

OVERVIEW

As governments around the country are working to safely reopen their economies and ease social distancing measures, leaders are realizing the importance and necessity of Contact Tracing programs.

Medasource is partnering with Departments of Health and Epidemiology Offices at both the State, Territorial, and local levels, to create new or supplement existing solutions for Contact Tracing. From case investigators and epidemiologists to tracers, our national reach and local touch can supply the talent needed to help our communities get back on their feet.

While coordinating outreach on the front lines, Medasource teams can collect, aggregate, and report data to help prevent the spread of COVID-19 and also give state leaders the information and agility needed to make educated decisions as we move forward through this unprecedented pandemic.

CONSIDERATIONS

In order to ensure a successful launch of Contact Tracing programs, there are several factors to consider:

Technology

- ✓ **Hardware** – workstations, phones, etc.
- ✓ **Software** – CRM platform, Contact Tracing and Case Management application(s), Reporting & Analytics, e-Learning

Processes

- ✓ Vendor Alignment
- ✓ Communications
- ✓ Escalation Protocols
- ✓ Service Level Agreements
- ✓ Quality Management
- ✓ Performance Improvement
- ✓ Financial Reporting

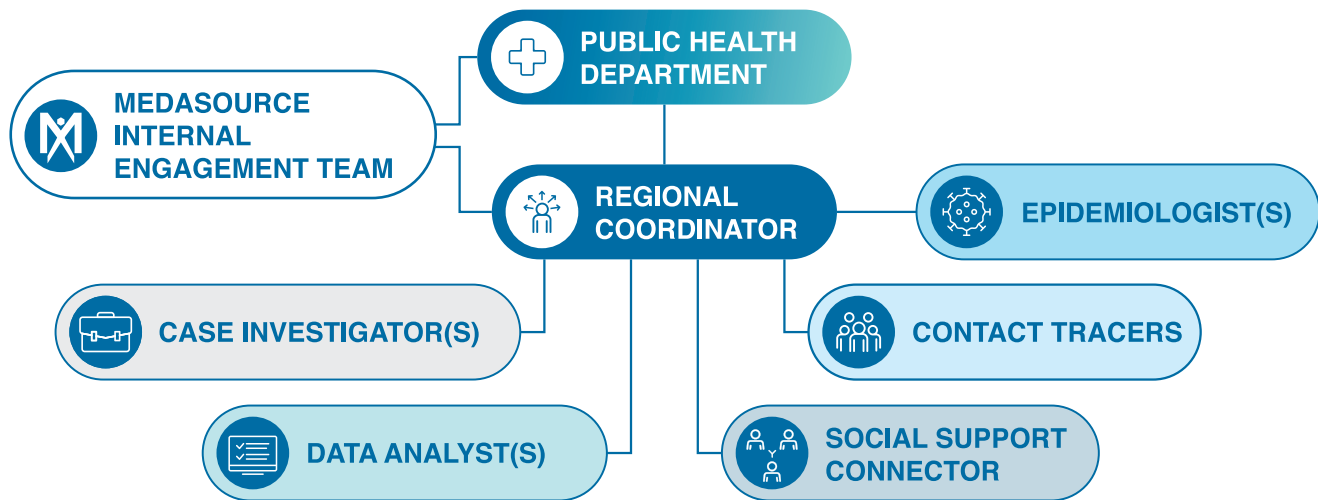
Human Capital

- ✓ Remote or onsite - when, where, how
- ✓ Clinical and/or technical skills
- ✓ Cultural and language dynamics
- ✓ Training and ongoing learning
- ✓ Flexibility and scalability to staff up or down, and convert resources to FTE

COMMUNITY

We know how important it is to keep jobs and income in the community. That is why we only staff local resources. Additionally, all resources are engaged on a right-to-hire basis enabling the State, Territory, or City/County to convert them to FTE at a mutually agreed upon date.

DEPLOYMENT ORGANIZATIONAL STRUCTURE



Regional Coordinator

- ✓ Responsible for coordination and management of resources in a Team Lead capacity.



Epidemiologist

- ✓ Responsible for investigating interactions with residents who have potentially been exposed to COVID-19, then coordinate with those individuals to educate, understand, and report.
- ✓ **Educate** – Those potentially exposed on the risks to themselves and others if they do not practice social distancing.
- ✓ **Understand** – Where the potential carrier went, and who may be impacted at those locations.
- ✓ **Report** – Creation to deliver the data to the Data Management team for aggregation using standard Epidemiology practices.



Contact Tracer

- ✓ Responsible for the communication with both confirmed and suspected cases of COVID-19 to Educate, Understand, and Report.



Case Investigator

- ✓ Conducts interviews with persons who are COVID-19 positive and assists them in informing their close contacts of their positive status.
- ✓ Provides information and education on COVID-19 to phone inquiries.
- ✓ Conducts investigations to discover unreported cases.



Data Analyst

- ✓ Responsible for aggregation, organization, maintenance, and intelligent reporting of the data compiled by the rest of the team. This will require updating pertinent information in real time according to HIM and CDI standards.



Social Support Connector

- ✓ Utilizes CRM to coordinate services needed by the COVID-19 positive cases and contacts of anyone diagnosed with COVID-19.
- ✓ Directly supports local health departments and the Department of Public Health to ensure the wellbeing of isolated and quarantined individuals and their families.