

District Health Department No. 4

For Immediate Release

Date: March 15, 2021

District Health Department No. 4 Deploys New Software for COVID Case Investigation

Beginning March 17, 2021, District Health Department No. 4 (DHD4) will be using new software called Patient Education Genius (PEG) to help with COVID-19 case investigations. With new cases continuing in the area and DHD4 staff emersed in vaccination efforts, it is difficult to investigate all positive cases in a timely manner.

“If you test positive for COVID-19, you may not get a phone call from the Health Department” explains Devin Spivey, MPH, DHD4 Community Health Director/Epidemiologist. “Unless you fall into a high-risk category based on age or type of employment, you will receive a text or e-mail with a link to an online survey. DHD4 is asking all residents to fill out this survey if they receive it.”

In order to both gather and share important information as quickly as possible, DHD4 has adopted a new survey tool to conduct case investigations with individuals that receive positive COVID-19 test results. Gathering this information from those who test positive helps us to identify those who may spread the virus to others. This is also important to initiate isolation and quarantine as soon as possible because any delay to this process can result in unnecessary spread.

When notified of a person who has tested positive for COVID-19, DHD4 will utilize the PEG system to issue a text message and/or e-mail to the individual. The survey only asks for information that is allowable under the Public Health Code and Health Insurance Portability and Accountability (HIPAA) Privacy Act, such as demographics, symptoms, occupation, attendance at public events or gatherings, and people with whom they may have been in close contact. The survey does not gather any private information like social security numbers, personal passwords, or banking details.

Individuals aged 18-65 years of age will receive an electronic message asking them to fill out this confidential survey if they test positive. People under age 18 and older than 65 will continue to receive a phone call from the health department to complete a case investigation. DHD4 will continue to prioritize case investigations and encourage anyone who has tested positive for COVID-19 to self-isolate and notify anyone who may have been in close contact. Residents with questions about COVID-19 can still call the DHD4 COVID-19 hotline at 989-358-7936.

What to do if you test positive for COVID:

- As soon as you test positive, start isolation immediately. Isolation lasts for 10 days from symptom onset (or from test date if there are no symptoms).
- Notify your close contacts and encourage them to quarantine for a full 10 days.
- If you have questions about isolation or quarantine, call the DHD4 COVID-19 hotline at 989-358-7936.

For the latest COVID-19 information, visit www.dhd4.org/covid19

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