

## When Seconds Count, *Count on Panviva*

Panviva COVID-19 contact tracing content available with any new implementation:

### Covid-19 Contact Tracing - Overview

#### Contact Tracing process flow Infection period tool Pre-Interview procedures (contains scripts)

- Open and review case
- Contact Case
- Contact deceased patient next of kin

#### Case outreach procedures (contains scripts)

- Introduce Case to interview process
- Introduce next of kin to interview process
- Conduct Case interview
- Collect Case Contact details
- Contact Case of negative test result

#### Close contact outreach procedures (contains scripts)

- Contact a Close Contact
- Conduct Close Contact Interview
- Provide self-quarantine guidance
- Perform Close Contact monitoring

#### Case weekly follow up procedures (contains scripts)

- Conduct Case weekly follow up
- Conduct Case weekly follow up survey

#### Inbound call procedures (contains scripts)

- Take inbound call
- Take inbound call from proxy of deceased patient

#### Covid-19 Systems procedures

- Systems – overview
- Panviva Navigation
- CRM - Update CRM to lost to follow up

#### Covid-19 Reference info

*(This content can be used 'as is' out of the box.)*

- Covid-19 FAQs
- Covid-19 Info Hub
- Glossary
- De-stressing from difficult calls
- Quick links (from home page)
- Employee resources
- Inbound call quick links
- State resources quick links
- Steps for Living Well
- Video quick links

**HEALTHCARE**

**PICK CASES**

**CASE OUTREACH**   **CLOSE CONTACT OUTREACH**   **FOLLOW UP**

For visual process flows for the above, [click here](#).

**TAKE A CALL**   **RESOURCES**   **COVID-19 INFO**

**PHONE LIST**   **MANAGE CONFLICT**   **EMPLOYEE HELP**

**ALERTS**   **VIDEOS**   **SYSTEMS**

Date	Headline
	<b>Never tell a Contact the name of the person who may have exposed them to COVID-19!▲</b>
May 11	If you suspect <b>child abuse</b> , refer to On-A-Call Resources. <b>Note.▲</b>
May 11	<b>Outbound voicemail script</b> has been updated

**PANVIVA**

**Infectious period tool**

Use the charts below to help assess the infectious period dates.

**If they have NO SYMPTOMS, use this chart.**

Timeline: DATE ← 2 DAYS → [DATE TESTED] → 10 DAYS → DATE

[CONTAGIOUS PERIOD]

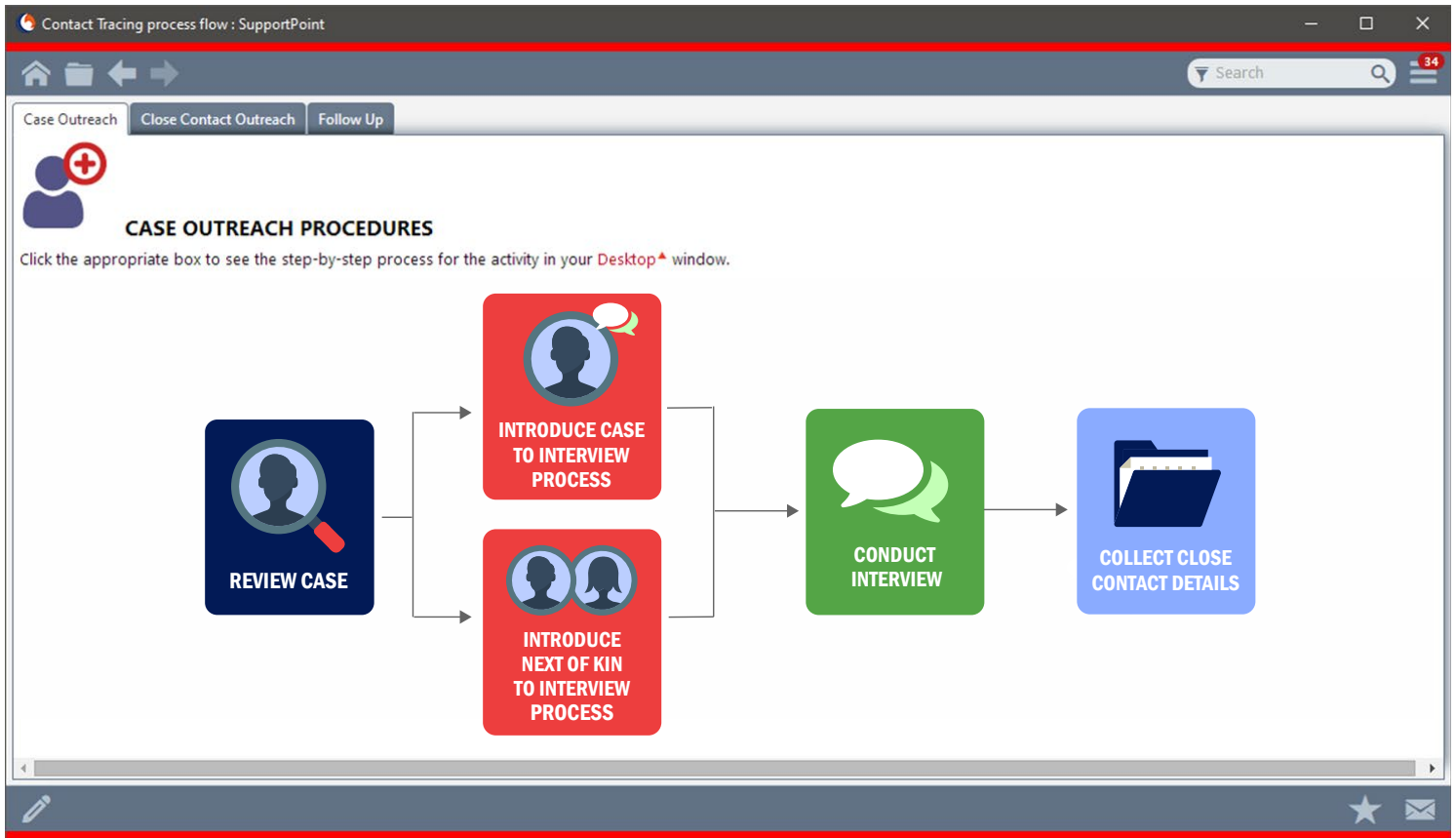
**If they HAVE SYMPTOMS, use this chart**

Timeline: DATE ← 2 DAYS → [SYMPTOMS STARTED] → 10 DAYS → [DO YOU STILL HAVE A FEVER?]

If YES: Continue to self-isolate until fever free for 3 days

If NO: "I have been fever free for 3 days"

[CONTAGIOUS PERIOD]



COVID-19 FAQs : SupportPoint

Basic Questions

- Key facts about the pandemic
- Signs and symptoms
- Children versus adults
- Pregnant women
- Pets and livestock
- Compare to flu / common cold
- How deadly is COVID-19?
- Differences from common cold
- How infectious
- Catching from mail
- Avoid/reduce social stigma
- Will COVID-19 persist
- Transmission in the air
- Travel Questions
- Protection Questions
- Transmission Questions
- Outbreak Questions
- Response Questions
- Control Questions
- Media Questions
- Infection and illness Questions
- Minimization and I don't know

### FAQ

#### What are the signs/symptoms of COVID-19 and when do they appear?

**Short Answer / Key Messages**

- Common COVID-19 symptoms include fever, dry cough, fatigue, and shortness of breath.
- Symptoms of COVID-19 may appear 2-14 days after exposure.
- The disease is often much more severe in the elderly and people with health conditions that make them more susceptible to illness.

**Longer Answer**

- Common COVID-19 symptoms include fever, dry cough, fatigue, and shortness of breath.**
  - Many people with COVID-19 have a mild to moderate upper respiratory tract infection similar to a cold.
  - COVID-19 symptoms may include chills, repeated shaking with chills, muscle pain, headache, sore throat, and loss of taste or smell.
  - Most people who test positive for COVID-19 commonly have had very mild or no symptoms.
  - Symptoms of COVID-19 in severe cases include pneumonia or breathing difficulties, and can be fatal.
  - Older people and people with underlying medical conditions, such as diabetes, asthma and heart disease, are more at risk for becoming severely ill from COVID-19.
- Symptoms of COVID-19 may appear 2-14 days after exposure.**
  - The time between when a person is exposed to an infectious agent (like the virus that causes COVID-19) and when symptoms appear is called the incubation period.
  - The current incubation period of COVID-19 is based on what is being learned from the infections taking place across the U.S. and the world.
  - The average incubation period is about 5 days and COVID-19 symptoms often start as mild and gradually get worse over a few days.
- The disease is often much more severe in elderly and people with health conditions that make them more susceptible to illness.**
  - The fatality rate for COVID-19 varies depending upon a person's underlying health conditions, age, gender, and access to care.
  - More is being learned about how many people have severe illness or die from COVID-19 as new cases and data are being reported.
  - Estimates of the overall fatality rate for COVID-19 are uncertain, changing based on new data, and appear to range from less than 1% to 12% or greater.
  - COVID-19 illness is more severe for people over 60 years old and those with an underlying health condition like diabetes, asthma, or heart disease.
  - COVID-19 illness may be more severe in places where health resources are limited or overburdened by the outbreak.

Conduct Close Contact interview : SupportP...

Taskflow Tasks Supporting Info

- Confirm willingness to discuss exposure**
- A Close Contact has agreed to discuss their exposure. **[The following steps are an example of what might be captured in the system you are using to maintain COVID-19 patient and Close Contact data. Customize the steps to suit your needs.]**
- The COVID-19 <case number> window is displayed.
- Double-click the most recent monitoring survey. **Hint.**
  - Click **Survey Questions**.

**Read script**

*Just to confirm, are you willing to participate in monitoring?*

**Choose the next step:**

If...	Then...
Yes	<ul style="list-style-type: none"> <li>Select <b>I Agree to Participate in the Monitoring</b>.</li> <li>Go to task 2.</li> </ul>
No	<p><b>Read script</b></p> <p><i>I understand. Thank you for your time.</i></p> <ul style="list-style-type: none"> <li>Select <b>Will Not Participate</b>.</li> <li>Go to <b>Update CRM to lost to follow-up</b>.</li> </ul>



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