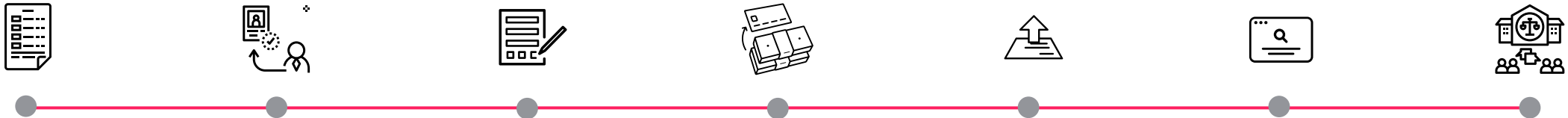


# Contact Tracing



## Understand process

*Review guidelines  
Learn about process*

## Receive notification

*Get exposure notification  
Contact COVID helpline  
Confirm contact details*

## Disclose exposures

*Describe recent activities  
Share recent gatherings  
Disclose recent contacts  
Give consent for tracing*

## Schedule testing

*Book test appointment  
Request medical transport  
Consent to self quarantine*

## Respond to follow-ups

*Follow-up if test pending  
Comply with quarantine  
Submit resource needs  
Disclose new exposures*

## Receive test results

*Review test results  
Assess institutional risk  
Confirm adherence*

## Confirm notifications

*Reconfirm contacts  
Activate notifications*

### Protocol awareness campaign

*Ensure everyone is notified of new protocols via proactive text messages, scripted outbound voice calls, and interactive online chatbots*

### Exposure risk documentation

*Guide callers through next steps based on private information disclosed via agent interactions or self-service web forms*

### COVID test scheduling

*Optimize testing throughput via self-service scheduling, email confirmations, text reminders, and instant re-bookings*

### Predictive contact tracing

*Mitigate risk by identifying potential delays in testing, non-compliance with quarantine, and/or undisclosed exposures*

### Automated exposure notifications

*Send targeted alerts, advice and instructions to all at-risk parties while avoiding duplicate notifications*