

District Health Department No. 4

For Immediate Release
Date: May 6, 2021

District Health Department No. 4 Stresses Importance of Case Investigation Surveys

District Health Department No. 4 (DHD4) continues to prioritize new COVID-19 case investigations consistent with state recommendations and encourages anyone who has tested positive for COVID-19 to self-isolate and notify anyone who may have been in close contact with you.

In order to both gather and share important information as quickly as possible, in March, DHD4 adopted a tool called Patient Education Genius (PEG) for collecting information from individuals who test positive for COVID-19 through a digital survey sent via text message or e-mail. Gathering this information from those who test positive helps to identify those who may spread the virus to others. According to DHD4 Community Health Director/Epidemiologist, Devin Spivey, “overall, PEG has been very successful in its purpose of reaching individuals who have tested positive for COVID-19; greater than 98% of messages have been successfully delivered. However, survey completion is much lower. On average, only four (4) out of ten (10) surveys are being completed. Old, outdated contact information seems to be part of the problem.”

How it works: When DHD4 receives notification of a person who has tested positive for COVID-19, the PEG system will 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.

Using the link received in a text or email, the patient will also be able to view and locate other information regarding isolation and quarantine recommendations, as well as local resources available to assist with meeting basic needs. Residents with questions about COVID-19 can still call the DHD4 COVID-19 hotline at 989-358-7936.

###



Alpena County

100 Woods Circle
Suite 200
Alpena, MI 49707
(989) 356-4507
Fax (989) 356-3529
1-800-221-0294

Cheboygan County

Doris E. Reid Center
825 S. Huron St.
Suite 1
Cheboygan, MI 49721
(231) 627-8850
Fax (231) 627-9466

Montmorency County

P.O. Box 183
12519 State St.
Atlanta, MI 49709
(989) 785-4428
Fax (989) 785-2217

Presque Isle County

106 E. Huron St.
Suite A
Rogers City, MI 49779
(989) 734-4723
Fax (989) 734-3866

www.dhd4.org