

Date	June 9, 2020
To	Northern Health Operational Leaders, Community Service Staff and Physicians
From	Dr. Raina Fumerton, Interim CMHO
CC	Penny Anguish, NI COO; Angela De Smit, NE COO; Ciro Panessa, NW COO; Northern Health Medical Directors; Interim VP Pandemic Response
Item	COVID-19 Response - Case and Contact Management Update and new name for Public Health Outbreak Management Structure

As part of the ongoing COVID-19 response, this memo provides updated information about COVID-19 case and contact management functions and the structure responsible for these functions (follow-up to the [Public Health Outbreak Management \(PHOM\) Overview](#), dated April 5, 2020).

**New Name:** The structure responsible for case and contact management has been renamed Urgent Communicable Disease Response (UCDR); formerly known as Public Health Outbreak Management (PHOM).

**Updated information:** See [COVID-19 Case and Contact Management](#) (in OurNH COVID-19 page [Staff Toolkit](#)) for updates about processes, functions and the structure responsible for these functions. This document will be updated to reflect changes as they are released.

**Communication pathways:** Appropriate contacts for COVID-19 case and contact management information are listed in the table below. Please first seek information on OurNH.

COVID-19 Case and Contact Management Communication Pathways		
Inquirer	Information Sought	Contact
NH leaders and staff	<ul style="list-style-type: none"> <li>General process inquiries related to case and contact follow-up and active daily monitoring</li> <li>UCDR structure</li> </ul>	Direct Supervisor or Manager.
Primary Care Providers via NH leaders and staff		If direct supervisor or manager cannot respond, reach out to Public Health Resource Nurse (see <a href="#">contact list</a> )
Primary Care Providers	<ul style="list-style-type: none"> <li>Questions related to COVID-19 for their patients</li> </ul>	CD Hub central line: 1-855-565-2990  After hours: 250-565-2000, press 7, ask for MHO on call

Questions from the public received by primary care interprofessional teams (IPTs) and Primary Care Providers (PCPs) related to COVID-19 general information, health advice, virtual screenings and assessments, or testing can be referred to NH's Online Clinic (1-844-645-7811). Alternatively, IPTs may access the Clinic's updated [script](#) and [FAQ](#) to answer these questions themselves, or support PCPs to do so.