



CONTACT TRACING CALL CENTER

CONTROLLING THE COVID-19 PANDEMIC

The scale, duration, and complexity of the COVID-19 pandemic have underscored the need for timely and effective preparation for and implementation of pandemic containment measures. A person with the Covid-19 virus can spread the disease to others quickly.

Therefore, it is very important to identify as well as isolate symptomatic individuals immediately to stop the disease from spreading. Contact tracing is a Critical tool available to break chains of transmission and control the disease effectively. Contact tracing is the process of identifying, assessing, as well as managing people who have been exposed to a disease to prevent onward transmission.

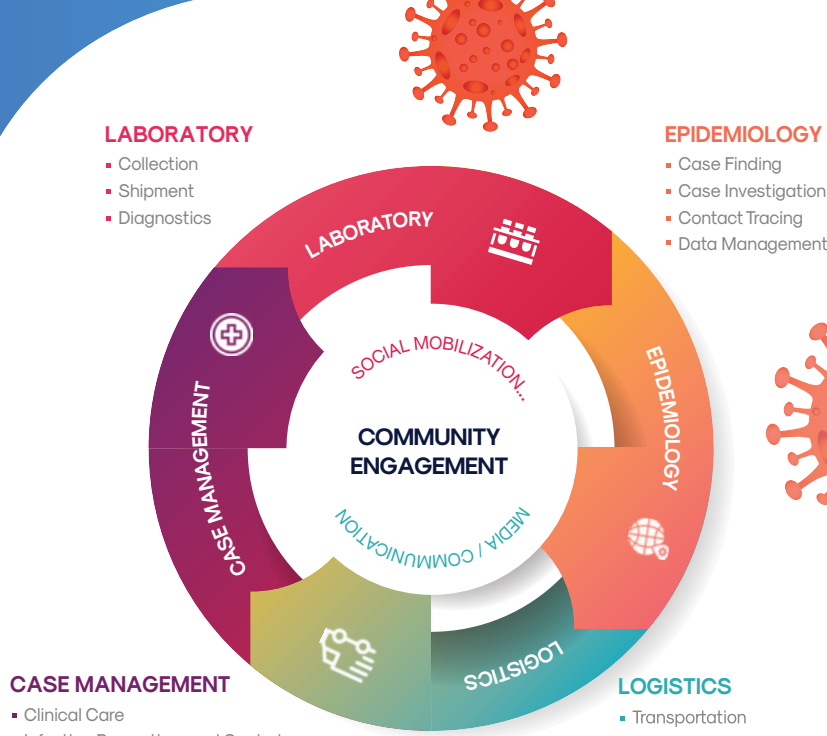
THE ROLE OF CONTACT TRACING IN THE BATTLE AGAINST COVID-19

A tried and true method that has proven its mettle in other outbreaks, contact tracing is a vital tool for controlling this pandemic. It is an essential aspect of a multifaceted control strategy for COVID-19. Contact tracing is connected to case finding and case investigation processes. The detection of a Covid-19 case begins the case investigation process, where immediate contacts of a Covid-19 patient are identified, initiating the contact tracing process.

For contact tracing to be effective, immediate implementation after case finding is necessary. Also, the entire process is to be efficiently managed. All aspects of a response need to be addressed when preparing for, implementing, and managing contact tracing.

SOURCE: WHO

Therefore, the local and state governments and healthcare organizations need a team of contact tracers, who have experience in healthcare communication, data management, and compliance. That is where a contact tracing call center comes to the picture.



WHY DO STATE AND LOCAL GOVERNMENTS AND HEALTHCARE ENTERPRISES NEED A CONTACT TRACING CALL CENTER?

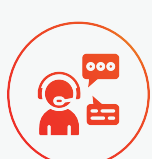
Contact tracing can be described as a race against time – healthcare organizations must have access to a team of contact tracers who can immediately implement contact tracing process, manage data and adhere to healthcare compliances at the same time. Only a fully trained call center with vast experience in the healthcare ecosystem can do that.

A contact tracing call center must train its agents in the contact tracing process approved by CDC and deploy them quickly to strengthen the battle against Covid-19. The critical tasks of a contact tracing call center include:



REACHING OUT TO THE CONFIRMED CONTACTS

Once the contacts of a Covid-19 patient is identified and confirmed, the contact tracing team must reach out to them to inform them about the possible exposure. They must ask probing questions to get the information regarding a contact's nature of exposure, whether they have developed a symptom or not.



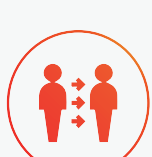
INFORMING THE CONTACTS ABOUT THE RISK

Contacts should be educated about the signs and symptoms of Covid-19 and preventive measures should be taken to protect themselves and others. The Contact Tracing Team should explain that getting early clinical care improves results and that immediate isolation reduces the risk of infecting their family members. They should also explain the importance of 14 days' self-isolation and how they should practice it.



BUILDING TRUST

Gaining the trust of the contacts is an essential part of the initial contact interaction. As patient information is not to be revealed, it is hard to build trust at the initial stage. But a good contact tracing call center with experience in the healthcare ecosystem can do it quickly. The process of informing a contact of his status can be difficult and should be done with tact and empathy. As there is still no vaccine for Covid-19, it can make the contacts panicky. Calming them down and informing them about the further procedure is an integral part of the process.



REFERRING CONTACTS WHO HAVE DEVELOPED SYMPTOMS TO HEALTHCARE ORGANISATION AND CASE MANAGEMENT TEAM

During the contact tracing process, contact tracers can come across contacts who have already developed symptoms of Covid-19 such as fever, dry cough, or loss of the ability to taste or smell. The contact tracing team must immediately refer these contacts for testing and inform the necessary authorities for the same.



FOLLOWING UP WITH THE CONTACTS

A contact tracing call center can create a dedicated follow-up team to stay in touch with the contacts for 14 days to see whether they have developed any Covid-19 symptoms during that period.



REPORTING

Besides processing contact tracing, it is also essential to regularly manage the data and report the contact tracing situation to the authorities.



AMERIDIAL'S RESPONSE TO CONTACT TRACING

As a HIPAA-compliant, multichannel, multilingual healthcare call center with 30+ years of experience in the healthcare ecosystem, Ameridial was quick to respond to the contact tracing needs of healthcare organizations and has launched contact tracing services. Today, we have a large team of fully-trained contact tracers ready to be deployed. Our tools, technology, and resources can put a considerable force of contact tracers to battle against Covid-19.

There are several key benefits of Ameridial's custom contact tracing call center services:

SCALABILITY

We can quickly scale up their workforce and train them in contact tracing process to deploy in a short notice.

COMPLIANCE

We are a compliant process structure (HIPAA, SSAE-16/SOC2, FISMA, and HITRUST), which facilitates the contact tracing process.

MULTICHANNEL SUPPORT

We support a vast number of channels including voice, chat, email, SMS, and much more, and can use many of these channels for the contact tracing process.

REPORTING

Thanks to our data management software and detailed reporting process that is already in place, we can provide the authorities with detailed reports on contact tracing.

MULTILINGUAL SUPPORT

Besides English, we also support Spanish and French and can support several additional languages within short notice, ensuring a far more efficient and impactful contact tracing.

TRAINING

We can quickly train the agents to adopt an interpersonal, culturally sensitive interview technique that is needed for contact tracing process.

CASE DATA MANAGEMENT

Our proprietary, effective, and accurate data management software efficiently manages the contact tracing data.



DEFEATING A PANDEMIC: BREAKING THE CHAIN

With the whole world affected by the Covid-19 pandemic, and the lack of a proper vaccine has left the authorities baffled. The health care industry is trying its best to control the disease. Contact tracing is our best tool to break the chain and bring the pandemic under control. Ameridial is sure that with a combined effort of governments, healthcare organizations and contact tracing call centers like itself, the world will soon be able to break the chain.

