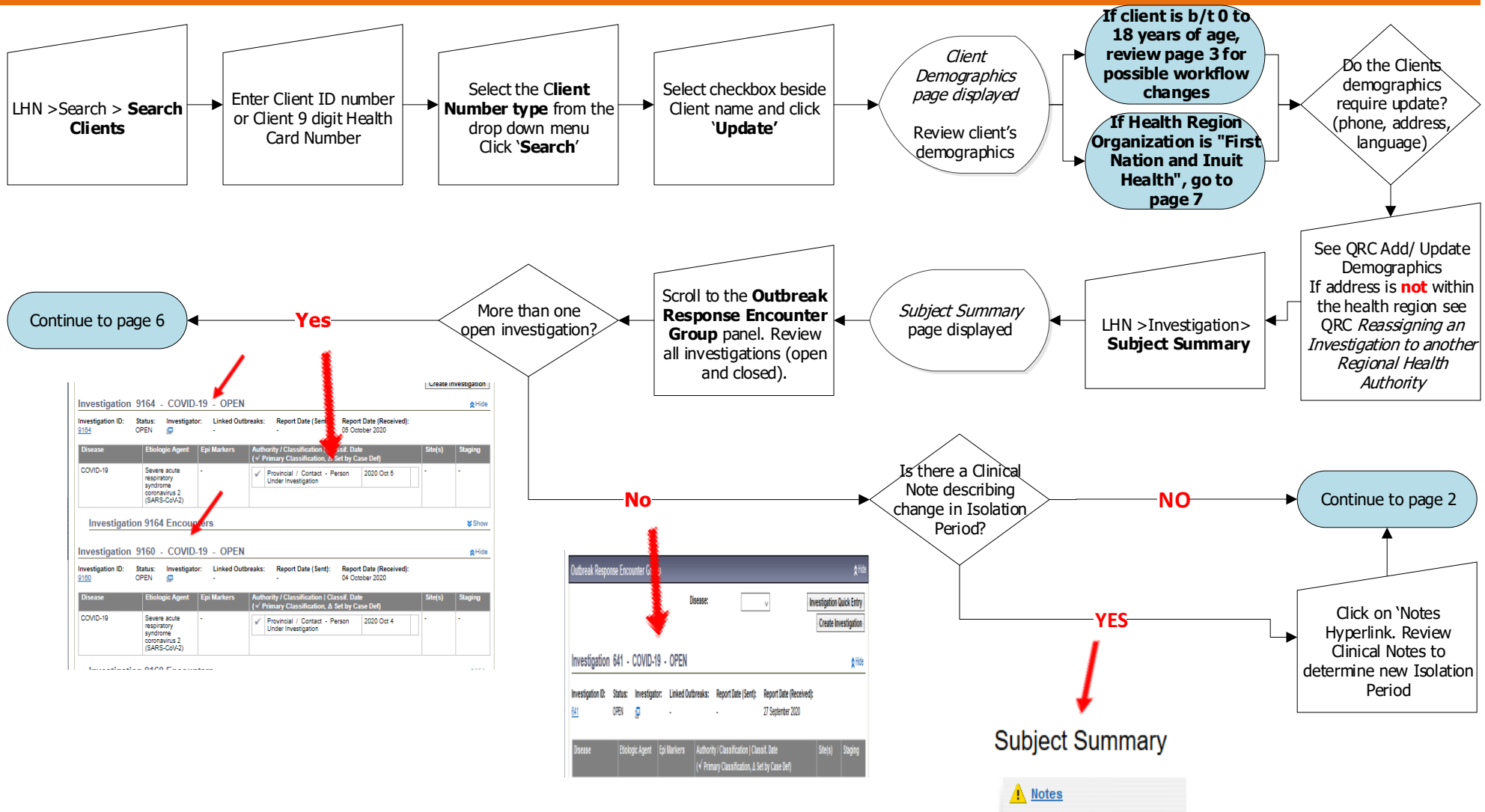


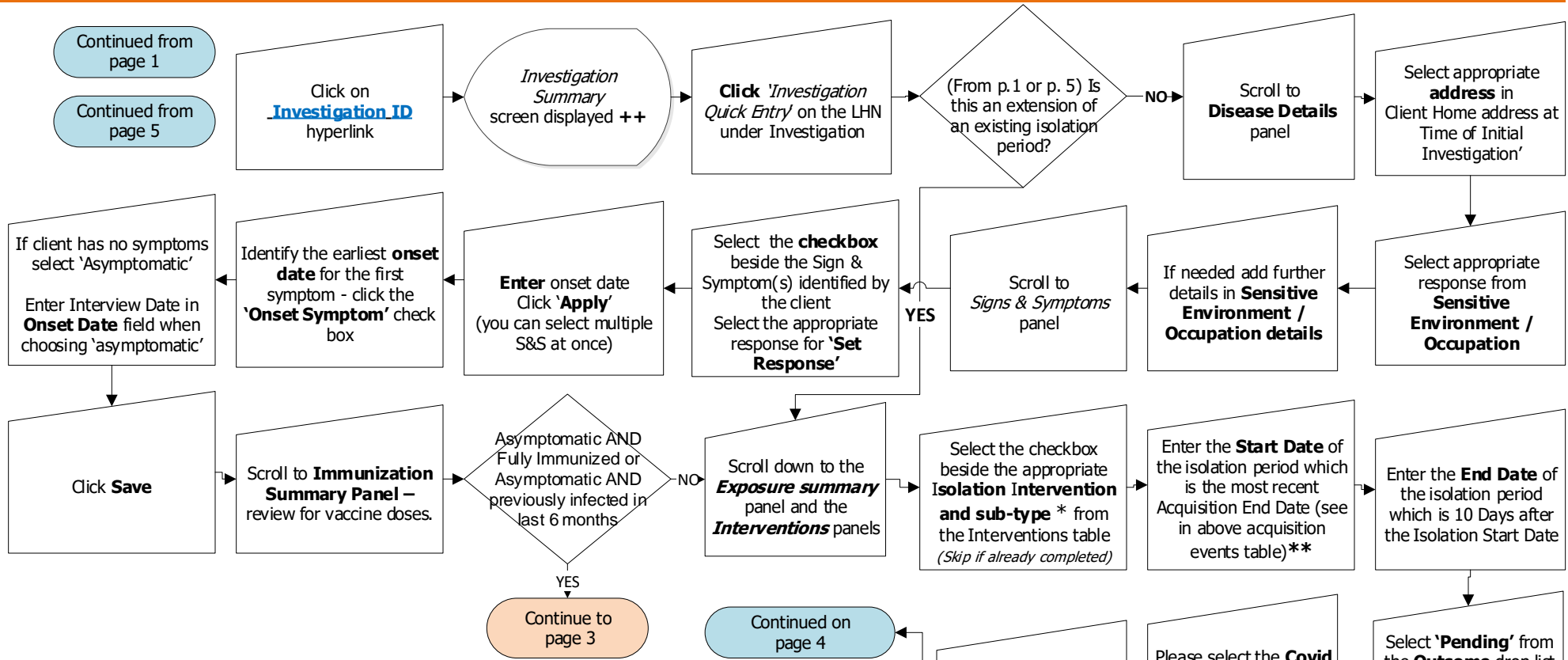


# Investigations: COVID-19 Contact Notification - Investigation Quick Entry





# Investigations: COVID-19 Contact Notification- Investigation Quick Entry (cont'd)



**\*Isolation intervention** is a mandatory for contact investigations. Isolation subtypes are defined as:

- Facility isolation – isolation in hospital, long term care facility or other facility
- Home isolation – isolation at place of residence
- Self isolation – isolation at alternative location (e.g. hotel)

**\*\***The isolation start date is the date of the last/typically most recent exposure to the Case or in some cases, the date where the Contact was considered fully immunized (i.e.. 14 days after 2<sup>nd</sup> dose), whichever is earlier. Therefore, note the most recent acquisition end date as the start date of the isolation period.  
The isolation period is 10 days therefore calculate 10 days after the start date for the isolation end date  
“Check the household transmission event date to determine source case isolation end date (this date will be needed to determine the acquisition end date for a household contact who is not able to isolate away from the case)..  
++If Client is b/t 0 and 18 years of age: See page 3 for steps to validate and enter Isolation information, workflow steps if unable to contact client

**Covid Alert App Exposure Notification:**

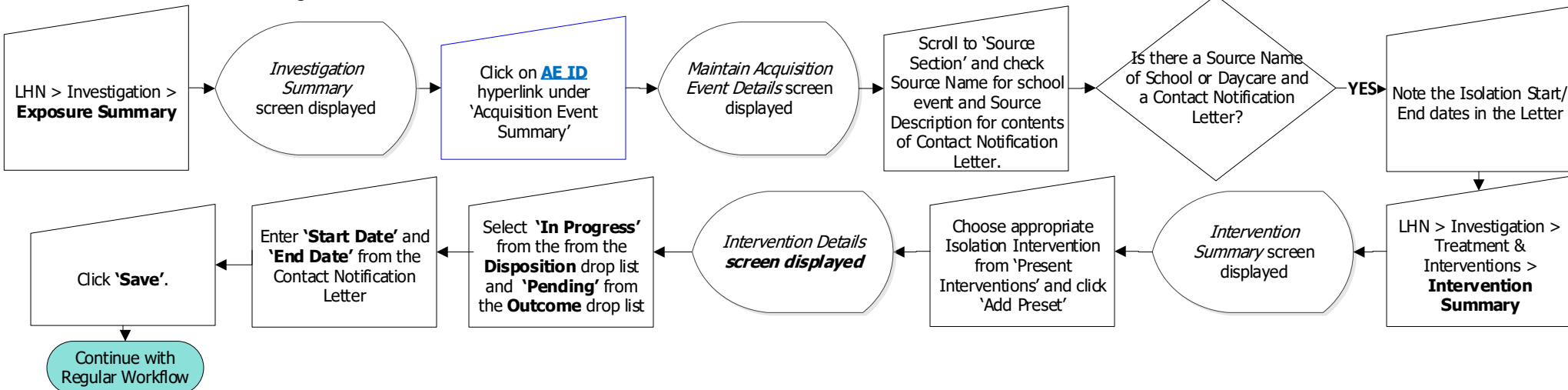
- Outcome = COMPLETED (USE WHEN received notification)
- Outcome = NOT COMPLETED (USE WHEN did not receive notification)
- Outcome = NOT APPLICABLE (USE WHEN APP NOT DOWNLOADED)
- Outcome = UNKNOWN (USE WHEN NOT ASKED)



# Investigations: COVID-19 Contact Notification- Clients 0-18 Years Old – Notified through School/Daycare

### If client is b/t 0 to 18 years of age:

Client may have been exposed at school/daycare, and may have been notified via contact notification letter. As a result, steps in workflow specific to this situation are highlighted below (in QC, will see ‘++’ to show workflow step specific to this situation. ++ Prior to going to ‘Investigation Quick Entry’, need to validate whether client had school/daycare exposure and sent Contact Notification Letter: do the following:



### Points to Remember:

#### IF CLIENT BT 0-18 YEARS OLD AND WAS NOTIFIED THROUGH SCHOOL/DAYCARE:

++ You MUST enter the Isolation Information, whether you were able to contact the client or not.  
You MUST enter a Clinical Note (whether able to contact client or not) outlining steps taken (see p 5 for steps)

#### +++ Follow Up Disposition:

- 'Completed' if able to reach client and no issues raised requiring further support or is 10 days or greater from last exposure and has no symptoms or 'Previously infected/treated/immunized-no further follow up' when fully immunized, has no immune compromising conditions and no symptoms AND/OR has had a COVID-19 infection in the last six months and has no symptoms

- 'Not Completed' if unable to reach client (No answer, Phone not in Service, Wrong Number)

#### ++++Choose the following Investigation Dispositions based on situation:

- 'Follow up by Active Monitoring' when notification work is completed, and placing the record back into the Active Monitoring Workload Distribution

- 'Follow up by Active Monitoring' when unable to reach the client (no answer), placing the record into the Active Monitoring Workload Distribution

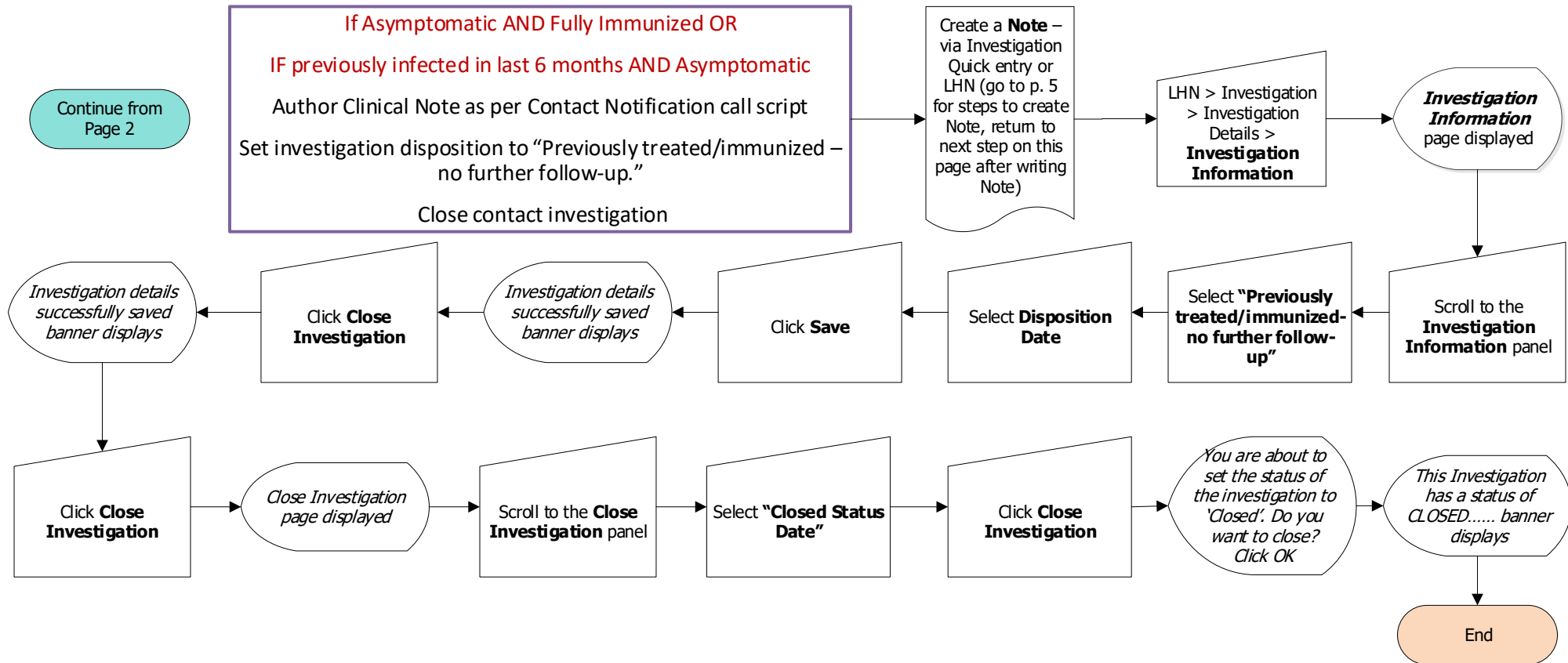
- 'Pending-referred back to region for follow up' when unable to reach client (Phone Out of Service. Wrong Number)

- 'Pending-referred back to region for follow up' when referring back to Primary responsible organization as a priority item for follow-up (e.g., will not isolate, unstable housing, etc.)

- 'Pending' when referring back to Primary responsible organization when client requires emergency food support

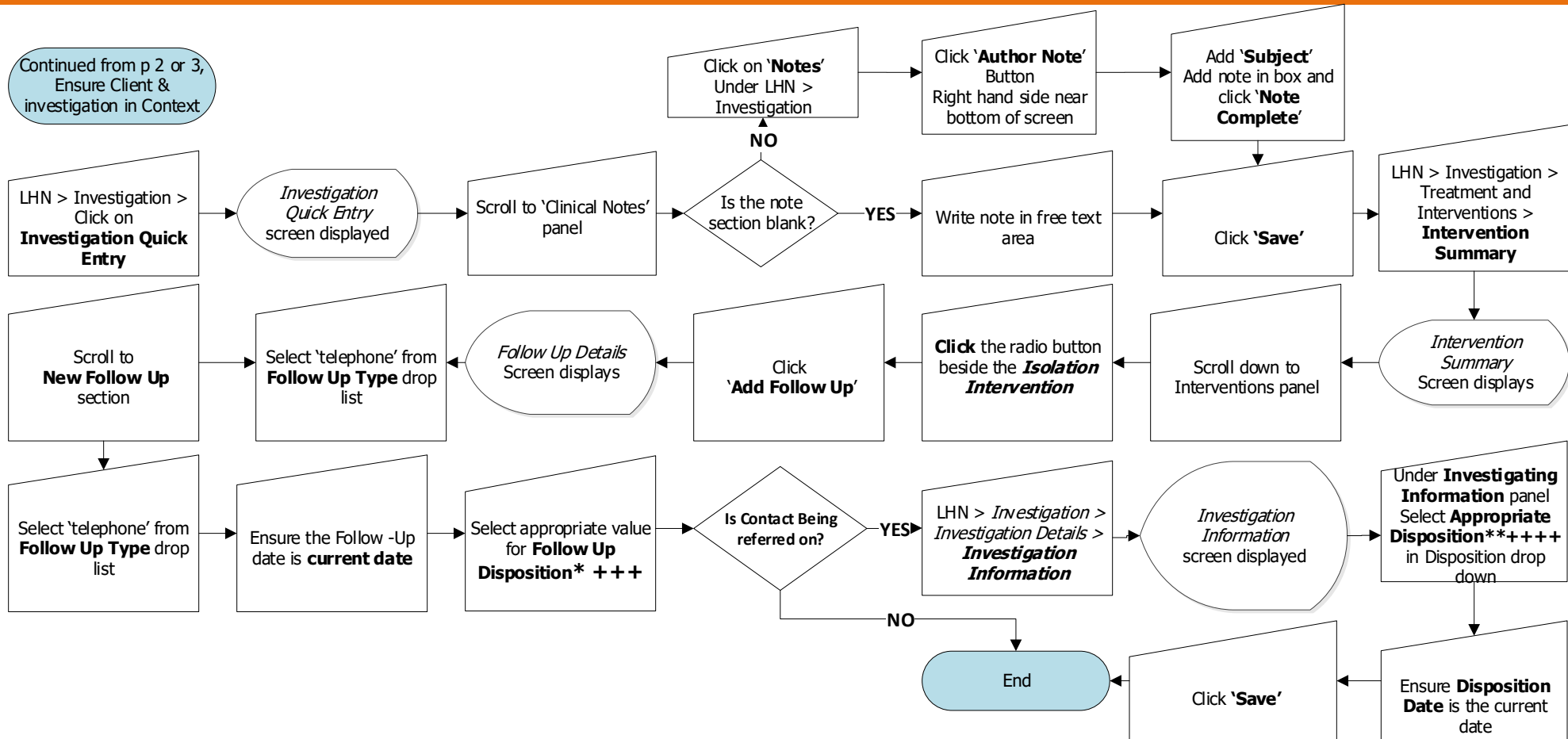


# Investigations: COVID-19 Contact Notification- Client Immunization History





# Investigations: COVID-19 Contact Notification- Clinical Notes and Referring Investigations for Further Follow-Up



**\*Follow Up Disposition:** If the call was successful (the client answered the phone confirms is asymptomatic and has no concerns) the disposition chosen: 'completed'; has symptoms: 'No' If the client is in distress and needs assistance choose the appropriate response from the disposition drop down list (e.g. 'Completed – referred to nurse'). For the clinical staff if your assessment warrants choose: 'Completed - health assessment required.'

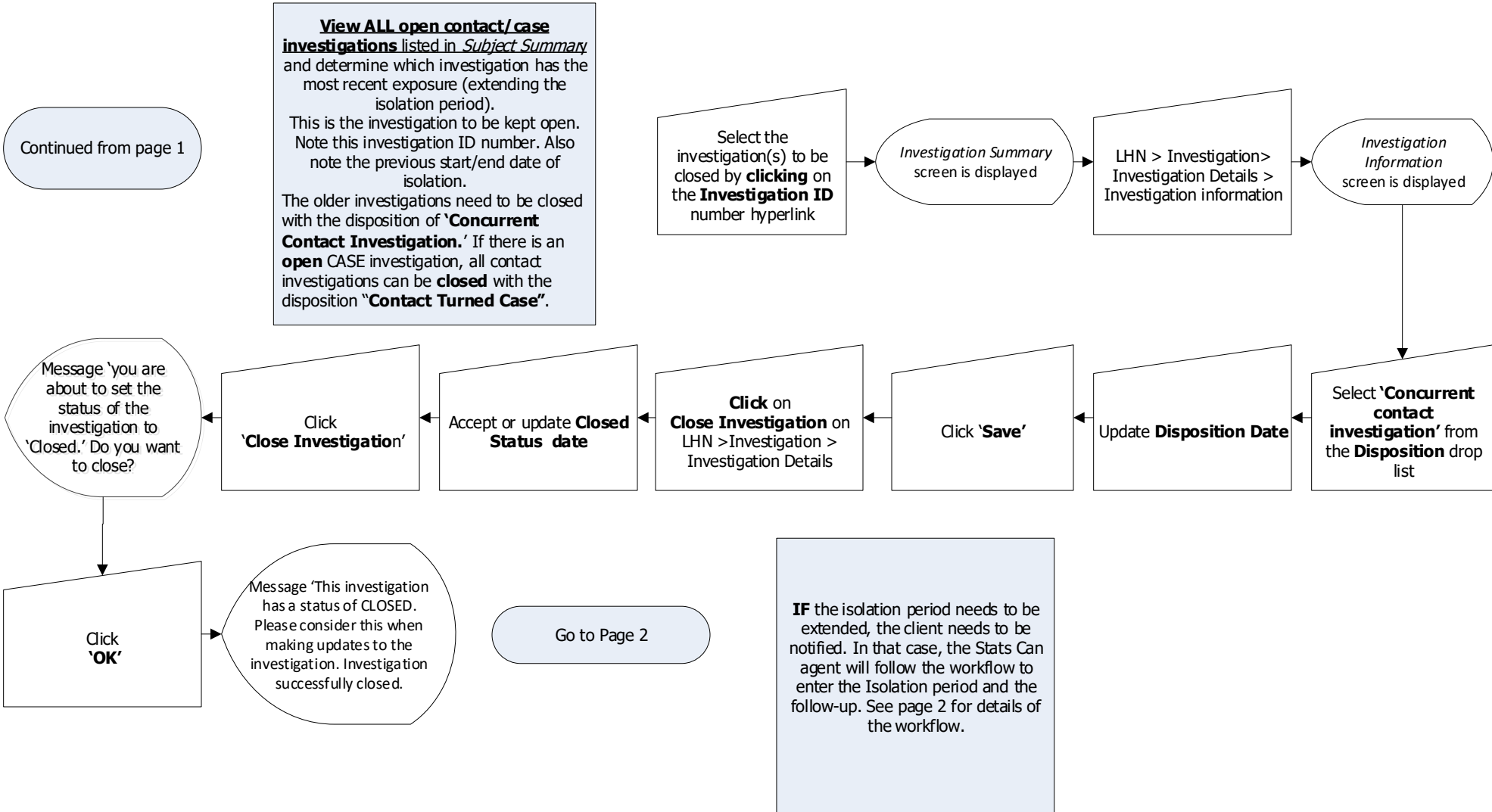
**+++ If Client b/t 0-18 years of Age,** see Page 3 for details of workflow steps if unable to contact Client

**\*\*Choose the following Investigation Dispositions based on situations:**

- 'Follow up by Active Monitoring' when notification work is completed, and placing the record back into the Active Monitoring Workload Distribution
- 'Pending-referred back to region for follow up' when referring back to Primary responsible organization as a priority item for follow-up (e.g., will not isolate, unstable housing, unable to contact, etc.)
- 'Pending' when referring back to Primary responsible organization when client requires emergency food support



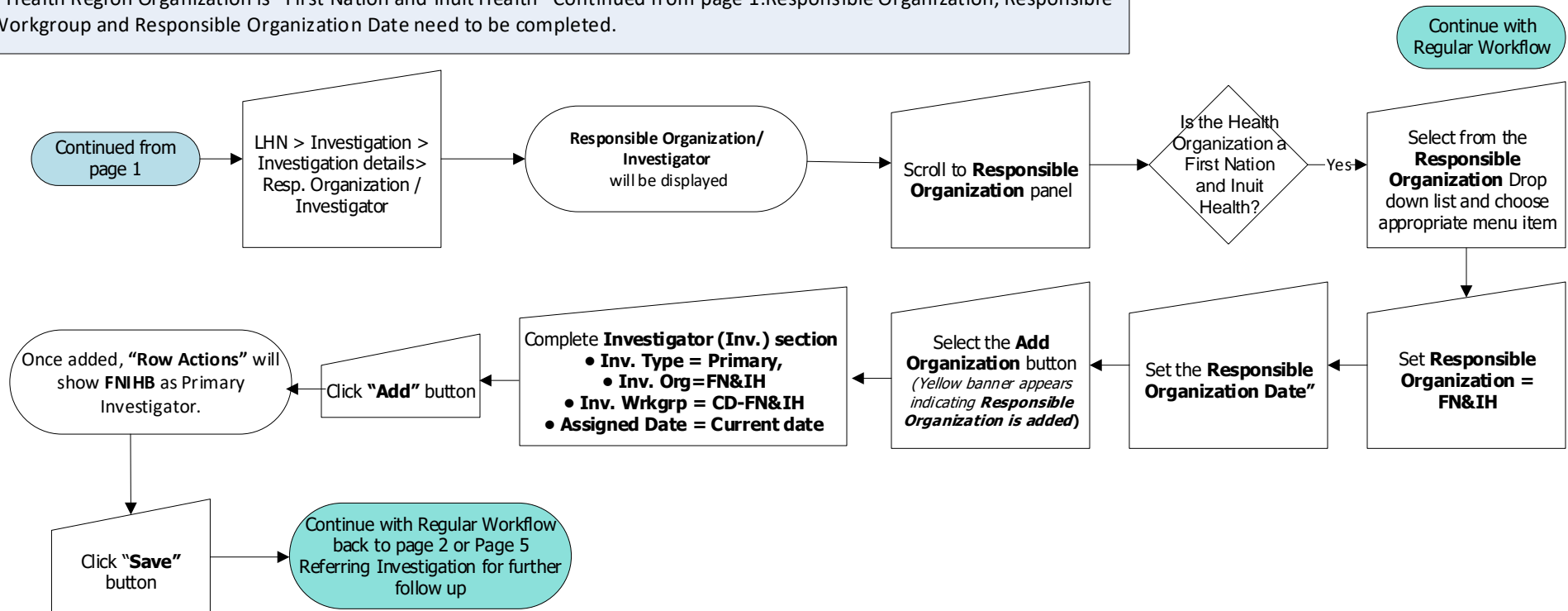
# Investigations: COVID-19 Contact Notification- Closing Extra Contact Investigations





# Investigations: COVID-19 Contact Notification- Health Region Organization

Responsible Organization/Investigator:  
If Health Region Organization is "First Nation and Inuit Health" Continued from page 1. Responsible Organization, Responsible Workgroup and Responsible Organization Date need to be completed.



Note: If there is already a Primary set (I.e. WRHA, IERHA, SH-SS...) please update as per above ie.:

- Update the "Investigator" fields to FN&IH etc.
- Click on the radio button beside "Primary"
- Click "Update" button (beside "Row Actions")
- Click "Save" button

These steps should be complete **BEFORE** setting the disposition to "Pending".

Note:  
**Responsible Organization/Investigator** is required if the client is set with the First Nation and Inuit Health branch.  
**Responsible Organization Workgroup:**  
CD- First Nation and Inuit Health





# Quick Reference Card (QRC): Covid-19 Contact Notification *Release Notes/Updates*

20Date	Owner	Reason for change	Change Description
2021-01-21	Clinical Informatics Specialist	Updated workflow – call back to client if isolation extended	p.1 – Added step to review Clinical Note p. 2 – Added decision point to address whether this is an extension of an isolation period, or a net new contact (bypass some contact Quick Entry documentation and go directly to interventions/follow-up steps) p. 5 – Updated box redirecting to p.2 steps if needing to contact client to inform of extended isolation period.
2021-04-05	Clinical Informatics Specialist	Updated workflow – address Immx History and changes to disposition, closing investigation	p.2 – Added review and decision point for immunization history p.3 – Added new page to address review of Imms history, closing investigation
2021-08-13	Clinical Informatics Specialist	Updated workflow – change to Referring Investigations for Further Follow-Up to reflect Investigation Disposition changes	p.5 – Changed the box from “Follow Up by Call Center” to “Follow up by Active Monitoring.”
2021-08-26	Clinical Informatics Specialist	Updated workflow – Remove documentation in Follow-Up and integrate use of Clinical Notes, include change to Intervention Start/End Date in Inv Quick Entry, adding Interview Date when Asymptomatic	p.2 – Added Interview Date information to S & S steps p.2 – Added step to enter End Date through Inv Quick Entry p. 4/5 – Removed old p 4 that covered entry into follow-up notes. Page 5 is now page 4, and page 6 is now page 5. p.4/5 – Changed entry of Clinical Notes and entry of Investigation Disposition Steps
2021-09-09	Clinical Informatics Specialist	Updated Timeframes related to Fully Immunized/Previously infected contacts and updated timeframes for Contact Isolation period.	p. 2 – Updated part of workflow related to reviewing immunization history and history of previous COVID - 19 infection. Changed the date from 3 months to 6 months. p. 2 – Isolation period for contacts updated to 10 days (no longer 14 days). p. 2 – Additional notes added related to Isolation Start Date/acquisition end date. Updates to page numbers
2021-09-22	Clinical Informatics Specialist	Included workflow to update Intervention Follow-Up to support Work distribution	p. 4 – Updated steps after Clinical Notes to go to Intervention and add follow-up prior to referring on.





# Quick Reference Card (QRC): Covid-19 Contact Notification Release Notes/Updates

Date	Owner	Reason for change	Change Description
2021-10-07	Clinical Informatics Specialist	Updated workflow – Clients aged 0-18 notified through school or daycare	p. 1 – Highlighted Step to go to P. 3 if Client bt 0-18 years old p. 2 – Highlighted direction to go to p. 3 if client bt 0-18 years old and notified through school/daycare for isolation information entry p. 3 – New, added for Clients aged 0-18 p.4 – Highlight need to return to p4 workflow after writing Clinical Note p. 5 – Highlighted to go to p.3 if client 0-18 and notified through school/daycare
2021-11-09	Clinical Informatics Specialist	Updated page 3 for notes on Follow up	P.3 – Note for Household transmission event and household contact not able to isolate away from the case.
2021-11-10	Clinical Informatics Specialist	Updated page 2 for notes on Follow up	P.3 - 'Follow up complete' when contact is 10 days or greater from last exposure and has no symptoms -'Previously infected/treated/immunized-no further follow up' when contact is fully immunized, has no immune compromising conditions and no symptoms AND/OR has had a COVID-19 infection in the last six months and has no symptoms
2021-11-15	Clinical Informatics Specialist	Updated to 2 for notes on Follow up	P. 3 Covid alert app. *** <b>Exposure Notification:</b> <b>Outcome = COMPLETED (USE WHEN received notification)</b> <b>Outcome = NOT COMPLETED (USE WHEN did not receive notification)</b> <b>Outcome = NOT APPLICABLE (USE WHEN APP NOT DOWNLOADED)</b> <b>Outcome = UNKNOWN (USEWHEN NOT ASKED)</b>
2021-11-16	Cont'd	Updatd to page 3 For notes on Follow up	<b>P.3 Removal of - 'Completed-referred to nurse'</b> if able to reach client but for more support (Clt in distress, needs assistance)
2021-11-16	Cont'd	QRC'S Editing	Overall editing of QRC page 1 to 9
2021-11-17	Cont'd	Update to page 1 and add page 7	<b>Responsible Organization/Investigator</b> is required if the client is set with the First Nation and Inuit Health branch. <b>Responsible Organization Workgroup:</b> CD- First Nation and Inuit Health
2021-12-12	Cont'd	Updates to page 2, page 2 and page 7	Page 2 Isolation intervention box added " <b>Skip if already completed</b> ". Page 2 Changed to " <b>Add the Covid Alert Exposure Intervention and set the appropriate disposition (as per chart below)</b> remove <b>appropriate Covid Alert App if applicable. Page 7 added "Page 5 Referred investigation for follow up"</b> ."
2021-12-12	Cont'd	Updates to footer on all pages	Added to the footer "December" and appropriate name coresponding to each title.
2021-12-15	Cont'd	Update to page 1, 6, 7	p.1 – chg'd text - "more than one open investigation" p.6 – added text – "View ALL open contact/case investigations listed in Subject Summary" & "If there is an open CASE investigation, all contact investigations can be closed with the disposition "Contact Turned Case" p.7 - combined text to 1 box "A yellow banner will appear etc." p.7 - updated one text box - "Complete Investigator (Inv.) section • Inv. Type = Primary, • Inv. Org=FN&IH, • Inv. Wrkgrp = CD-FN&IH, • Assigned Date = Current date" p.7 - added new Note/reminder box to update PHIMS Investigator section when applicable