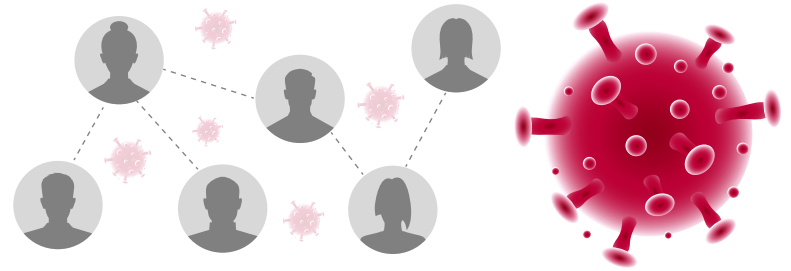


CASE INVESTIGATION and CONTACT TRACING

COVID-19 case investigation and contact tracing is underway with public health professionals from the OC Health Care Agency (HCA) – your local health department – including doctors, nurses, epidemiologists, and investigators with training in communicable diseases and interviewing skills.

These folks make up our Case and Contact Investigator (CCI) team. So how does it work?



1
Step



When a resident takes a diagnostic PCR test and the results are positive for COVID-19, it is reported to our CCI team. The process generally takes 1-3 days.

2
Step







The CCI team makes contact with the resident using methods like phone, mail, and email to ensure they have the ability to isolate and get their day-to-day needs met. *If you've tested positive, need assistance and have yet to hear from us, our Health Referral Line is here to help at (800) 564-8448.

3
Step



The CCI team builds a timeline of when the individual's symptoms began, and helps identify a list of potential contacts. Then, they get to work notifying the people on the list of the potential exposure, check-in on them regularly, and offer personalized guidance based on their unique health history related to testing, treatment and care.

Stay Informed

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Please know the HCA does not perform contact tracing and case investigation based on serology/antibody test results. Serology results are NOT used to diagnose a current COVID-19 infection and are not reportable to the HCA.

Guidance related to COVID-19 quarantining from the HCA is available here:
<http://www.ochealthinfo.com/self-quarantine-guidance/>