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| <b>Date:</b> | February 4, 2021  |
| <b>To:</b>   | Northern Health Chiefs of Staff, Divisions of Family Practice, and Primary Care Providers                 |
| <b>From:</b> | Dr. Jong Kim, Chief Medical Health Officer<br>Dennis Cleaver, Vice President Population and Public Health |
| <b>Re:</b>   | Update on Public Health COVID-19 case and contact management  |

With the continued high level of COVID-19 cases and mobilization for COVID-19 vaccination, process improvements to case and contact management (CCM) continue. **The key changes which started February 3 include:**

- Clients will now receive one call from Public Health, and won't receive a second call at the end of their isolation period.
- At the initial call, clients will be advised of their end of isolation date and what must occur to come off isolation as a case or a contact.

**Information for primary care providers:**

- This communication is for your information and to ensure you have the most up to date information to provide to your patients. The process will streamline consultation with Public Health related to the isolation period.
- Your patients will be given instructions around isolation and isolation dates from Public Health at the initial call.
- If your patient has questions about ending the isolation period, direct them to call the Ending Isolation Phone Line: 1-855-755-3555, extension 507979.
  - This number will refer them to Public Health, who will advise on isolation.
  - We will provide this phone number to cases or contacts during their initial call.
- If you have questions, call your Medical Health Officer on call:
  - Call UHNBC Switchboard (250-565-2000) – Press 7.
  - Ask for the Medical Health Officer on call.

**Background**

In December 2020, Northern Health process for case and contact management (CCM) was revised to better meet a growing surge in lab-confirmed COVID-19 cases in the Northern Health region. **The changes in December and January included:**

- Deploying additional staff to case and contact management teams.
- Streamlining processes to ensure efficiency in case notification, monitoring and discharge from self-isolation.
- Primary care providers managing the clinical care of all COVID-19 positive patients in their care.

There have been tremendous improvements made despite continued surge of COVID-19 cases. **The current status of case and contact management is:**

- Quicker follow up with all new cases upon receiving lab result (same/next day).
- Quicker follow up with cases in high priority settings. For a case in the high risk/priority settings, they are followed by the CCM team with thorough history taking and close management.

- Specialized teams for priority and complex settings including school and day care and industrial camps.
- Real time reporting and update on COVID-19 cases and clusters.

**Next update** on the CCM process and status will be provided in March.

**More information** is in the [previous memo](#) and the [frequently asked questions document](#).