

MAKING CONTACT:

*A Training for COVID-19 Case
Investigators and Contact Tracers*

UNIT 2 GLOSSARY

Care Resource Manager (or similar role): Responsibilities of this role may include identifying the support services that cases and contacts need to stay healthy while isolating or quarantining. A Care Resource Manager can provide tools, such as masks and thermometers, and also connects cases and their contacts to support services, such as housing, food banks, financial help, mental health services, and other community programs.

Case investigation: The process of identifying and supporting patients with confirmed or probable COVID-19.

Case Investigators (or similar role): Trained professionals that contact a person with probable or confirmed COVID-19 to support the person through self-isolation by monitoring and following up regularly, and ensuring the person has access to needed resources. Case Investigators also collect information including the contacts who may have been exposed to COVID-19.

Close contact: Someone who was within 6 feet of an infected person for a cumulative total of 15 minutes or more over a 24-hour period, starting from 48 hours before illness onset until the time the patient is isolated.

Confidentiality: Refers to the fact that a person's medical information cannot be shared with others unless the person agrees to share it.

Confirmed case: A person with COVID-19 who has had a lab test that confirms that they have an infection.

Contact elicitation: The process of working with a person with confirmed or probable COVID-19 to help them remember the people they have been in contact with while infectious, who therefore could have been exposed to the virus.

Contact Tracers (or similar role): Trained professionals who notify and monitor contacts of their exposure. They perform regular follow-up and monitoring activities and help ensure the safe quarantine of contacts.

Contact tracing: The process of notifying, interviewing, and educating people, or "contacts," who have been exposed to a disease to prevent additional transmission.

Disease Intervention Specialist (DIS): DIS perform contact tracing, partner services, and emergency response. DIS have a long history of investigating cases of infectious diseases, including sexually transmitted infections. DIS have expertise in essential skills such as communication, contact tracing, interviewing, counseling, case analysis, and provider and community engagement.

Privacy: The right to keep personal information personal.

Probable case: A person who has not had a confirmatory lab test, but shows other evidence for having COVID-19, including clinical evidence (i.e., has symptoms), or epidemiologic evidence (i.e., was in contact with someone who has COVID-19).

Public good: Something that benefits everyone.

