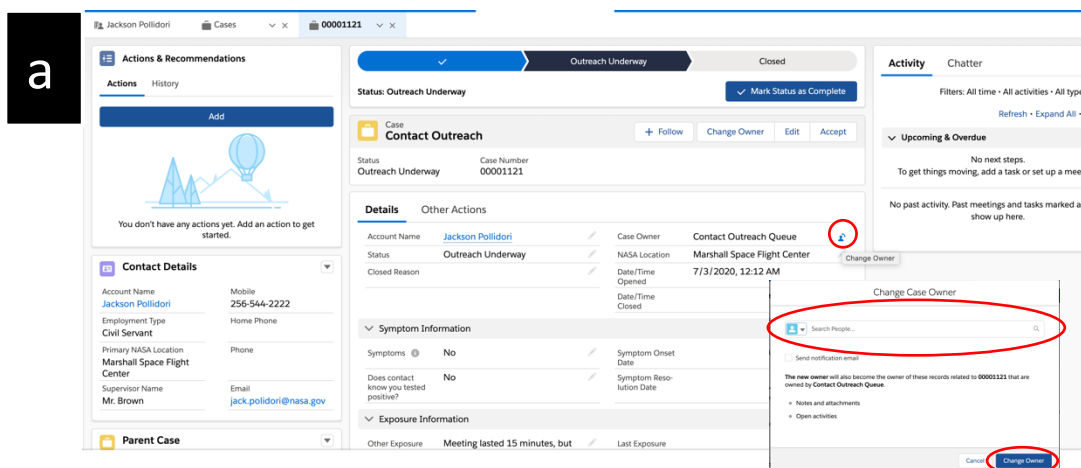

Step Five - Add the Guided Script – Contact Outreach to the Case

a. Select the "Add" icon from the Actions & Recommendations section of the screen found to the left of the screen, and then select "Guided Script – Contact Outreach" from the menu option.
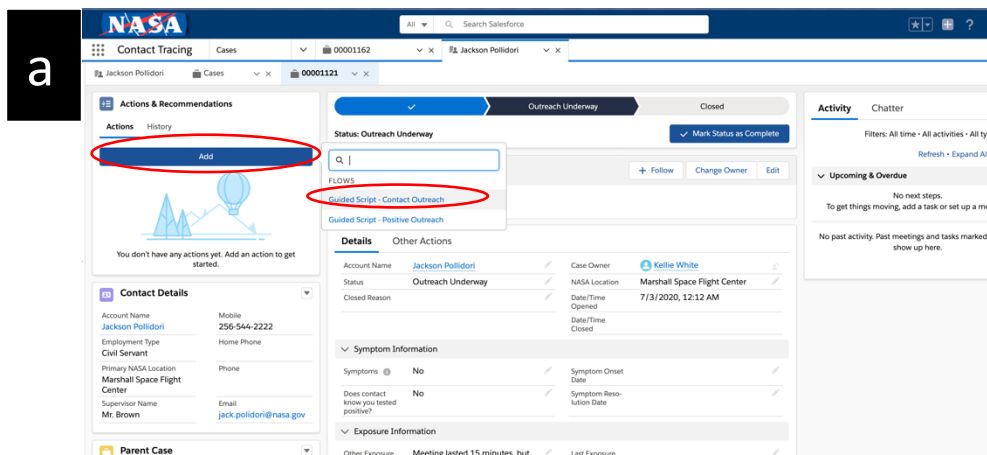
b. Navigating through the Contact Outreach Screens
You will move through the Contact Outreach screen just as you did in the Positive Outreach Screens with text in black to be read during the Contact Outreach and text in red being provided for notes to assist you during the process. The entire script can be found in Appendix B of this document. The first screen "Contact Outreach – Introduction is displayed below. Once someone answers the call you will need to identify yourself including affiliation. You cannot at this time divulge the exact reason
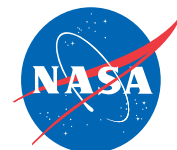
for your call, but instead may only reference COVID-19 and the call being related to recent work activities. After this information has been provided you will need to confirm you are speaking with the correct individual as referenced on the "Contact Outreach – Introduction" screen.

- If they have time to speak with you then select the "Yes" radio button, and read the privacy statement to the Contact. Please note; you will also need to email a copy of the privacy notice to the Contact. This must be completed outside of the application using your NASA email. For your convenience the Privacy Statement can be found in Appendix B of this document. You may simply copy and paste into an email to the Contact. Once you have read the privacy statement then click "Next" and continue to Step 5.f.
- If they do not have time to speak with you then select the "No" radio button and then select "Next" and move to Step 5.c.

c. The next screen will provide an entry to schedule a time and date for a follow-up call to continue the guided script. Once your selection has been made the system will set a notification, but at this time the notification is only viewable when you are logged into the system. It is recommended that you create an event on your NASA calendar as a reminder. To create a date for call back select the calendar icon found in the date field on the "Contact Outreach – Next Best Time to Call" screen. The field that displays the time will automatically default to 24 hours in the future. Click on the clock icon in the time field to choose a time. Times are set in 15 minute increments. After the date and time have been set within the system click on "Next".
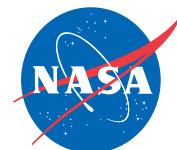
d. After you select "Next" you will be brought back to the below screen. Under the Actions and Recommendations you will see that the system recorded the "Guided Script – Positive Outreach". You will also see under your "Upcoming & Overdue Activity that there is an upcoming task.

e. Phone the positive contact back at the specified time. Within the application you select his case from the home screen by clicking on the Case# that is displayed on the screen, and follow steps 5a – b.

f. The next screen will display the "Contact Outreach – Coronavirus Information. This information should be reviewed with the contact, and then select "Next".
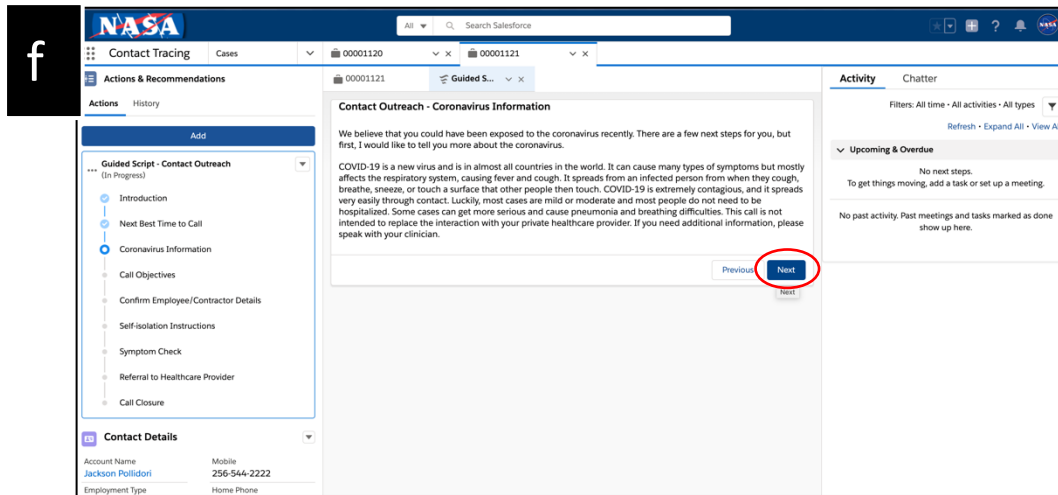
g. The next screen will display the "Contact Outreach – Call Objectives". This information should be reviewed with the contact, and then select "Next".
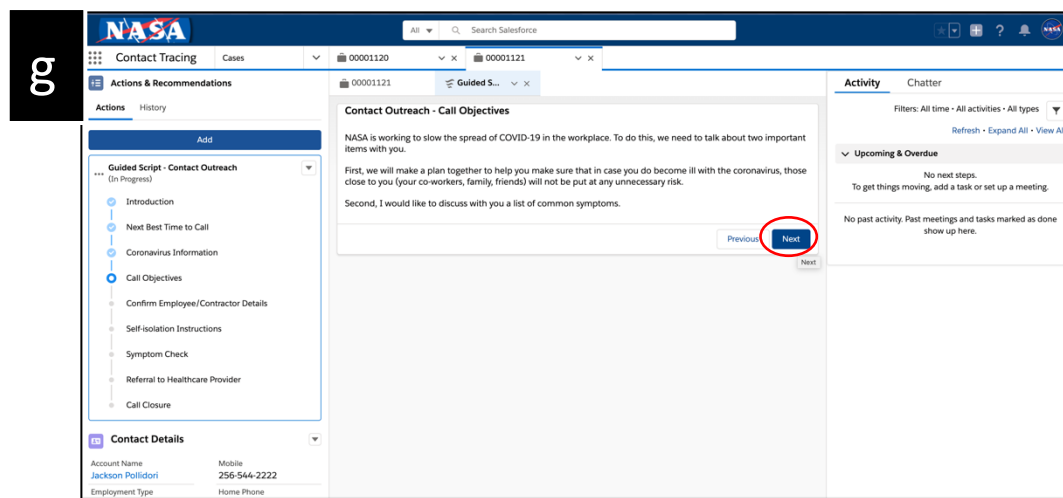
h. Confirm Employee/Contractor Details
You will need to confirm the employee/contractor details on the "Contact Outreach – Confirm Employee/Contractor Details" screen. Once entered click the "Next" icon.
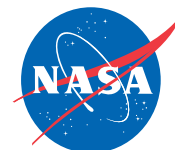
i. Provide Self Isolation Instructions to Contact
    After you have confirmed and updated any needed information on the Confirm
    Employee/Contractor Details screen uou will need to provide the Contact with Self
   Isolation Instructions, which can be found on the "Contact Outreach – Self Isolation
    Instructions" screen as shown below. Once you have reviewed the instructions with the
    contact select the "Next" icon.

j. Review the list of Symptoms with Contact and capture "System Onset Date" and System
    Resolution Date" if applicable. The dates can be entered by selecting the calendar icon
    found within each of the date fields. If the contact answers yes to any, capture what
    date the symptoms started as well as when the symptoms stopped if applicable. If the
    patient has no symptoms these fields will not be populated. After the information has
    been entered click on the "Next".

    If the contact reports they were experiencing symptoms and has tested positive for
    COVID-19 then you will need to add the "Positive Outreach" script to the Contact
    Outreach Case. Please see the document titled "Creating a Positive Outreach Case" for
    the detailed steps. While it is not necessary to create a new Positive Outreach Case you
    will need to follow the steps for collecting contact information for individuals that might
    have possibly been exposed. This tracking and tracing activity will create "related cases"
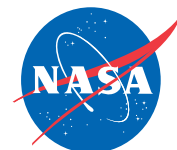
to your current case that will all be tracked back to the original Parent Case. If you do add the "Positive Outreach" guided script to a "Contact Outreach" case record the case will continue to be recorded as a "Contact Outreach" in the system, so you will need to edit the record type manually. See Appendix C for details.

k. Document if the Contact currently has a healthcare provider. Information related to the healthcare provider is not collected, only a yes, no or unknown are available for entry from the drop-down menu of the "Contact Outreach – Referral To Healthcare Provider" screen. Once selected click on the "Next" icon to move to the "Call Closure".

l. The last screen in the script provides the script for call closure. After the information has been reviewed with the Contact select "Finish".
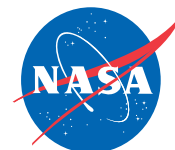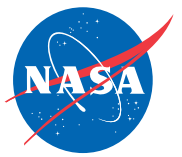
Step Six - Enter a Closed Reason and Mark Status as Complete

    a. After you have finished the guided script and selected "Finish" you will be returned to the case record. You can now update the case record with a "Closed Reason". The most likely reason that should be selected in this instance is "Provided contact outreach guidance". After selecting the "Closed Reason" select "Save".
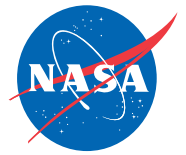

    b. After entering the "Closed Reason" you will need to change the status of the case to Closed. To do this click on the blue bar labeled "Mark Status as Complete". Once selected a pop-up window will be displayed and you will need to select "Closed" from the drop-down menu and then select "Save". After this is completed the case record will be updated to display a status of Closed.

Appendix A – Contact Outreach Script

Screen 1 - Contact Outreach - Introduction

Hello, my name is _____ and I am calling from the _____ Center Clinic regarding COVID-19 and assisting as a contract tracer for NASA and would like to speak with you regarding your recent work activities.

Can I confirm that I am speaking with _____?
If no, ask to speak to that person.

One person who has been diagnosed with the virus has been in contact with you recently. This does not mean that you have coronavirus or will get coronavirus.

Do you have a few minutes we could discuss what this might mean for you?
Yes
No
[If yes, must read] Let me first read you this Privacy Act Notification.

The collection of information you are about to provide is authorized by Space Act of 1958. The information will be maintained and protected in accordance with the Privacy Act of 1974. Failure to provide the requested information will result in denial of your NASA Center access.

The information will be used to determine whether you may have been exposed to the COVID-19 virus and to trace your interactions.

NASA may share this information for authorized purposes with (1) private or other government health care providers or agencies for consultation, and (2) other entities outlined under standard routine uses for all NASA systems of records.

I will email you an electronic copy of this statement along with an elaboration of the System of Records and conditions of information disclosure of "Routine Uses".

Screen 2 - **Contact Outreach - Coronavirus Information**

We believe that you could have been exposed to the coronavirus recently. There are a few next steps for you, but first, I would like to tell you more about the coronavirus.

COVID-19 is a new virus and is in almost all countries in the world. It can cause many types of symptoms but mostly affects the respiratory system, causing fever and cough. It spreads from an infected person from when they cough, breathe, sneeze, or touch a surface that other people then touch. COVID-19 is extremely contagious, and it spreads very easily through contact. Luckily, most cases are mild or moderate and most people do not need to be hospitalized. Some cases can get more serious and cause pneumonia and breathing difficulties. This call is not intended to replace the interaction with your private healthcare provider. If you need additional information, please speak with your clinician.

Screen 3 - **Contact Outreach - Call Objectives**

NASA is working to slow the spread of COVID-19 in the workplace. To do this, we need to talk about two important items with you.

First, we will make a plan together to help you make sure that in case you do become ill with the coronavirus, those close to you (your co-workers, family, friends) will not be put at any unnecessary risk.
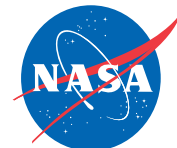
Second, I would like to discuss with you a list of common symptoms.

Screen 4 - **Contact Outreach - Self-Isolation Instructions**

As some people are more at risk for serious illness from COVID-19, we recommend that, if possible, you stay separate from them during the self-isolation period. This is to protect them in case you develop symptoms. Sometimes symptoms can take a few days to show up, so it is important we separate individuals who may be at risk. This is to be on the safe side. We are going to talk about what self-isolation means together today.

Self-isolation is 14 days long from when you were exposed.

Even if you do not experience any of these symptoms, you should not return to on-site work until after this period, and after discussing your return to work with your supervisor.

It is important to separate yourself even if you do not have any symptoms, because you can transmit the virus before you feel ill or develop symptoms.

During this time, you must actively monitor your symptoms. This includes fever, cough, shortness of breath, and muscle aches and pains. At any point if you develop symptoms you should call your provider immediately as you likely will be eligible for COVID-19 testing. It is critical that you remain in self-isolation during this entire time period.

Screen 5 - **Contact Outreach - Symptom Check**

Let's review common COVID-19 symptoms that might indicate a COVID infection. If you have any of these, you should consult with your private healthcare provider.

Have you experienced any of the following symptoms?
- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

Screen 6 - **Contact Outreach - Referral to Healthcare Provider**

Do you have a healthcare provider?
[If yes] Please call your provider and tell them you were exposed to the coronavirus. Tell them you were instructed to call them as soon as possible because you have symptoms and need to determine if you should be tested.

Please note that if you are tested and your test shows you have coronavirus, please contact us so that we can gather information about people you have been in close proximity with in the days leading up to your symptoms.

It is important to think about this now while your memory is fresh. From now on it will be important to separate yourself from close contact with everyone and stay in your home.

Screen 7 - Contact Outreach - Call Closure

We know that all of this may sound concerning, yet we know that the way to slow this COVID-19 is to work together as a NASA community. The more contacts we find and get tested early, the more cases we can hopefully prevent. Thank you for helping your fellow employees.

If you are told you are positive for COVID, you need to let your supervisor know and this clinic as well, so that any potential other exposed persons can be determined.

If at any time you have questions about anything we discussed, please feel free to call us back at _____.
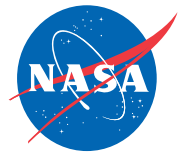
Appendix B – Privacy Act Notification

Privacy Act Notification

The collection of information you provided regarding COVID-19 exposure is authorized by 5 USC, §7901; 51 U.S.C., §20113(a); 44 U.S.C., §3101. It will be maintained in NASA Privacy Act System of Records NASA 10 HIMS, Health Information Management System. The information will be used to determine whether you may have been exposed to the COVID-19 virus and to trace your interactions across the NASA community for identifying possible points of exposure.   Failure to provide the requested information may result in potential increased exposure of your colleagues to the virus.

NASA may share this information for authorized purposes with (1) private or other U.S. government health care providers or agencies for referral or special program responsibilities, and (2) other entities outlined under Appendix B standard routine uses for all NASA systems of records.

Elaboration and conditions of information disclosure may be found under "Routine Uses" of the full System of Records Notice at http://www.nasa.gov/sites/default/files/atoms/files/nasa_10hims_-_2015.docx and in Appendix B at http://www.gpo.gov/fdsys/pkg/PAI-2013-NASA/xml/PAI-2013-NASA.xml#appb.
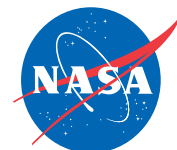
Appendix C – Updating the Case Record Type

If you need to change a case record type from "Contact Outreach" to "Positive Outreach" then select the Case Number of the appropriate case from the "Home" screen of the application. Once the case is displayed scroll through the case screen until you locate the "System Information" section of the case record. Click on the Case Record Type Indicator as shown below. A new window will open allowing you to change the Case Record Type. Select "Positive Outreach" and then select "Next". After "Next" is selected a new window will open showing the account infomration. Select "Save", and you will return to the original case screen, which has been updated to "Positive Outreach" record type.