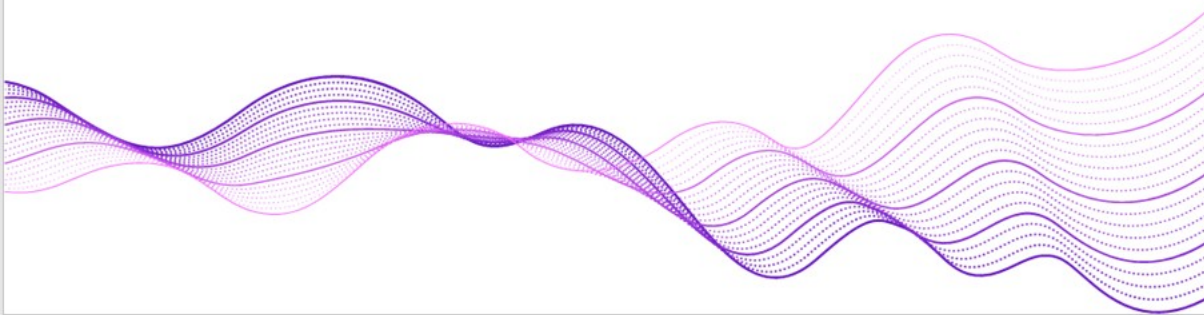




NASA: COVID-19 Contact Tracking and Tracing (CTT) Application



NASA Contact Tracing Application

TRACK & TRACE TO MANAGE COVID-19 SPREAD

SITUATION

The COVID-19 virus has transformed the way we manage our workforce, keep our employees' healthy, and continue to deliver in our mission. NASA Medical team is tracing manually and lack a unified and modern solution.

Contact-tracing solution designed to deliver end-to-end support to exposed individuals



GOAL & APPROACH

Enable NASA to safely return 60,000 employees and contractors across 10 space centers and facilities by tracking via a modern unified application.

- Through interviews from contact tracers, the organization can quickly determine who is at risk of infection and limit the spread
- Contact COVID-19 confirmed/suspected positive situations and identify the individuals they have been in close contact with
- Contact, inform, and guide all exposed contacts who are at risk or suspected positive
- Provide ongoing support during quarantine and self-isolation, including routine check-ins & identifying at-risk population (food, etc.)

Home Page

The Contact Tracing home page is the starting point when a Contact Tracer first uses the application. From the home page, the Contact Tracer can navigate to an existing case to work or create a new case.

All Open Cases
15+ Items - Sorted by Status - Filtered by all cases - Closed - Updated 2 minutes ago

Case Number	Case Record Type	Account Name	Status	Owner Name	Priority	Date/Time Opened
00001009	Positive Outreach	Mary Williams	Awaiting Outreach	Case Investigator01	Medium	6/8/2020, 5:10 PM
00001011	Contact Outreach	Rupa Jones	Awaiting Outreach	Location Outreach Queue	Medium	6/8/2020, 5:20 PM
00001013	Contact Outreach	Bill Smith	Awaiting Outreach	Contact Outreach Queue	Medium	6/8/2020, 7:26 PM
00001014	Contact Outreach	Robert Smith	Awaiting Outreach	Case Investigator01	Medium	6/8/2020, 7:26 PM
00001015	Contact Outreach	Greg Miller	Awaiting Outreach	Contact Outreach Queue	Medium	6/9/2020, 12:36 AM
00001016	Contact Outreach	William Jones	Awaiting Outreach	Contact Outreach Queue	Medium	6/9/2020, 12:36 AM
00001017	Contact Outreach	Rupa Jones	Awaiting Outreach	Location Outreach Queue	Medium	6/9/2020, 1:29 AM
00001019	Positive Outreach	Rupa Jones	Awaiting Outreach	Case Investigator01	Medium	6/9/2020, 11:45 AM
00001020	Contact Outreach	George Brown	Awaiting Outreach	Contact Outreach Queue	Medium	6/9/2020, 1:32 PM
00001021	Contact Outreach	George Johnson	Awaiting Outreach	Contact Outreach Queue	Medium	6/9/2020, 1:32 PM
00001022	Positive Outreach	Rupa Jones	Awaiting Outreach	Location Outreach Queue	Medium	6/9/2020, 1:32 PM
00001023	Positive Outreach	Shela Falcova	Awaiting Outreach	Dylan Wolk	Medium	6/9/2020, 2:06 PM
00001024	Positive Outreach	Rupa Jones	Awaiting Outreach	Contact Tracer01	Medium	6/9/2020, 5:01 PM
00001026	Contact Outreach	Rupa Jones	Awaiting Outreach	Contact Tracer02	Medium	6/9/2020, 5:18 PM
00001027	Positive Outreach	Frank Davis	Awaiting Outreach	Dylan Wolk	Medium	6/9/2020, 5:19 PM

Today's Tasks
Nothing due today. Be a go-getter, and check back soon.
[View All](#)

Recent Items (3)

- Rupa Jones**
Phone: 8002754555
Billing Address: Madras, Pull
Account Owner
- John Doe**
Phone:
Billing Address:
Website: Dylan Wolk
Account Owner
- William Jones**
Title:
Phone:
Email: jw@333@gmail.com
Mobile: 8002733333
Account Owner: Vivak MAFKA

Create a New Case

As a NASA civil servant or contractor is identified as being positive or presumed positive for COVID-19, the Contact Tracer will create a new 'Positive Outreach' case in the application.

The screenshot shows a web application interface for creating a new case. The browser address bar shows 'Sensitive ContactTracing'. The application header includes the NASA logo and navigation tabs for 'Contact Tracing' and 'Home'. The current page is titled 'New Case: Positive Outreach'. The form contains the following sections:

- Account Information:** 'Account Name' (Search Accounts...), 'Case Owner' (Contact Tracer01), 'Status' (Awaiting Outreach), and 'NASA Location' (--None--).
- Outreach Details:** 'Outreach Outcome' (--None--), 'Closed Reason' (--None--), 'Symptoms' (--None--), 'Symptom Onset Date', 'Test Taken Date', and 'Symptom Resolution Date'.
- Exposure Information:** 'Other Exposure Notes' (text area), 'No Contacts Reported' (checkbox), and 'Guided Script'.
- Interview Details:** 'Interview Completed Date' (Date and Time fields), and 'Provided Isolation Instructions' (checkbox).

At the bottom of the form are three buttons: 'Cancel', 'Save & New', and 'Save'. A 'History' link is visible in the bottom left corner.

Create a Contact

As a NASA civil servant or contractor is identified as being positive or presumed positive for COVID-19, the Contact Tracer will create a new Person Account in order to link it to the 'Positive Outreach' case being created.

The screenshot displays a web application interface for NASA Contact Tracing. The main window is titled "New Account: Person Account" and contains a form with the following sections:

- Account Information:**
 - Account Name: Includes a dropdown menu for "Salutation" (set to "--None--") and a text input for "Mobile".
 - First Name: Text input field.
 - Middle Name: Text input field.
 - *Last Name: Text input field.
 - Suffix: Text input field.
 - Employment Type: Includes a dropdown menu (set to "--None--") and a text input for "Phone".
 - NASA Location: Includes a dropdown menu (set to "--None--") and a text input for "Email".
 - Supervisor Name: Text input field.
- System Information:**
 - Account Record Type: Set to "Person Account".

At the bottom of the form, there are three buttons: "Cancel", "Save & New", and "Save". The "Save" button is highlighted in blue. The background shows a NASA logo and navigation tabs for "Contact Tracing" and "Home".

Case Page



The Positive Outreach case is used to collect and store data relevant to the Positive Outreach contact tracing. From the Positive Outreach case, a Contact Tracer will launch a Guided Script to guide them through the Contact Tracing outreach phone call.

The screenshot displays the NASA Contact Tracing system interface. The top navigation bar includes the NASA logo, a search bar, and user information. The main content area is divided into several sections:

- Actions & Recommendations:** Includes an 'Add' button and a message: "You don't have any actions yet. Add an action to get started."
- Contact Details:** Lists personal information for John Doe, including mobile and phone numbers, employment type (Civil Servant), NASA location (Headquarters), email (jd@example.com), and supervisor name.
- Related Cases (0):** A section for viewing other related cases.
- Case Overview:** Shows the case status as "Awaiting Outreach" with a "Mark Status as Complete" button. It includes fields for Priority (Medium), Status (Awaiting Outreach), and Case Number (00001189).
- Details:** A comprehensive section with expandable categories:
 - Other Actions:** Lists actions like Account Name (John Doe), Status (Awaiting Outreach), Outreach Outcome, Closed Reason, Case Owner (Contact Tracer01), and NASA Location (Headquarters).
 - Symptoms Information:** Includes fields for Symptoms, Test Taken Date, and Symptom Onset/Resolution Dates.
 - Exposure Information:** Includes Other Exposure Notes and a checkbox for "No Contacts Reported".
 - Guided Script:** Includes Interview Completed Date and a checkbox for "Provided Isolation Instructions".
 - Description:** A field for case description.
 - System Information:** A field for system-related data.
- Activity:** A section for tracking case activities, currently showing "No next steps" and a "Show All Activities" button.

Guided Script

The Contact Tracer will progress through the Guided Script in order to consistently collect important data relevant to Contact Tracing. Data captured in this flow will be stored on the Positive Outreach case as well as create new Contact Outreach cases.

The screenshot displays the NASA Contact Tracing software interface. The top navigation bar includes the NASA logo, a search bar, and user information. The main content area is divided into three sections:

- Actions & Recommendations:** A sidebar on the left showing a list of actions. The current action is "Guided Script: Positive Outreach (In Progress)". Other actions include "Pre-call: Tips to the Contact Tracer", "Introduction and Confirming Caller Identity", "Next Best Time to Call", "Coronavirus Information", "Instruct to Call Medical Provider", "Call Objectives", "Confirms Employee/Contractor Details", "Symptom Check", "Contact Tracing Overview", "Identify Potentially Exposed Contacts and Locations", and "Call Closure".
- Positive Outreach - Introduction and Confirming Caller Identity:** The main content area displays a script for a call. The script includes a greeting, a confirmation question ("Can I confirm that I am speaking with John Doe?"), and instructions for handling responses. It also includes a thank you message and a question about the caller's availability to speak.
- Activity:** A sidebar on the right showing a list of activities. The current activity is "Upcoming & Overdue". It includes a "Show All Activities" button.

The interface also shows contact details for "John Doe" and a "History" section.

