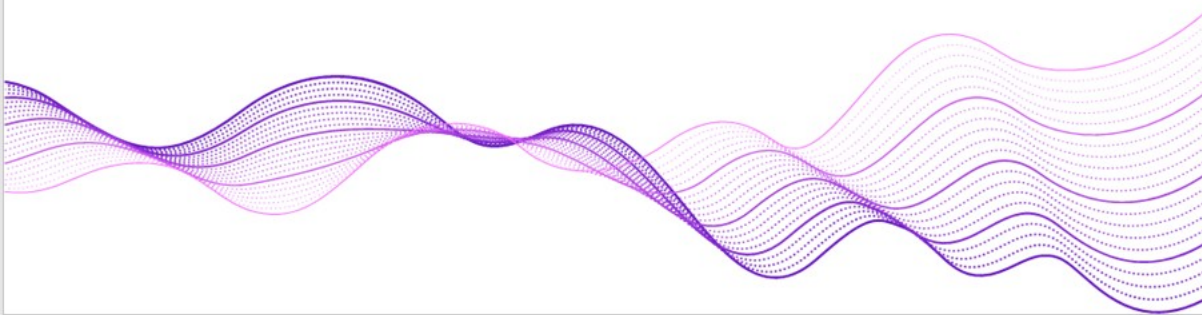




NASA: COVID-19 Contact Tracking and Tracing (CTT) Application



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



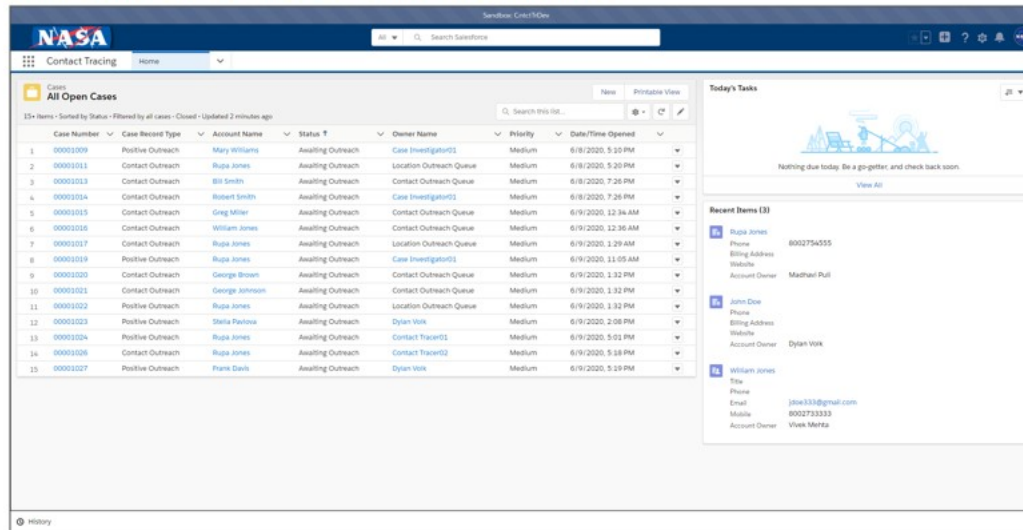
GOAL & APPROACH

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.



The screenshot displays the NASA Contact Tracing application's home page. The interface features a top navigation bar with the NASA logo, a search bar, and a 'Contact Tracing' dropdown menu. The main content area is titled 'All Open Cases' and shows a list of 15 cases. Each case entry includes a case number, case record type, account name, status, owner name, priority, and date/time opened. To the right of the case list, there is a 'Today's Tasks' section with a 'View All' link and a 'Recent Items (3)' section listing recent contacts with their details.

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, 1:29 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	Stella Pavlosa	Awaiting Outreach	Dylan Volk	Medium	6/9/2020, 2:08 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 Volk	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
Website: Madras, Pull
Account Owner: Madras, Pull
- John Doe**
Phone: 8002754555
Billing Address: Madras, Pull
Website: Madras, Pull
Account Owner: Madras, Pull
- William Jones**
Title: 10003333@gmail.com
Phone: 8002754555
Email: 10003333@gmail.com
Mobile: 8002754555
Account Owner: 10003333@gmail.com

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 the 'New Case: Positive Outreach' form within the NASA Contact Tracing application. The interface includes a top navigation bar with the NASA logo, a search bar, and a breadcrumb trail: 'Contact Tracing > Home > New Case: Positive Outreach'. The form is divided into several sections:

- Account Information:** Includes a search bar for 'Account Name', a dropdown for 'Status' (set to 'Awaiting Outreach'), a dropdown for 'Outreach Outcome' (set to '--None--'), and a dropdown for 'Closed Reason' (set to '--None--').
- Symptoms Information:** Includes a dropdown for 'Symptoms' (set to '--None--'), a date picker for 'Symptom Onset Date', a date picker for 'Test Taken Date', and a date picker for 'Symptom Resolution Date'.
- Exposure Information:** Includes a text area for 'Other Exposure Notes' and a checkbox for 'No Contacts Reported'.
- Guided Script:** Includes a date picker for 'Interview Completed Date' and a checkbox for 'Provided Isolation Instructions'.

At the bottom of the form, there are three buttons: 'Cancel', 'Save & New', and 'Save'. A 'History' link is located at the bottom left of the page.

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 the NASA Contact Tracing application interface. A modal window titled "New Account: Person Account" is open, allowing for the creation of a new person account. The form is divided into two main sections: "Account Information" and "System Information".

Account Information:

- Account Name:** Includes a "Salutation" dropdown menu (currently set to "--None--") and a "Mobile" text input field.
- First Name:** A text input field.
- Middle Name:** A text input field.
- *Last Name:** A text input field.
- Suffix:** A text input field.
- Employment Type:** A dropdown menu (currently set to "--None--").
- Phone:** A text input field.
- NASA Location:** A dropdown menu (currently set to "--None--").
- Email:** A text input field.
- Supervisor Name:** A text input field.

System Information:

- Account Record Type:** A dropdown menu currently set to "Person Account".

At the bottom of the modal, there are three buttons: "Cancel", "Save & New", and "Save". The background application window shows the NASA logo, a "Contact Tracing" header, and a "New Case: Positive Out..." tab.

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 Case Page. The interface is divided into several sections:

- Header:** Includes the NASA logo, a search bar, and navigation tabs for Home, 00001189, and Search Solutions.
- Left Sidebar:**
 - Actions & Recommendations:** Contains an 'Add' button and a message: "You don't have any actions yet. Add an action to get started."
 - Contact Details:** Lists fields for Account Name (John Doe), Mobile (111-111-1111), Employment Type (Civil Servant), NASA Location (Headquarters), Email (jdo@example.com), and Supervisor Name.
 - Related Cases (0):** A section for related cases, currently empty.
- Main Content Area:**
 - Outreach Status:** Shows 'Awaiting Outreach' with a 'Mark Status as Complete' button.
 - Case Information:** Displays Case Number 00001189, Priority Medium, and Status Awaiting Outreach. Buttons for Follow, Change Owner, and Edit are available.
 - Details:** A table of case details with checkboxes for completion.

Details		Other Actions	
Account Name	John Doe	Case Owner	Contact Tracer01
Status	Awaiting Outreach	NASA Location	Headquarters
Outreach Outcome		Date/Time Opened	6/20/2020 1:23 PM
Closed Reason		Date/Time Closed	
Symptoms Information			
Symptoms @		Symptom Onset Date	
Test Taken Date		Symptom Resolution Date	
Exposure Information			
Other Exposure Notes		No Contacts Reported	☐
Guided Script			
Interview Completed Date		Provided Isolation Instructions	☐
Description			
Description			
System Information			
- Right Sidebar:**
 - Activity:** Shows filters for All time, All activities, and All types. A message states: "No next steps. To get things moving, add a task or set up a meeting." Below this is 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 web application. The interface is divided into three main sections: a left sidebar, a central content area, and a right sidebar.

Left Sidebar:

- Actions & Recommendations:** Includes tabs for 'Actions' and 'History'. Under 'Actions', there is a 'Guided Script: Positive Outreach (In Progress)' section with a list of steps: 'Pre-call: Tips to the Contact Tracer', 'Introduction and Confirming Caller Identity' (currently selected), 'Next Best Time to Call', 'Coronavirus Information', 'Instruct to Call Medical Provider', 'Call Objectives', 'Confirm Employee/Contractor Details', 'Symptom Check', 'Contact Tracing Overview', 'Identify Potentially Exposed Contacts and Locations', and 'Call Closure'.
- Contact Details:** A section for 'John Doe' with fields for 'Account Name', 'Mobile' (111-111-1111), 'Employment Title', and 'Phone'.
- History:** A tab for viewing past activities.

Central Content Area:

The main content area is titled 'Positive Outreach - Introduction and Confirming Caller Identity'. It contains the following text:

Hello, my name is Contact Tracer01 and I am calling from the _____ Center Clinic regarding COVID-19 and assisting as a contact tracer for NASA and would like to speak with you regarding your recent work activities.

Can I confirm that I am speaking with John Doe?
If no, ask to speak to that person.
If yes, ask them to confirm they have indeed recently been told they were positive for COVID-19 virus.

Thank you for confirming this information.

We have recently learned that you have tested positive for COVID-19. We are calling to determine if you were on Center during any period when you may have been infected and may have exposed other employees.

*Do you have time to speak with me now?
☐ Yes
☐ No

At the bottom of this section are 'Previous' and 'Next' buttons.

Right Sidebar:

The right sidebar is titled 'Activity' and 'Chatter'. It includes filters for 'All time', 'All activities', and 'All types'. Below the filters, there is a section for 'Upcoming & Overdue' with a message: 'No next steps. To get things moving, add a task or set up a meeting.' Below this, it says 'This list is filtered.' and a 'Show All Activities' button.

