Sara Alert™

Secure monitoring and reporting for public health

User Guide

Software Version 1.7

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ABOUT SARA ALERT

Sara Alert serves as a force multiplier that supports governmental public health response to emerging disease threats, including active monitoring of home quarantine and isolation for disease containment or mitigation. This open source tool allows public health resources to be directed where they are most needed.

Sara Alert enables public health officials to enroll individuals at risk of developing a disease of interest ("monitorees"), for example COVID-19. Once enrolled, individuals can report their (and their household members', if applicable) symptoms daily through multiple platforms (e.g., mobile, desktop, text-based, voice), providing public health departments improved situational awareness. If a monitoree reports any symptoms or does not submit a daily report, the record is flagged by the system so that public health can quickly and efficiently identify monitorees requiring follow-up for care coordination or non-response follow-up. Sara Alert also enables public health officials to enroll cases who require monitoring to determine when it is safe to discontinue home isolation. Once enrolled, individuals can report their symptoms daily through multiple platforms (e.g., mobile, desktop, text-based, voice), providing public health departments improved situational awareness. If a monitoree reports meets a recovery definition or does not submit a daily report, the record is flagged by the system so that public health can quickly and efficiently identify monitorees requiring follow-up to verify that it is safe to discontinue home isolation or non-response follow-up. The concept of operations and high-level workflow are shown below in Figure 1.

CONCEPT OF OPERATIONS

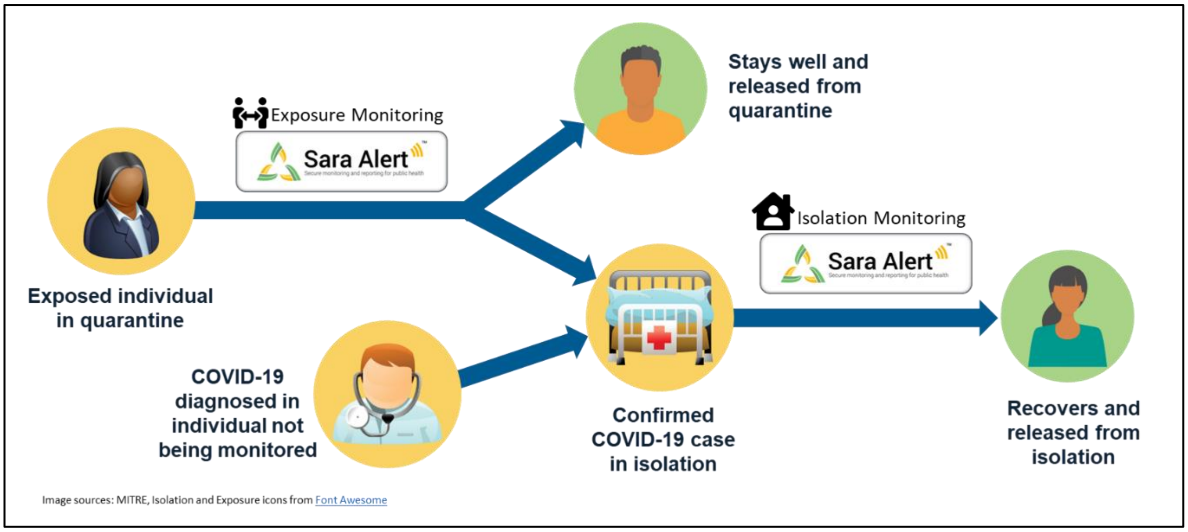

Figure 1. Sara Alert Concept of Operations

WORKFLOW SUMMARY

The Sara Alert system contains two parallel public health workflows that track two types of monitorees shown in Figure 2:

- **Exposure monitoring workflow:** allows public health to monitor potentially exposed individuals to determine if they become ill; for COVID-19 the monitoring period is 14 days after the last day of exposure. This workflow is described in more detail starting on **page 13**.
- **Isolation monitoring workflow:** allows public health to monitor cases daily to determine when they preliminarily meet the recovery definition and it may be safe to discontinue home isolation. This workflow is described in more detail starting on **page 73**.

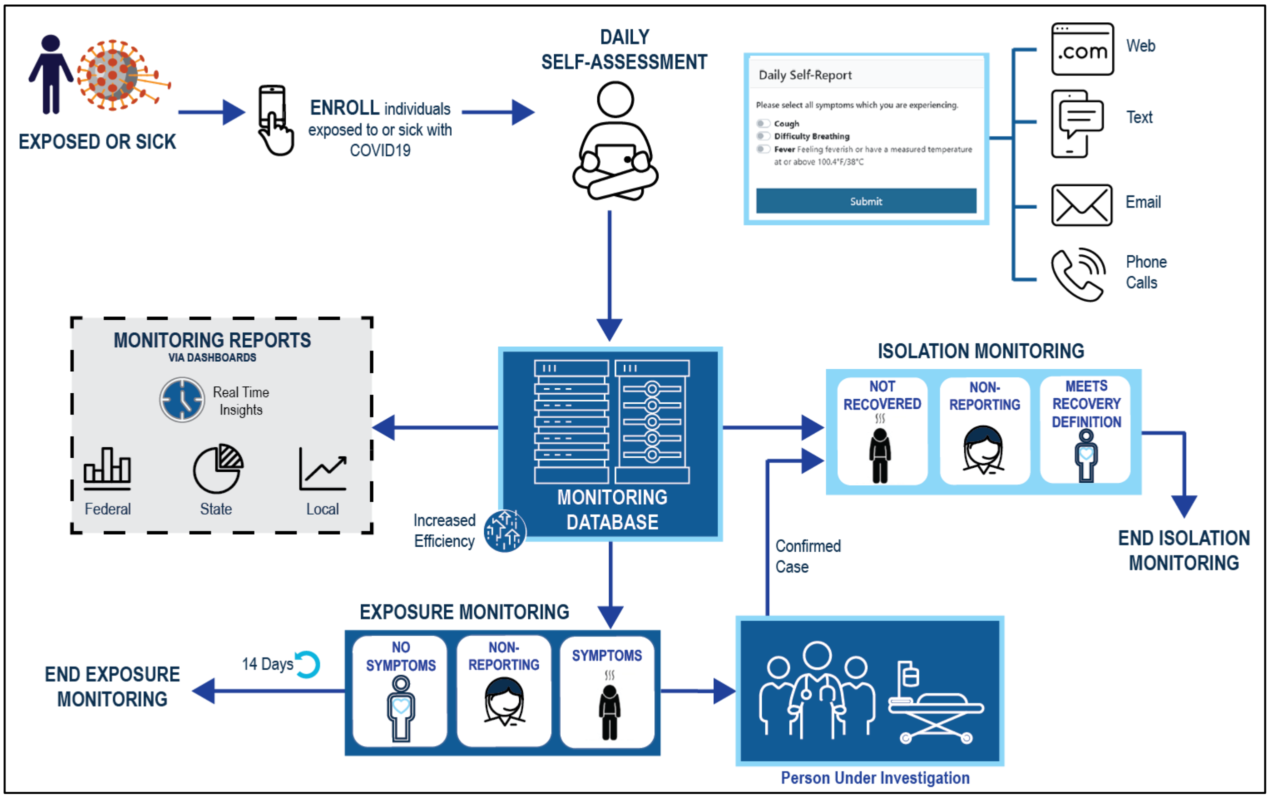

Figure 2. Sara Alert Workflow Summary

SMART on FHIR API

The Sara Alert system has an Application Programming Interface (API) written to SMART on HL7 Fast Healthcare Interoperability Resources (FHIR) standards to support the exchange of information with state systems.

Recommended resources to support use of the API are listed below:

- FHIR, its components, and specifications
- SMART docs
- SMART application launch framework
- C# FHIR library

The Sara Alert API documentation is available to users on GitHub here. To gain access to the API:

1. System administrators must approve and add any applications that wish to interface with the Sara Alert API. Please email sarasupport@aimsplatform.com to request access.
2. After an application is approved and given access, users must individually be given "API access" by their local jurisdiction administrators. Please contact your local administrator to be granted this access.

API access follows the SMART on FHIR SMART app launch framework. For Sara Alert, this means that a user must be logged in to the Sara Alert User Interface, which requires 2 factor-authentication to have been completed (See **page 9**).

Visit saraalert.org for more information about Sara Alert, including FAQs, tutorial videos, and fact sheets. To send questions, comments, or other feedback related to Sara Alert, email sarasupport@aimsplatform.com.

I. ROLE OVERVIEW

A user may be assigned one of the roles below by their local administrator. Each user's role is linked to a unique email address.

Table 1. Functional Summary by Role

Role	*Enroll New Monitoree*	*View/Modify Enrollment*	*View Monitoring*	*View/Modify Monitoring*	*View/Add/ Modify*	*View/Add Lab Reports*	*Transfer Records*	*View History/Add*	*Import records*	*Export Records*	*View and export*	*Add/modify system users*	*View list of system users*	*Record Access*
Enroller	✓	✓												**Records added to system**
Public Health			✓	✓	✓	✓	✓	✓	✓	✓	✓			**Records in Jurisdiction**
Public Health Enroller	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Analyst											✓			
Administrator												✓	✓	

ENROLLER ROLE

An enroller is a trusted user who can add new exposed monitorees into Sara Alert who require public health monitoring. Enrollers cannot enroll monitorees into the isolation workflow.

TIP: *See the* ***Quick Start Guide for Enrollers,*** *available here*

Record Access

- An enroller only has access to records that they added to the system.
- An enroller can only view or modify data elements that can be entered during enrollment including demographics, exposure history, and planned travel; enrollers cannot view symptom report information submitted by monitorees, public health actions, or comments made by users.

Enroller Capabilities

- Enroll a new monitoree into the exposure workflow
- Assign record to another jurisdiction that the enroller has access to (e.g., State enroller can assign cases to local jurisdiction within state)
    - The user's assigned jurisdiction is the default jurisdiction assigned to a record
- View enrollment details of monitorees enrolled by user
- Modify enrollment details of monitorees enrolled by user
- View summary enrollment statistics by user and user jurisdiction

Workflow

- Enrollers can only enroll monitorees into the exposure workflow

PUBLIC HEALTH ROLE

A Public Health user is a trusted user who can manage the daily public health monitoring of enrolled monitorees in both the exposure and isolation workflows.

***TIP**: See the **Quick Start Guide for Public Health Users** available here*

Record Access

- A public health user can only access records associated with their assigned jurisdiction.
- A public health user can view all data elements associated with a record.

Public Health User Capabilities

- Toggle between the Exposure Monitoring and Isolation Monitoring workflows
- View monitoring line list of monitorees in assigned jurisdiction
- View enrollment details of monitorees in jurisdiction, including contact and exposure information
- Modify enrollment details of monitorees in jurisdiction
- Move exposed monitorees between exposure workflow line lists
- Move monitorees who are confirmed cases between isolation workflow line lists
- View monitoree daily symptom reports
- Modify monitoree daily symptom reports (if required to correct entry errors)
- Add exposed monitoree and case symptom reports on behalf of monitorees (for those who are unable or choose not to report electronically)
- Add comments to a monitoree’s record
- Document public health actions (e.g., referral to care or for testing)
- Transfer monitorees to a new jurisdiction
- End monitoring period
- View and export analytics summary for monitorees in the user’s jurisdiction
- Batch import new monitorees from an Epi-X notification spreadsheet or using the Sara Alert Format Template.
- Export monitorees records

Workflow

- Can move exposed monitorees from the exposure workflow to the isolation workflow
- Can import a list of exposed monitorees into the exposure workflow or a list of cases into the isolation workflow

PUBLIC HEALTH ENROLLER ROLE

A Public Health Enroller is a trusted user who has the combined capabilities of both the enroller and public health roles (see capabilities of these roles described above). This role should be assigned only if a user needs to perform the duties of both roles.

Workflow

- Can move exposed monitorees from the exposure workflow to the isolation workflow
- Can import a list of exposed monitorees into the exposure workflow or a list of cases into the isolation workflow
- Can manually enroll exposed monitorees into exposure workflow through the user interface

ANALYST ROLE

An Analyst is a trusted user who can view the analytics summary. The level of aggregated data (e.g., all states, one state, one local jurisdiction within a state) in the summary tables and charts to which an analyst has access is based on their assigned jurisdiction. Analysts also have access to a geographic summary that displays the number of monitorees in Sara Alert by state.

***TIP**: See the **Quick Start Guide for Analysts**, available here.*

Record Access

- Analysts cannot see individual monitoree record details.
- Analysts can view aggregated data for their assigned jurisdiction (e.g., local, state, nationwide).

Analyst Capabilities

- View and export analytics

Workflow

- Analytics are generated using data from both the exposure and isolation workflows.

ADMINISTRATOR ROLE

An Administrator is a trusted user who can manage Sara Alert users.

***TIP**: See the **Quick Start Guide for Administrators**, available here.*

Record Access

- An administrator cannot see individual monitoree record details or the analytics summary.

Administrator Capabilities

- Add new users
- Assign jurisdiction to users.
  - A local administrator can only assign users to a jurisdiction that the administrator has access to.
- Assign role (enroller, public health, public health enroller, analyst, or admin).
  - User roles are linked to a unique email address, so a user may only be assigned one role, unless a user has more than one unique email address
- View list of users within assigned jurisdiction
- Lock or unlock user accounts
- Reset user passwords
- Edit user information
- Manage two-factor authentication
- View System ID for users

MONITOREE

A monitoree is a subject with potential exposure (exposed monitoree) or disease (case) who has been enrolled by a trusted user for public health monitoring. The system will send a request for a daily symptom report via the monitoree's or case's preferred reporting method. A monitoree will not have a system login.

***TIP**: See the **Quick Start Guide for Preferred Reporting Method**, available here.*

Record Access

- A monitoree does not have access to any record information; monitorees can only see and respond to the daily symptom report.
- An monitoree cannot edit data associated with their or any other record.

Monitoree Capabilities

- Submit daily reports for themselves
- Submit daily reports on behalf of their household members if they are enrolled as the Head of Household

Workflow

- A monitoree may be enrolled manually or imported into the exposure workflow by an enroller or public health enroller. Monitorees cannot be *manually enrolled* into the isolation workflow, but monitorees can be *imported* into the isolation workflow.

II. GETTING STARTED

LOGGING IN

1) Open Sara Alert in a web browser. Compatible web browsers include Chrome, Microsoft Edge, Microsoft Internet Explorer 11, Mozilla Firefox, and Safari. If using Microsoft Internet Explorer 11, you may need to turn off compatibility mode.

TIP: *If you are having difficulty logging in, type in your password instead of using cut and paste*

2) Log in using your credentials.

- If this is your *first login attempt*, use the temporary password you were issued; you will be prompted to change it. Temporary passwords **expire after 72 hours**. If your temporary password has expired, contact your jurisdiction administrator for a password reset.

Figure 3. Log in screen

3) Register for two-factor authentication (2FA) by providing a phone number. (NOTE: this is only required the first time you use Sara Alert). This is how you will receive your 7-digit 2FA token number. Once you have entered your phone number and country (for the country code), click "**Register**".

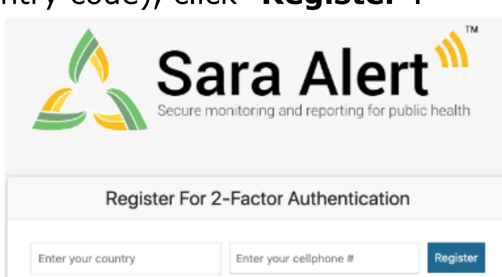

Figure 4. Enter your phone number.

4) For all login attempts after initial registration, you will be prompted to choose how to receive the 7-digit 2FA token (i.e., SMS/Text or through a phone call).

- Select your preferred method to receive the 2FA token.
- Enter the 7-digit token when you receive it and click **"Submit"**

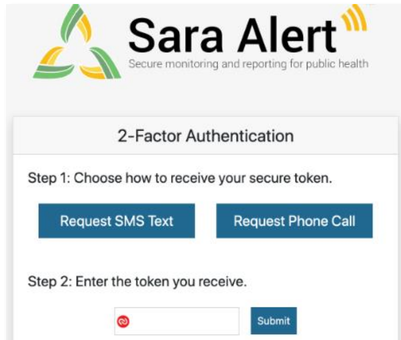

Figure 5. Choose your 2FA method.

5) Depending on your assigned system role, you will be taken to a different home screen:

- Enroller: Enrollment Dashboard
- Public Health or Public Health Enroller: Line List Dashboard
- Analyst: Analytics Summary
- Administrator: Admin Panel

6) Your assigned jurisdiction is listed in the upper right-hand corner of the screen. You can only see records or users (if you are an administrator) who are assigned to your jurisdiction.

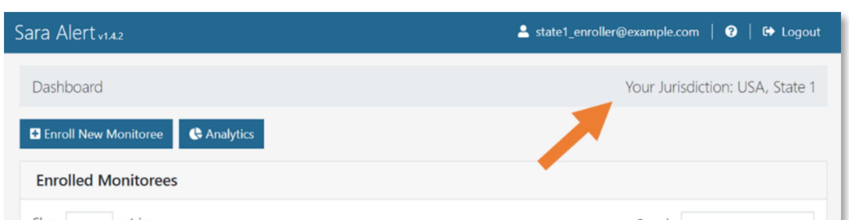

Figure 6. Your Sara Alert Jurisdiction

7) The "**Help**" button provides links to the User Guide and other helpful resources, including how to contact the Sara Alert team for help.

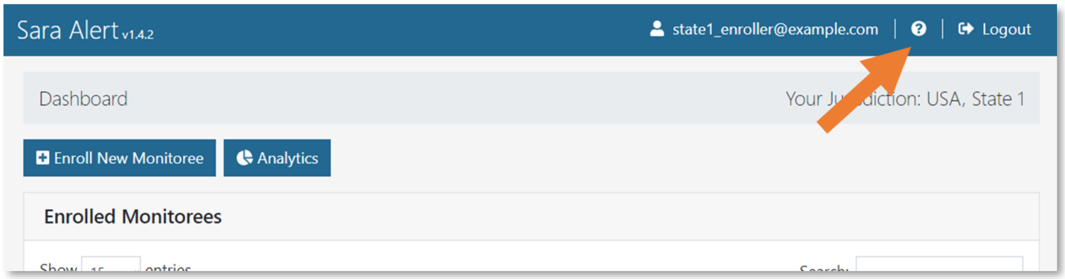

Figure 7. Access to Sara Alert resources

8) To end the session, click "**Logout**". Users should log out of the system when they are not using it.

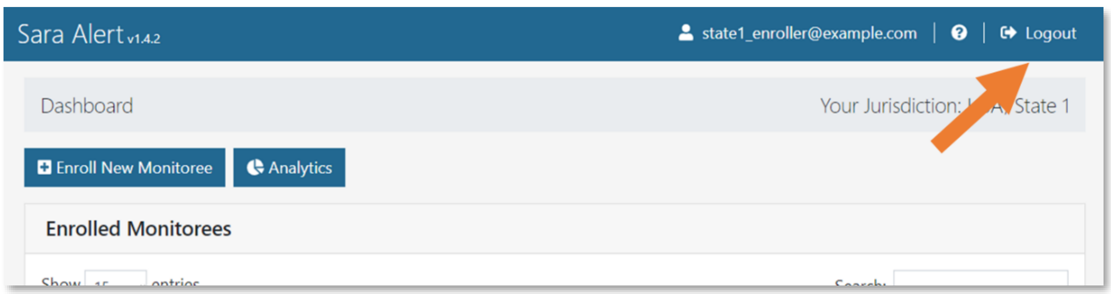

Figure 8. The Logout Button

SARA ALERT RECORD RETENTION

To minimize the amount of identifiable information stored on the production servers, Sara Alert will **purge records of identifiers** if there have been no changes to a record for a defined time period, provided that a monitoree is no longer being actively monitored. For COVID-19, the time has been configured for 14 days after the last record update (e.g., an update includes any action on the record, including adding comments or updating any fields). All records that have met the purge criteria since the last system purge date will be eligible for purge unless the record is updated. The expected purge date for a record is displayed on the closed line list. If a jurisdiction would like to retain the records, users will need to select **"Export for Purge Eligible Monitorees".**

On **Thursdays at noon UTC**, the system will flag closed records that have not been updated for 14 days to be purged of identifying information. An email notification will be sent to local administrators indicating whether that jurisdiction has any purge-eligible records. Local administrators will need to coordinate with a public health user to export records for retention before purge if necessary.

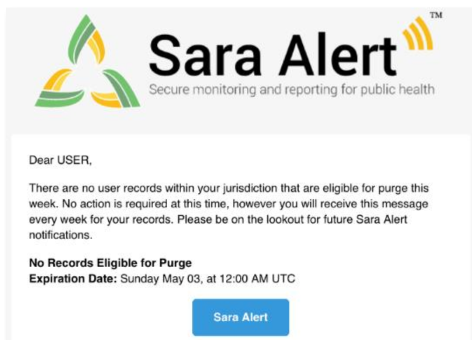

Figure 9. Sample Notification to Administrators

The system will purge records flagged Thursday on **Saturday at 11:59 pm UTC**. If a record flagged for purge is updated before Saturday at 11:59 pm UTC, the record will not be purged.

TIP: *An online converter can be used to convert UTC to your local time zone.*

The system retains a subset of information after purging identifiers from a monitoree's record to enable the Sara Alert system to aggregate data for all monitorees that have ever been monitored within a jurisdiction. Monitoree records that have been purged of identifiers will no longer appear in the monitoring line lists. The data elements in the table below are kept for each record after purge:

Age	Assigned jurisdiction	Assigned Monitoring Plan	Symptom onset data
Sex	Reason for closure	Symptom report history	Lab result history
Race	Date of last exposure	Exposure Risk Factor Categories	Public health actions
Ethnicity	Address county	Exposure risk assessment	Isolation workflow flag

III. EXPOSURE WORKFLOW

The exposure monitoring workflow allows public health officials to monitor potentially exposed individuals to determine if they become ill; for COVID-19 the monitoring period is 14 days after the last day of exposure.

TIP: *See the* ***Possible Scenarios for Exposure Monitoring Quick Start Guide*** *available here*

ENROLLER ROLE CAPABILITIES

The following information is for users assigned the Enroller or Public Health Enroller role. A video tutorial for this section is available at: https://youtu.be/Bbph-CN5Zk4

Monitoree Enrollment Information Overview

Monitoree enrollment information is organized into 6 different screens that allow an enroller to add information in a defined sequence; this user interface is called the enrollment wizard. The enrollment wizard is used to collect the information described below. **Monitorees enrolled manually though the user interface will automatically be added to the exposure workflow.**

Monitoree Identification

- Includes name and demographic information, as well as any existing state/local/Federal ID numbers
- Includes primary and secondary languages spoken by the monitoree. The primary language field is used to determine in what language the notifications from the system to the monitorees will be sent.
- Supported languages are designated with a *. If a language is selected that is currently not supported, the system will send notifications in English.

Monitoree Address

- Home Address Within USA (U.S. Residents)
  - Address at Destination in USA Where Monitored: If the same as the home address, select the "**Copy from Home Address**" option.
- Home Address Outside USA (Non-Residents)
  - Address at Destination in USA Where Monitored: Enter data here for individuals who are temporarily staying in the U.S. during their monitoring period

Monitoree Contact Information

- Indicates how monitorees will receive notifications to submit daily symptoms reports (email, SMS text, phone, etc.)
  - Message and data rates may apply depending on the contact method selected
- Some fields are conditionally required depending on the selected "preferred reporting method".
- "**Preferred Contact Time**" should be specified for SMS and phone contact methods for the monitoree to receive automated daily requests for symptoms

TIP: *See the* ***Quick Start Guide for Preferred Reporting Method****, available here*

> ***TIP:*** *If the user* ***does not*** *specify a preferred contact time, the system will send daily requests during the "Afternoon" contact times.*

- Morning is between 8 AM and noon in local time zone
- Afternoon is between noon and 5 PM in local time zone
- Evening is between 5 PM and 8 PM in local time zone
- The local time zone for monitorees is determined by the monitoree's **address state data element** located on the "Monitoree Address" enrollment screen. The time zone for each state has been assigned based on each state's population center.
    - If address state is left blank, the eastern time zone is used by default.

Monitoree Arrival Information

- Fields on this screen are optional since all monitorees will not have travel history. If travel history is available, it should be entered into the system.

Additional Planned Travel

- Fields on this screen are optional since not all monitorees will plan to travel during their monitoring period.

Monitoree Potential Exposure Information

- The "**Last Date of Exposure"** field is used by the system to automatically calculate the monitoring period.
- Some exposure risk factors have free text fields to allow for specific exposures to be documented. In instances where there may be multiple applicable answers (e.g., the monitoree visited multiple healthcare facilities with known cases), use commas to separate multiple specified values.
    - The "**Member of Common Exposure Cohort"** field can be used to track different types of shared exposures (i.e., outbreak at a workplace, facility, event, etc.)
- The "**Assigned Jurisdiction**" field can be updated on enrollment.
    - The default jurisdiction will match the user's assigned jurisdiction displayed in the upper right-hand corner of the screen.
    - The list of available jurisdictions at enrollment will only be populated with jurisdictions to which the user has access to (e.g., State enroller can assign cases to a local jurisdiction within state)
        - If a record needs to be transferred to a jurisdiction that the user does not have access to, a public health user will need to transfer the record after enrollment.

- The **"Assigned User"** field can be specified on enrollment.
  - Used to identify the user or group within a jurisdiction responsible for monitoring a monitoree
  - Each jurisdiction should determine their own Assigned User identification conventions (e.g., assign user number to each user, assign user number to groups or teams, assign user number to call center stations, etc).
  - Each jurisdiction within the jurisdictional hierarchy can assign any allowed assigned user numbers; thus a state user and county user within that state can be assigned the same assigned user number unless a coding convention is established at the state level to prevent this. Thus, both the assigned jurisdiction and assigned user fields uniquely identifies each assigned user.
  - This field does not change who can see or modify a record, it is instead intended to help jurisdictions organize and track which of their personnel are assigned to a given record
  - This field is optional and can be updated later by either an enroller or public health user

How to Enroll New Monitoree (Individual)

The Enrollment Wizard is available to users assigned the Enroller or Public Health Enroller roles.

1) Click the "**Enroll New Monitoree**" button.

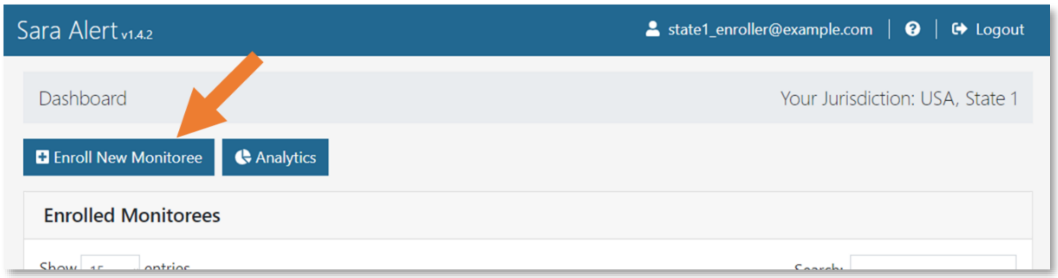

Figure 10. Enroll new monitoree

2) Enter information on enrollment screens. To advance, click "**Next**". To return to a previous screen, click "**Previous**." Required fields (*) must be completed before you can advance through the enrollment process.

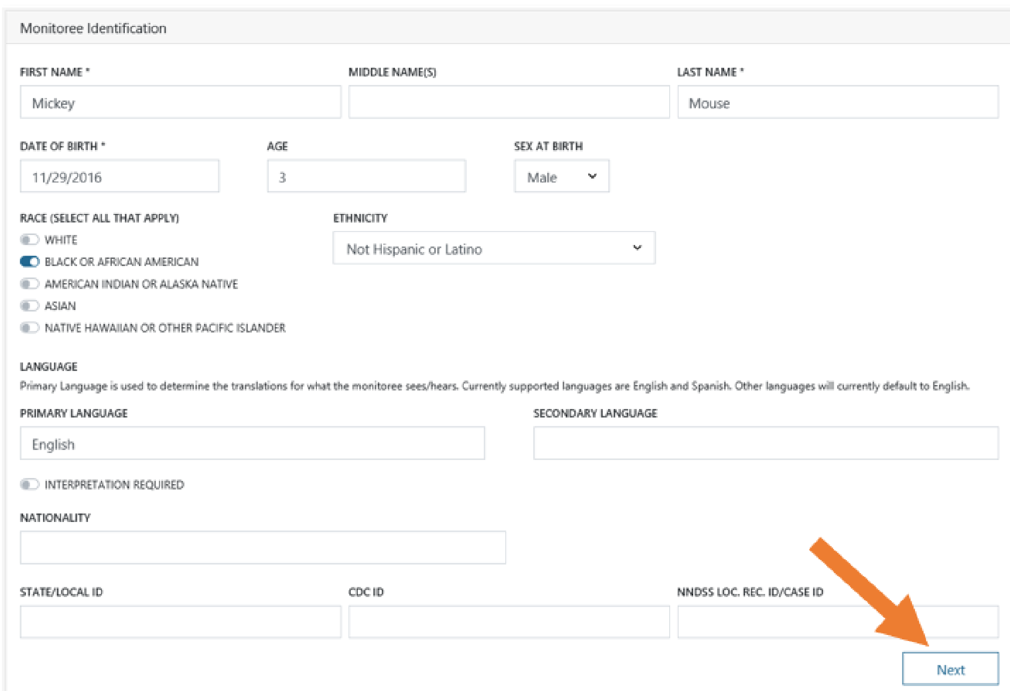

Figure 11. Enter new monitoree enrollment information

3) Review the enrollment data and save the record.

- Select "**Edit**" to return to previous enrollment screens (if needed).
- Select "**Finish**" to create the record. The record is not created until **"Finish"** is selected. If you navigate away from the enrollment wizard before selecting **"Finish"**, the record will not be saved.

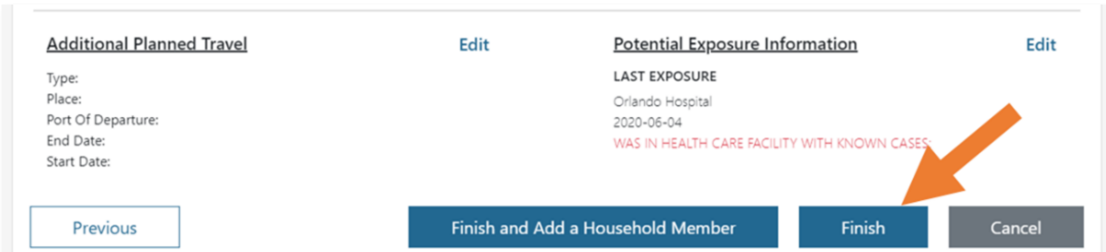

Figure 12. Click "Finish" to save the record

- If the monitoree's preferred contact information matches that of an existing record in your jurisdiction, the two records will be linked as a household. See **page 25** for instructions on how to remove a record from a household.

How to Edit Monitoree Enrollment Information

Users assigned the Enroller, Public Health, and Public Health Enroller roles can modify monitoree records to add new information or correct data entry errors.

1) Search for the monitoree of interest on the Enrollment Dashboard. The monitoree name, state/local ID, and date of birth fields are searchable using the search box.

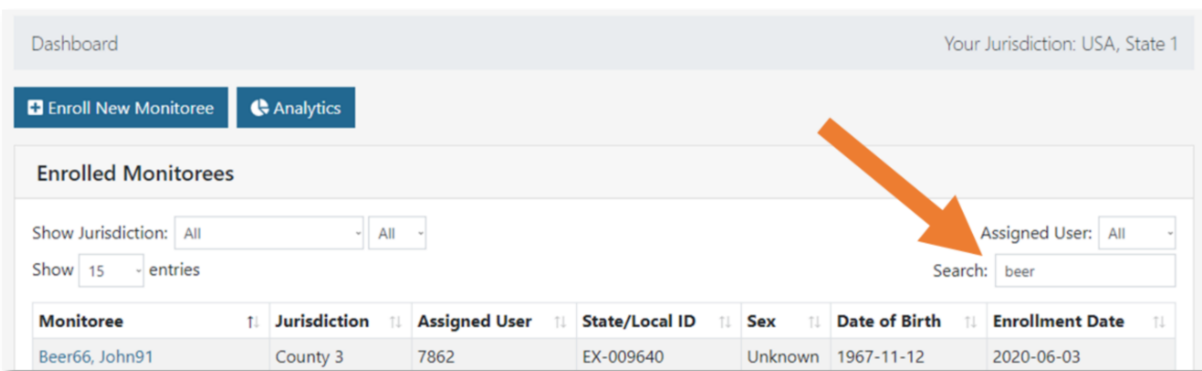

Figure 13. Search enroller dashboard

2) You can also filter for monitorees based on their assigned jurisdiction (if applicable) or the user who has been assigned to their record.

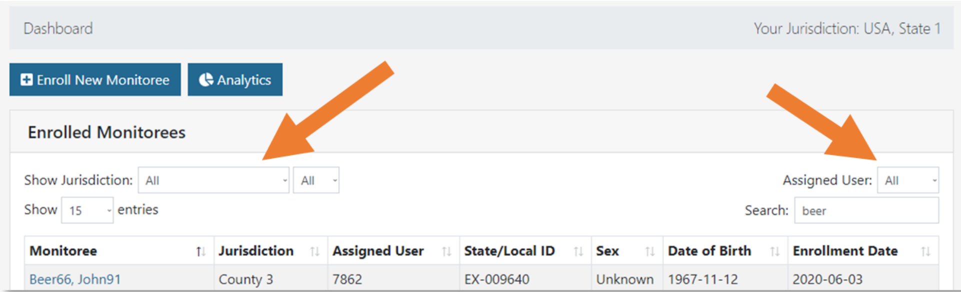

Figure 14. Filter by jurisdiction or assigned user

3) Open the monitoree record by clicking on their name in the "Monitoree" column.

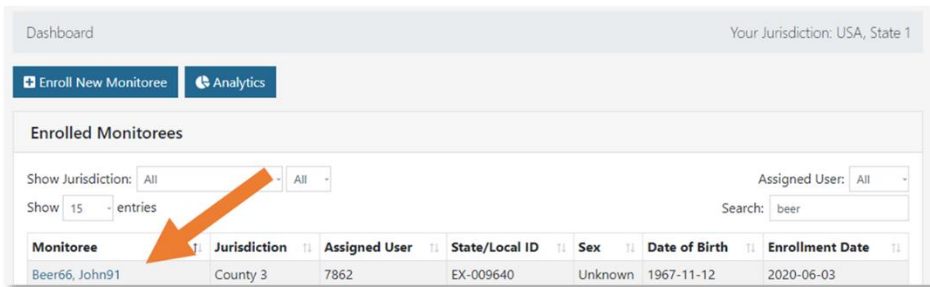

Figure 15: Select monitoree record

4) Select "**edit details**" in the upper left of the screen to make necessary changes.

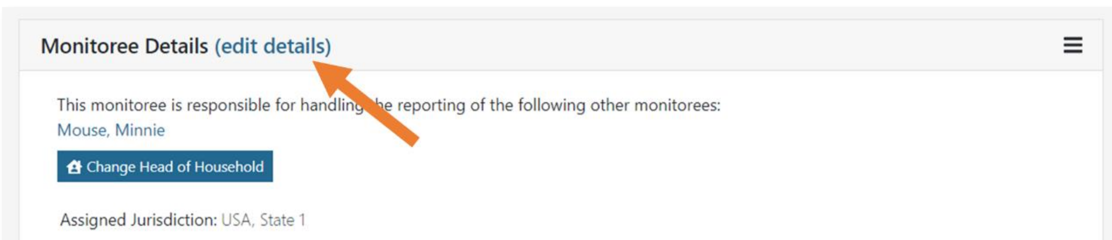

Figure 16: Modify monitoree record

How to Create a Household with Head of Household Reporting Using the Enrollment Wizard

Sara Alert allows a group of monitorees to, if they so choose, **report symptoms as a single household unit,** if they choose to do so. The system will link their records and contact only the designated Head of Household who will report daily symptom information on behalf of household members. Enrollers and Public Health Enrollers can create households using the following steps in the Enrollment Wizard:

***Tip:** See the **Quick Start Guide for Household Reporting**, available here*

***NOTE:** A household in Sara Alert is defined by shared contact information (phone number and email address)*

1) Enroll the Head of Household (by following instructions for "How to Enroll New Monitoree (Individual)" on page **16**). The first household member enrolled is defined as the default Head of Household (HOH). The HOH will be responsible for reporting on behalf of each subsequent household member enrolled.

2) Select "**Finish and add a Household Member**" to save the HOH record and add a new household member whose daily report will be submitted by the HOH.

3) Confirm that you would like to enroll household members by clicking "**Continue**".

NOTE: Any household member who would like submit reports on their own behalf should be enrolled individually and not as a household member as shown below. In this case, the monitoree must provide unique contact information (phone number and email address). Unique contact information is required to prevent a race condition, where the system receives multiple responses from the same number or email and is unable to determine for which monitoree the report has been submitted.

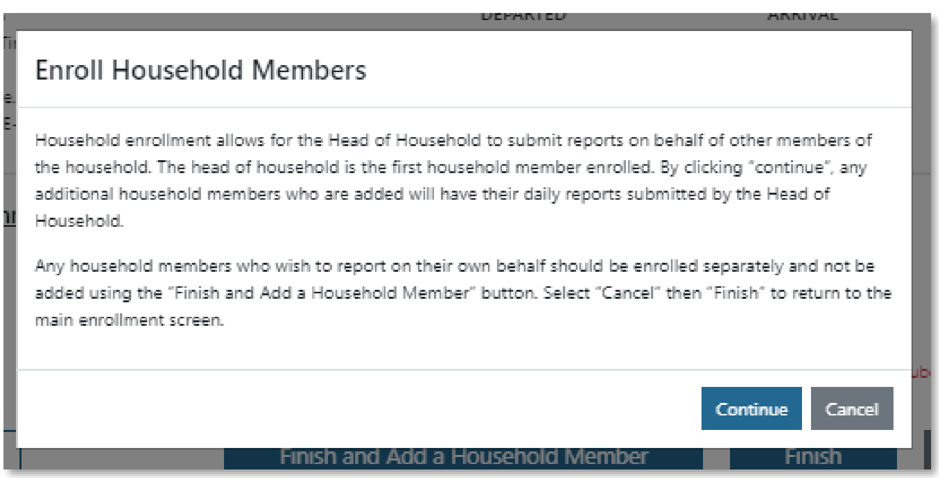

Figure 17: Note how Sara Alert handles household enrollment

4) The subsequent household member enrollment screens will be pre-populated with the same address, contact information, arrival information, additional planned travel, and potential exposure information as the HOH. These values can be edited, if different among household members, in each of the data entry screens or by clicking "**Edit**" at the monitoree review screen.

Tip: *Users may need to edit exposure information, including last date of exposure, for individuals who were secondarily exposed through a household member.*

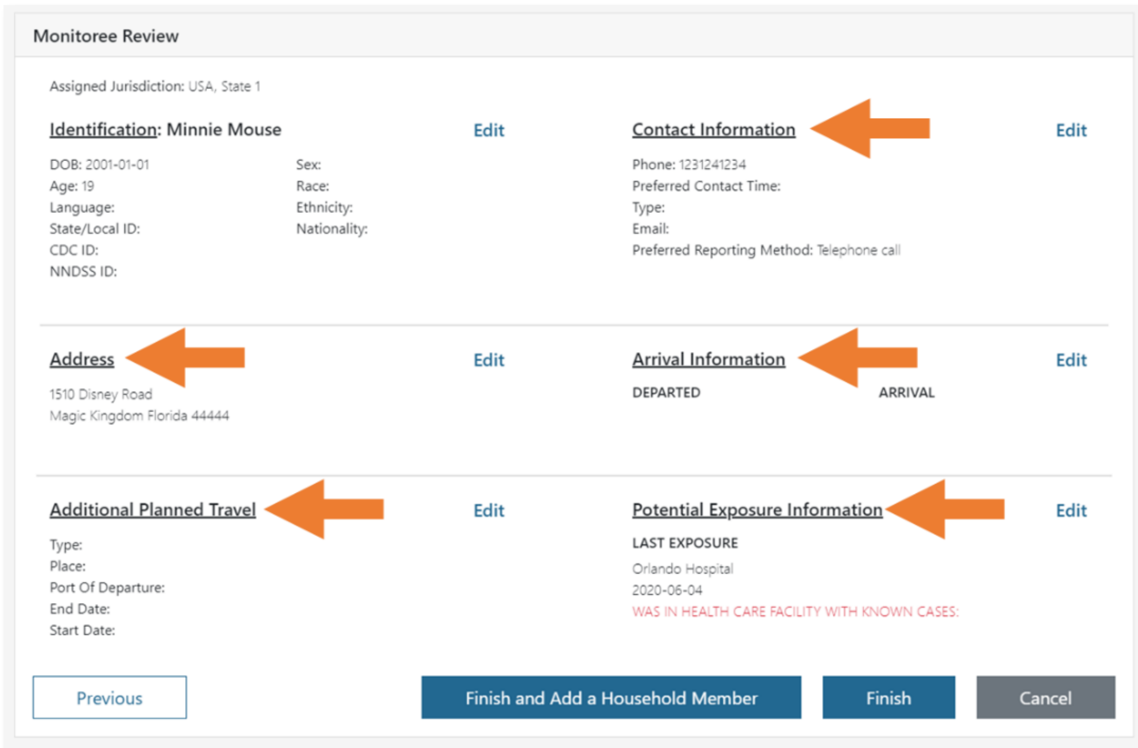

Figure 18: Sara Alert Automatically Pre-Populates Information from Same-Household Monitorees

5) Select "**Finish and Add Household Member**" at the bottom of the enrollment review screen to continue to enroll additional household members. The HOH will be responsible for reporting on behalf of each household member.

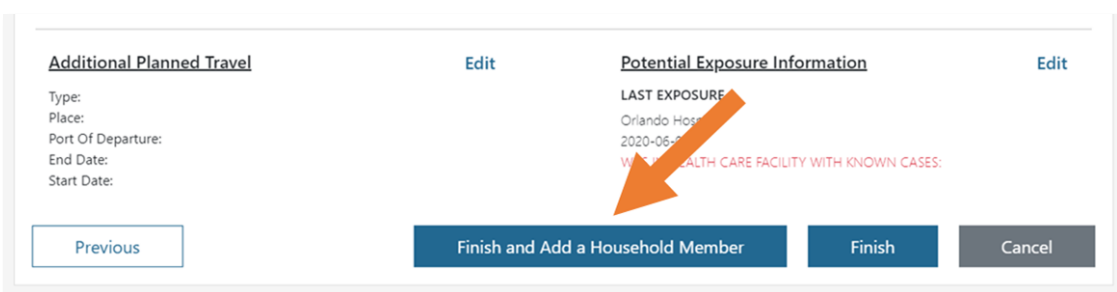

Figure 19: Monitoree record review

6) After enrolling the last household member to the group, close enrollment of members to a household by clicking "**Finish**" at the bottom of the enrollment review screen.

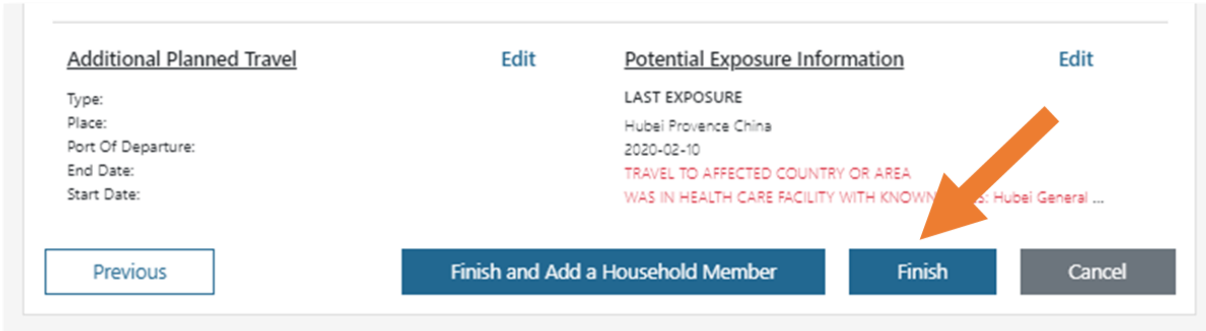

Figure 20: Click "Finish" once all household members have been enrolled

7) The records for household members will be linked in the user interface so public health users can identify monitorees whose reports are submitted by another person (Head of Household). As shown below, household members are listed in the record of the HOH.

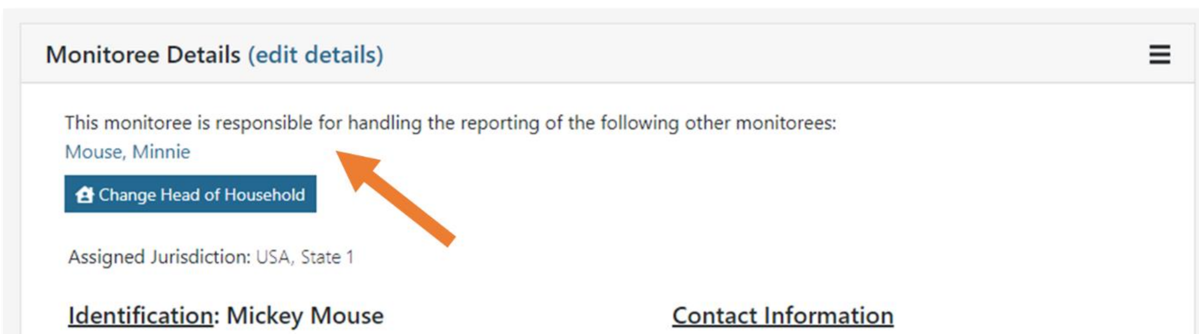

Figure 21: The head of household's record

How to Change a Head of Household

A user with the Enroller, Public Health Enroller, or Public Health role can change which member of a household is designated "Head of Household" (and therefore is responsible for reporting symptoms on behalf of the group) among records to which the user has access.

1) Open the HOH's record. Click the **"Change Head of Household**" button located in the Head of Household's details section.

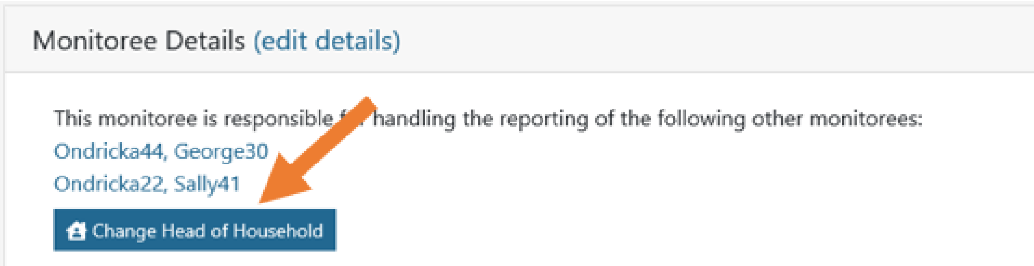

Figure 22: Click "Change Head of Household"

2) Select the member of the household you would like to make Head of Household from the drop-down list. The drop-down list only includes other individuals in the current household. The individual selected will be made the new HOH and will be responsible for reporting on behalf of all household members.

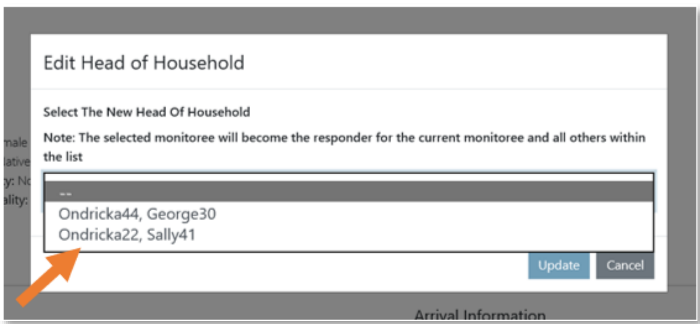

Figure 23: Select the preferred Head of Household

3) Click "**Update**" to save the new Head of Household.

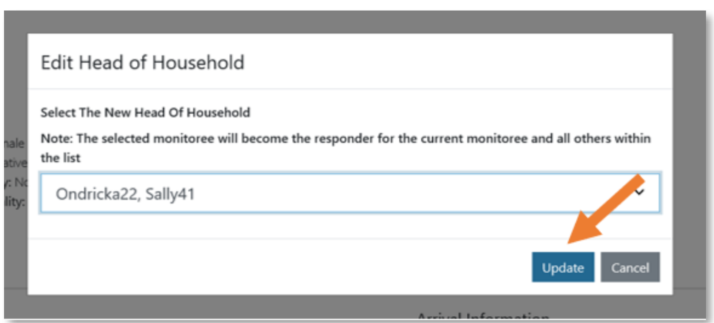

Figure 24: Click Update to save the Head of Household

How to Enroll a New Household Member into an Existing Household

1) Open the appropriate HOH's record. Select "**edit details**".

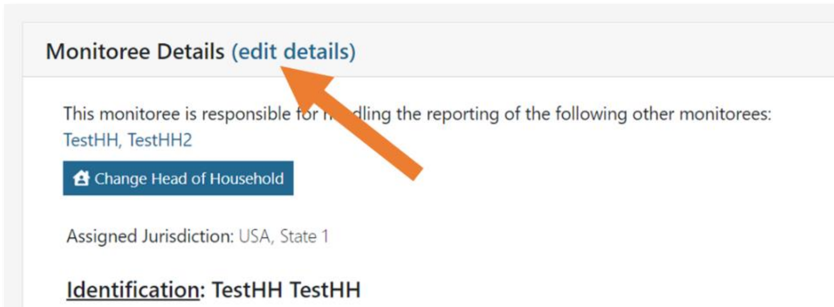

Figure 25: Edit HOH record to add new household member

2) Select "**Finish and Add a Household Member**". Select "**Continue**" to confirm enrollment of household member.

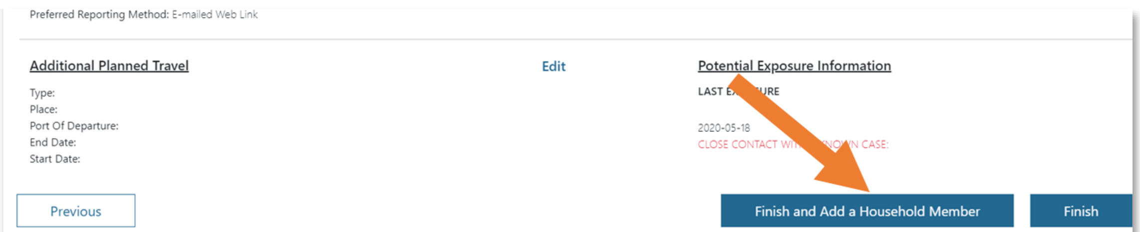

Figure 26: Select "Finish and Add a Household Member" to add new household member

3) Complete "Monitoree Information" fields and select "**Next**" to review household data on remaining enrollment wizard screens. Select "**Finish**" to save record. The additional monitoree will be linked to the HOH record.

Figure 27: New household member has been linked to HOH

How to Move an Existing Record into a Household

The "move to household" function allows users to create households from existing records in the system. A user can either add a record to an existing household or create a new household from two records.

1) Open the appropriate monitoree record and click the **"Move To Household**" button

Figure 28: Click "Move to Household"

2) From the drop-down, select the name of the person who should report on behalf of the current monitoree; the selected record will be the HOH in the system.

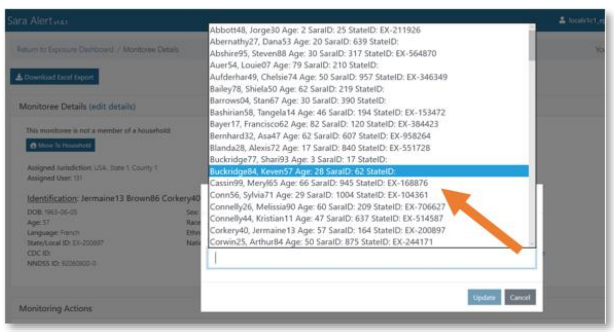

Figure 29: Select which household you would like to add the monitoree to.

3) Select "Update" to move the monitoree into the selected HOH's household.

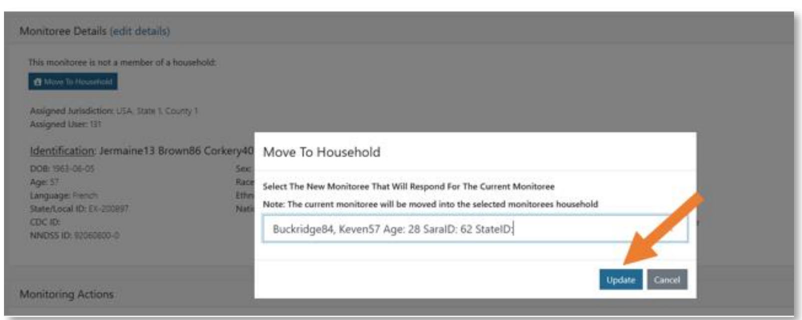

Figure 30: Select "update" to move the monitoree into the selected household

4) The selected HOH will now be responsible for reporting on behalf of the monitoree, and the monitoree will appear in their household.

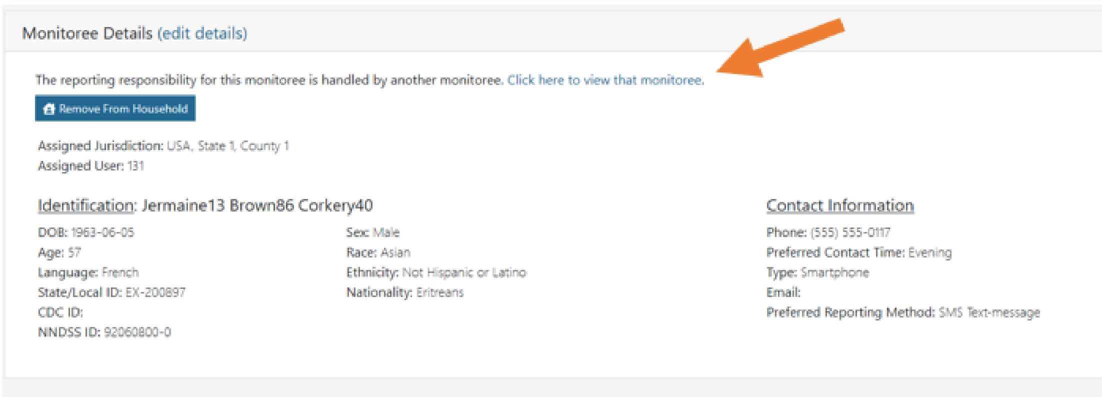

Figure 31: The selected Head of Household is now responsible for reporting on behalf of the monitoree

How to Remove a Household Member from an Existing Household

A household member cannot be removed from their household until their email and primary telephone number differ from those of the current Head of Household.

1) Open the household member record of interest. Select "**Edit Details**". Then select "**Edit**" for the "Contact Information" section.

***Tip:** If you click **"Remove from Household"** prior to updating the individual's contact information, you will be prompted to do so before the person can be removed from the household.*

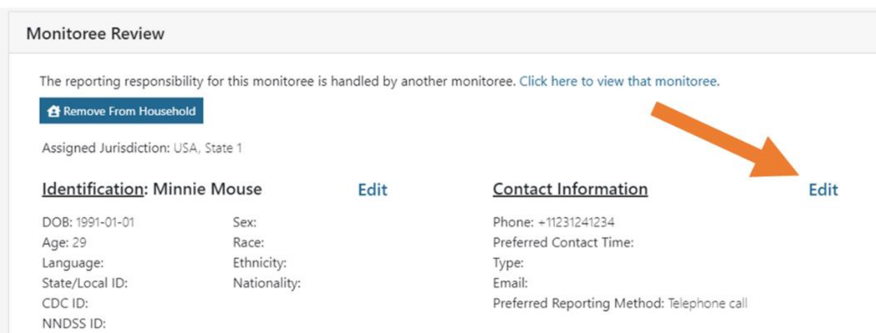

Figure 32: Edit contact information for record to be removed from household

2) Update the email and primary telephone number in the fields shown below. The contact information must be different from the HOH record. Select "**Next**" then "**Finish**" to save the changes.

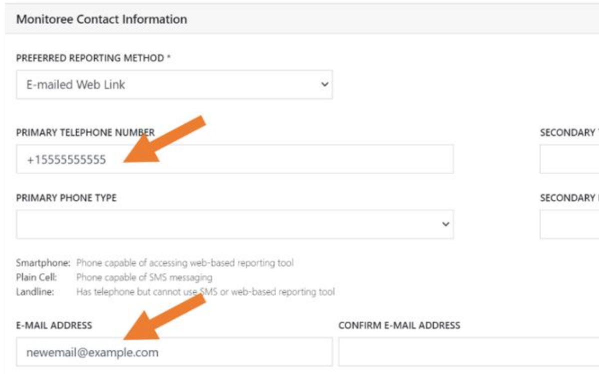

Figure 33: Update telephone number and email address

3) Select "**Remove from Household**". This monitoree will be removed from the current household and will be responsible for their own reporting.

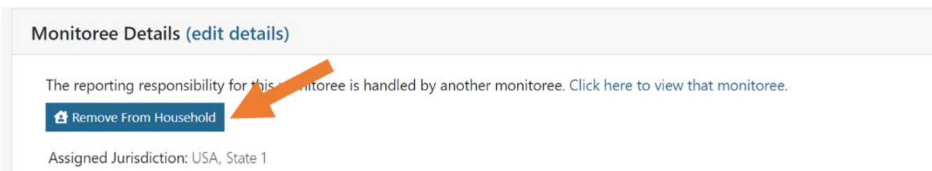

Figure 34: Select "Remove Household" to complete action

How to View Enrollment Analytics

The analytics summary for enrollers shows:

- Summary of enrollments made by user ("Your statistics")
- Summary of total enrollments in the user's assigned jurisdiction ("System Statistics")

To view enrollment analytics, select the "**Analytics**" button. This data used in the analytics summary is updated every 30 minutes.

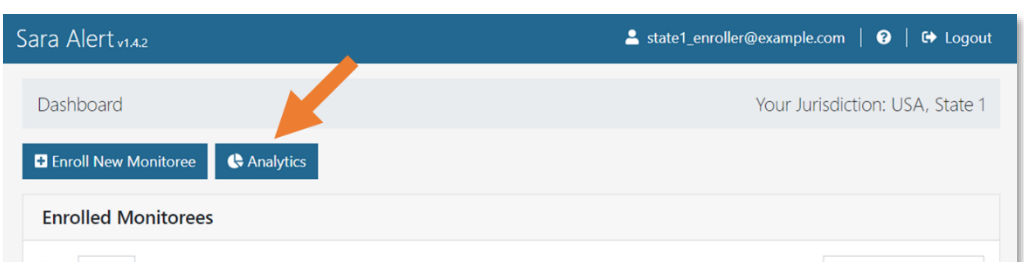

Figure 35: View enrollment analytics

PUBLIC HEALTH ROLE CAPABILTIES

The following information is for users assigned either the Public Health or Public Health Enroller role. Sara Alert shows exposed monitorees and cases on two different dashboard views: **exposure monitoring** and **isolation monitoring**. This section summarizes public health role capabilities for monitorees in the exposure monitoring workflow. For information on the public health user role in the isolation monitoring workflow, see the corresponding section on page **73**.

Tip: *See the* ***Quick Start Guide for Public Health Users: Exposure Workflow****, available here*

NOTE: *The public health enroller role also has many of the capabilities of an enroller; see* ***pages 16 – page 25*** *for more info on those capabilities.*

View Analytics Summary

The analytics summary shows aggregated data from both the exposure and isolation workflows. The analytics page includes summary charts and tables that are populated using information from the user's jurisdiction. It also includes a geographic summary which displays the number of monitorees in Sara Alert by state. The analytics page is accessed the same way from either the exposure or isolation monitoring workflow screens.

1) Click "**View Analytics**" button on the dashboard.

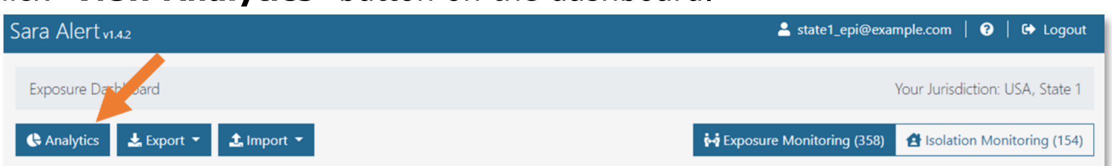

Figure 36: Public health users can view an analytics dashboard of their assigned jurisdiction's data

2) Review the analytics summary and configure the display of information based on preference (e.g., data from displayed as table or charts) The data that drives the analytics page is updated every 30 minutes for performance reasons. The time of the last update can be found at the top of the analytics summary.

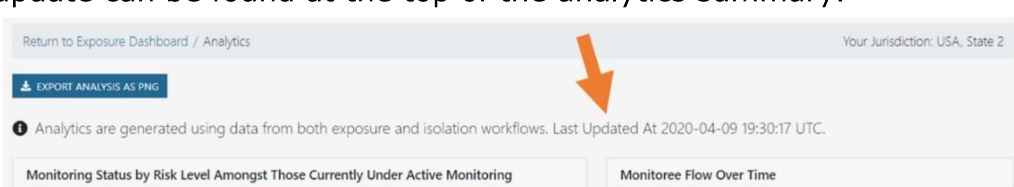

Figure 37: Analytics summary. The time of the last update can be found at the top of the screen

3) Select "**Export Analysis as PNG**" to download a screen capture of the entire dashboard display. The export will reflect the current dashboard view configuration (e.g., data displayed in graph or table format).

NOTE: *This functionality is not available using Internet Explorer 11.*

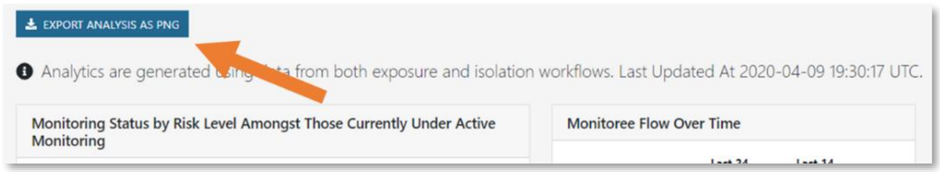

Figure 38: Export the summary

Export Multiple Records

Sara Alert allows users to export monitoree record data, which can be opened in Microsoft Excel, statistical software, or visualization software as needed to meet local analytical needs. This also allows users to save records prior to them being purged from the system to comply with jurisdiction record retention policies.

NOTE: It is the responsibility of each user to follow their organization's protocols to ensure that information is protected once it is exported from Sara Alert.

A description of the different export formats currently available are summarized in the table below.

Tip: *All dates and times exported will be in UTC. To convert UTC to your local time zone in Excel:*

1. Remove UTC from the date, using the LEFT and LEN formulas

2. Convert the date text to a date value using the DATEVALUE and TIMEVALUE formulas and subtract the appropriate number of hours to adjust to your time zone (minus 4 hours to get to EDT for example).

An online converter can be used to provide the hourly difference between UTC and the jurisdiction's local time zone.

Table 2. Summary of Sara Alert Export Files

Export Format	Records Included	Variables Included	File Type
Line List	Records in the Current Workflow (either Exposure or Isolation)*	Data elements visible across all line lists in the current workflow	CSV
Sara Alert Format	Records in Current Workflow (either Exposure or Isolation*	All Monitoree Details data elements	XLSX
Purge-Eligible Monitorees	Records Across Both Workflows that are eligible for purge during the next scheduled purge	All Monitoree Details data elements, Daily Symptom Reports, Lab Histories, Record Edit Histories	XLSX
All Monitorees	Records Across Both Workflows	All Monitoree Details, Daily Symptom Reports, Lab Histories, Record Edit Histories	XLSX

***Export formats that are workflow specific export only records from the user's current workflow; the current workflow is determined based on which dashboard (either Exposure or Isolation) the user is currently viewing at the time of export.

Line List Export Detailed Description

This will download the line list view of records across all line lists from records in either the isolation or exposure workflows (whichever dashboard the user is currently viewing). The file will contain the following data elements:

Monitoree Name	Exposure Risk Level	Reason for Closure
Assigned Jurisdiction	Monitoring Plan	Closed At Date
State/Local ID	End of Monitoring Period Date	Transferred From Jurisdiction
Sex	Latest Symptom Report Date	Transferred To Jurisdiction
Date of Birth	Latest Public Health Action	Transferred At Date
Assigned User	Status (e.g., name of line list)	Expected Purge Date

Format Purpose: Provide a lightweight export restricted to variables shown on the line list view

Sara Alert Format Detailed Description

The Sara Alert format allows users to export all enrollment data elements from records in either the isolation or exposure workflows (whichever dashboard the user is actively viewing). This is the only export format that can also be used for import. This export format includes the following information:

Demographics	Travel history	Exposure Risk Factors
Contact information	Planned travel	

Format Purpose: Provide a lightweight export restricted to variables populated during enrollment or import; file can be filtered by line list.

Excel Export for Purge-Eligible Monitorees Detailed Description

This export file includes all information from purge eligible records across **both** workflows. The file includes the following 4 tabs of information linked by the patientID field:

- monitorees list tab: monitoree details data elements (demographics, contact information, travel history, planned travel, and potential exposure information)
- assessments tab: symptom report assessment history
- lab results tab: lab results
- edit histories tab: all events in the history section of each record

Definition of Purge Eligible Records**: Closed records that have not been updated for 14 days and have been flagged for purge as explained on page **12.

Format Purpose: Allow users to maintain records according to jurisdiction record retention policies prior to system purge of identifying information.

Excel Export for All Monitorees Description

This export file includes all information from all records displayed on line lists across **both** workflows. The file includes the following 4 tabs of information linked by the patientID field:

- monitorees list tab: monitorees details data elements (demographics, contact information, travel history, planned travel, and potential exposure information)
- assessments tab: symptom report assessment history
- lab results tab: lab results
- edit histories tab: all events in the history section of each record

How to Export Multiple Records

The records associated with each export file type available are described in the section above.

1) At the top of the dashboard, click the "**Export**" button.

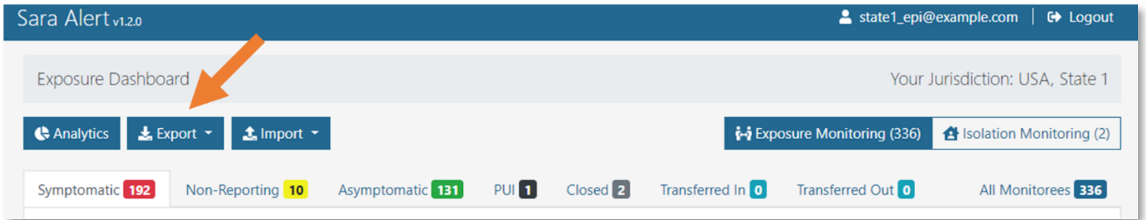

Figure 39: Export current dashboard view to CSV

2) From the drop-down menu, select the export type that you are interested in.

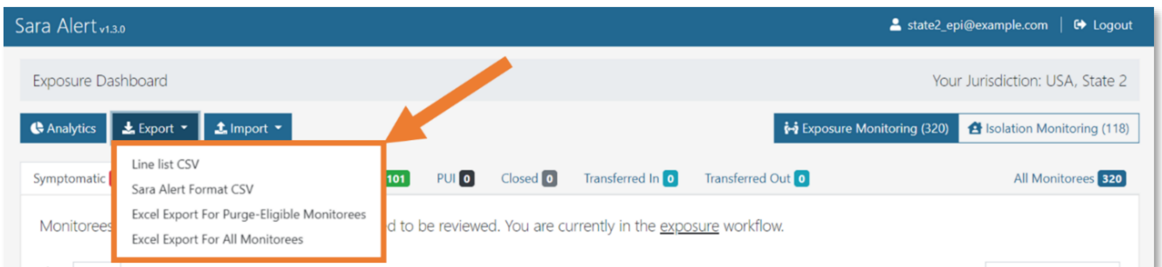

Figure 40: Sara Alert offers several export types

3) After the export type is selected, click "Start Export". The system will generate an export file and will then send your user account an email with a one-time download link.

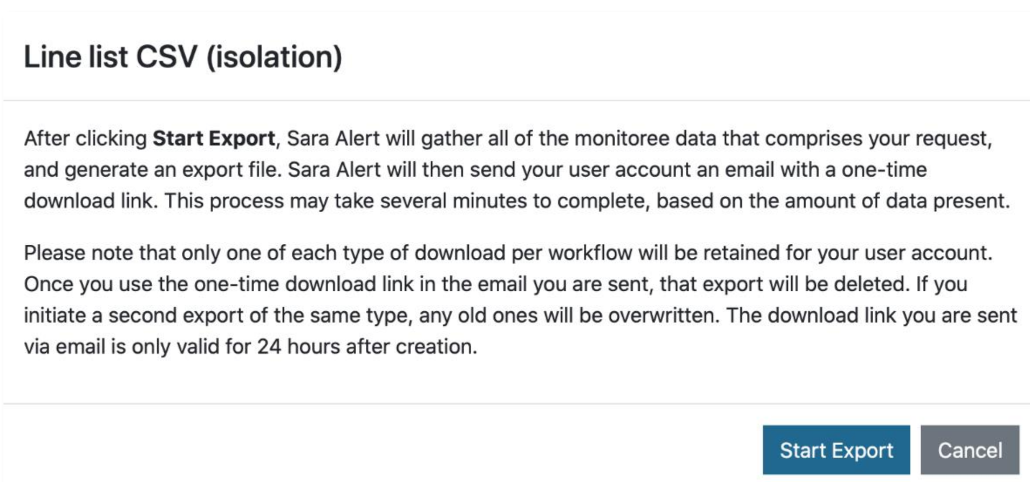

Figure 41. Export pop-up info window

4) After receiving the email, select "Click here to download". To verify the legitimacy of the download link, the URL will always begin with **https://sara.public.saraalert.org/export/download** followed by a unique set of alphanumeric characters.

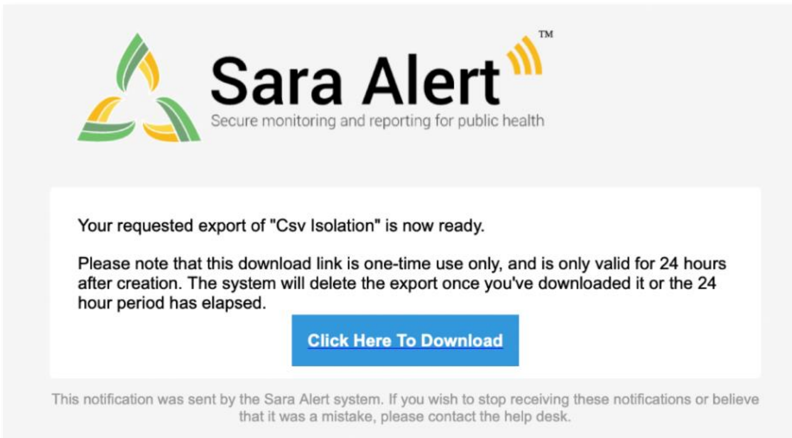

Figure 42. Email notification with one-time link to download export file

5) Click the downloaded file to open in Excel or another program.

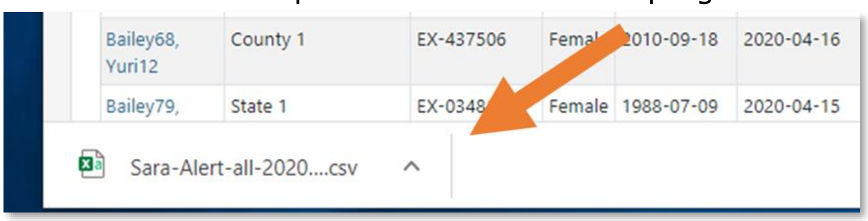

Figure 43: Downloaded CSV file

How to Export a Single Monitoree Record

The export for a single record includes the following 4 tabs of information linked by the patientID field:

- monitorees list tab: monitoree details data elements
- assessments tab: symptom report assessment history
- lab results tab: lab results
- edit histories tab: all events in the history section of each record

To download an individual monitoree's record, open the record of interest and click the "**Download Excel Export**" button at the top left of the screen (above "Monitoree Details")

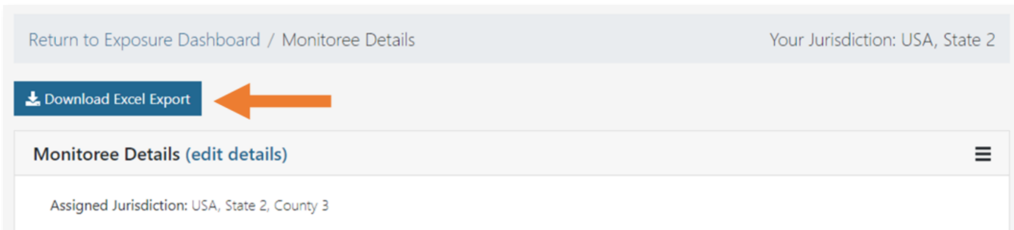

Figure 44: Download an individual monitoree's record

Import Records

Users can import two different types of files into Sara Alert to bulk enroll exposed monitorees or cases. Data from other systems can be mapped to the available templates to reduce data entry burden of enrolling multiple monitorees.

Epi-X Import Format Description

Sara Alert can import data from the spreadsheets distributed to jurisdictions via Epi-X notifications. The Epi-X notification spreadsheet import populates a limited subset of Sara Alert enrollment data elements noted in the "Importing" Section of the FAQs (available at https://saraalert.org/frequently-asked-questions/). After import, the record can be updated with additional information by a public health user.

Sara Alert Import Format Description

The Sara Alert import template populates all enrollment data elements. The most current import template and formatting guidance is available in the user interface under the **"Import"** button. The "Template" tab must be the first tab listed for the import to be successful. The system will ignore the "Example" and "Formatting Guidance" tabs. See **page 71** for when monitorees will receive a message from the system after import.

NOTE: *The most current import template must be used to import and ensure all data elements are populated successfully.*

A user may only import records into assigned jurisdictions that the user has permission to do so.

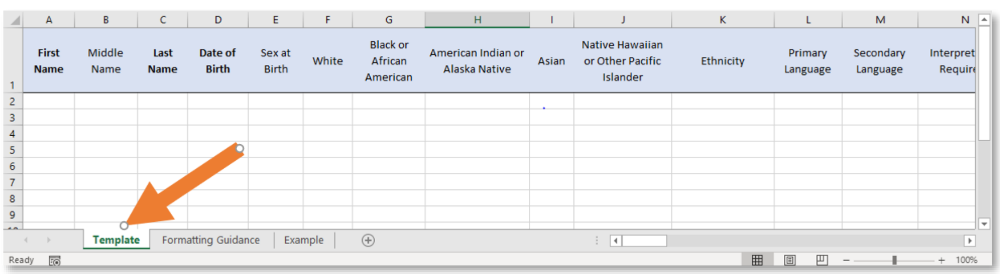

Figure 45: The "Template" tab must be listed first for the import to be successful.

How to Import Multiple Records

1) Prepare a file for import according to the appropriate template guidelines. Sara Alert accepts two templates for data import: the Sara Alert format and Epi-X. Import errors will result if the template formatting guidelines are not followed.

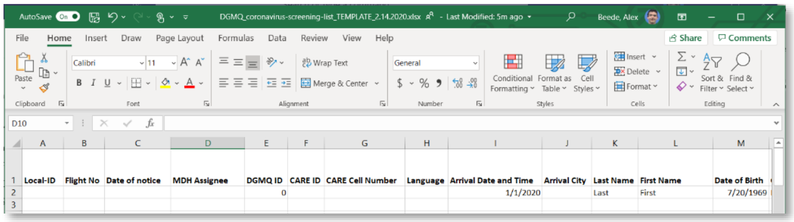

Figure 46: Sara Alert data import example.

Tip: *Questions about import template requirements? Please email sarasupport@aimsplatform.com*

2) Select the monitoring workflow into which you want to import the records (e.g., contacts into **Exposure Monitoring** or cases into **Isolation Monitoring**). Click the "**Import**" button on the top of the dashboard. Select either "Epi-X" or "Sara Alert Format" depending on the file type you are importing.

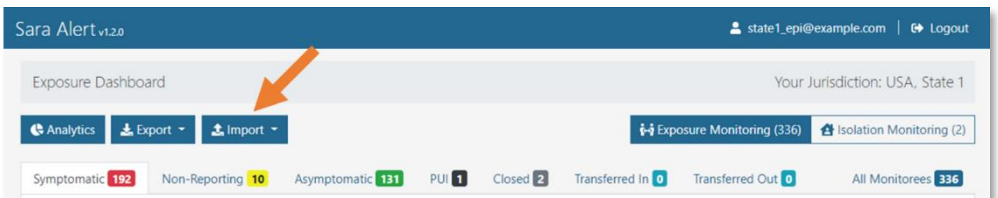

Figure 47: Click the Import Button and choose your file type

3) Click "**Choose File**" to select a file to upload. The "Sara Alert Format" option provides the latest formatting guidance. Select "**Upload**".

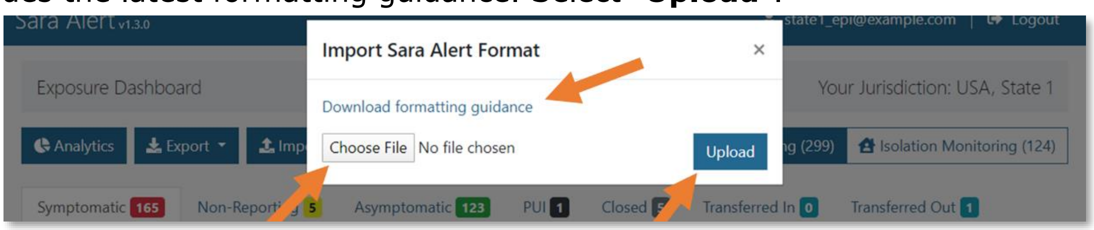

Figure 48: Select a File to Upload; Epi-X import shown.

4) Review the records before importing them. The system compares the import file against existing records in the system within the importing user's jurisdiction to identify potential duplicates based on exact match of first name, last name, sex, and date of birth **or** an exact match of the State/Local ID. The system ***does not*** check for duplicates within the import file. The user can choose to:

- Review individual records and select **"Accept"** or "**Reject"** for each record
- Select **"Import All"** to accept all remaining records.

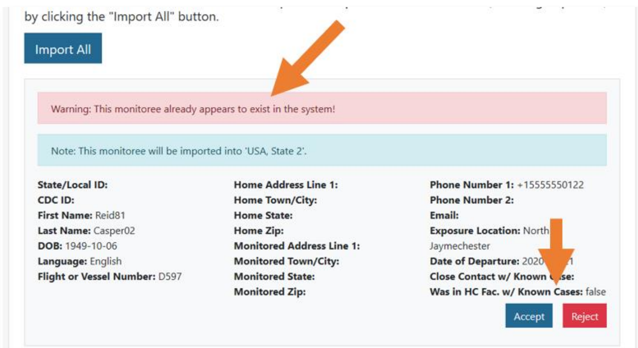

Figure 49: Sara Alert's import screen. Note how duplicate records are marked

5) If you choose to select "**Import All"** to accept remaining records that were not individually accepted or rejected, by default, only unique records will be accepted unless the user chooses to include detected duplicate monitorees. To include duplicates, check the box and click "OK". If no potential duplicates are found, this check box will not appear.

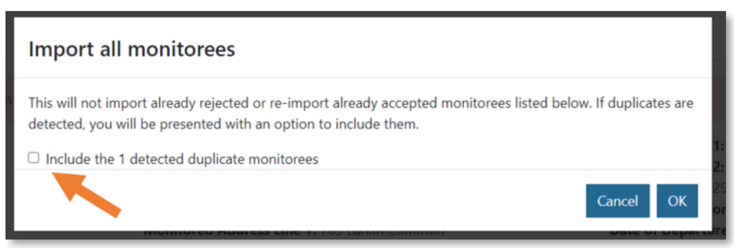

Figure 50: Selecting "Accept All" gives the option to include remaining duplicates

6) A large file may take several minutes to import. A bar at the top indicates progress of record creation from the import file. The "**Stop Import"** button can be used to stop additional record creation at any point in time during import. However, this function does not delete records that have already been added during the current import session. For smaller import sessions, a user may not see the progress bar or "Stop Import" button.

Tip: *The recommended upper limit for each import file is 1000 records. If a user would like to import more than 1000 records, it is recommended that multiple import sessions are completed. Users may also consider use of the API for large imports.*

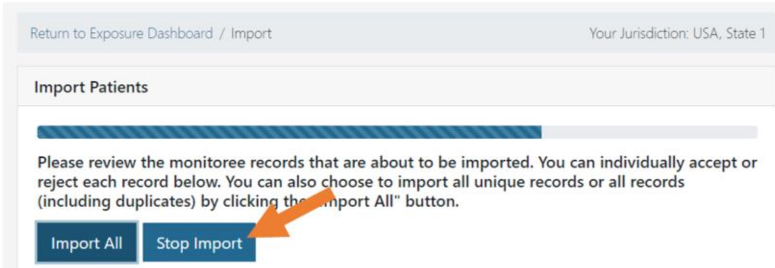

Figure 51. Click "Stop Import" to end the import and prevent the generation of additional records from your import file.

Importing Multiple Monitorees as a Single Household

Sara Alert will automatically group monitorees as a household on import based on their preferred reporting method.

- For monitorees who choose to be notified by **text or phone call**, the system will link individuals into households based on an **exact match of the primary phone number**.
- For monitorees who choose to be notified by **email**, the system will link individuals into households based on an **exact match of email**.
- The system will automatically assign the Head of Household role to the first monitoree uploaded in the file with the same phone number or email address.

If a user uploads one or more monitorees whose preferred contact details are an exact match for an **existing** monitoree in the system, Sara Alert will automatically link all of these monitorees into a household, with the existing monitoree assigned the Head of Household role. See **pages 22-25** for instructions on how to modify households in Sara Alert.

Tip: *Automatic linkage of households based on contact method only occurs at the time of record creation (e.g., enrollment or import). The system does not automatically create household linkages if contact information is updated after record creation.*

How to Toggle Between the Exposure and Isolation Monitoring Dashboards

Public health users have access to both the Exposure and Isolation Monitoring Dashboards.

- **Exposure Workflow:** Used to monitor a potentially exposed individual for symptoms during a specified period of time (e.g., 14 days) to determine if the person becomes ill.
  Isolation Workflow: Used to monitor a case to determine when it is safe to discontinue isolation.

1) Toggle between the workflow dashboards by clicking on "**Exposure Monitoring**" or "**Isolation Monitoring**" on the upper right of the dashboard.

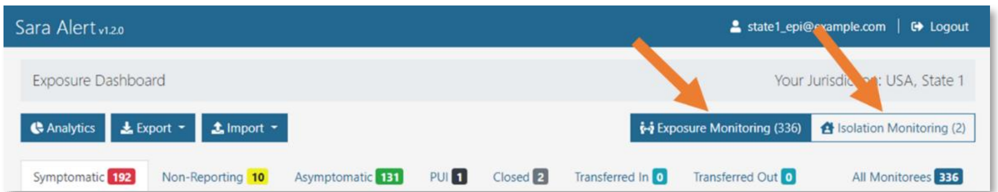

Figure 52: Toggle between the exposure and isolation monitoring dashboard views

2) The view will update. The active monitoring dashboard button is shown in dark blue and the dashboard titles are updated.

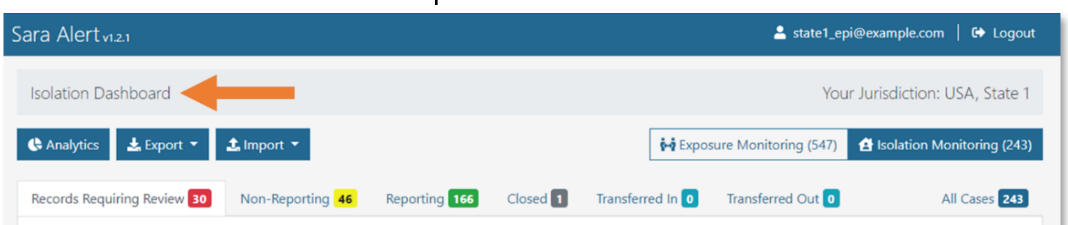

Figure 53: The Isolation Dashboard

Description of Exposure Monitoring Dashboard Line Lists

Exposed monitorees are displayed on different line lists (accessed by tabs at the top of the dashboard) based on the following criteria described in more detail below:

- Monitoring Status
- Content of Daily Symptom Report
- Time since Last Report Submission
- Latest Public Health Action
- Changes to Assigned Jurisdiction

Active Monitoring Line Lists

The active monitoring line lists are for monitorees that the health department is currently monitoring. Records where **Monitoring Status** is set to "**Actively Monitoring**" may only appear on one of the following line lists:

- **Symptomatic**: Monitorees who reported symptoms that require review by a public health user to determine if disease is suspected and require public health follow-up. A monitoree is considered Symptomatic if they report:
    - one of the following:
        - Cough
        - Difficulty Breathing
    - **OR** at least two of the following:
        - Fever
        - Chills
        - Repeated shaking with chills
        - Muscle pain
        - Headache
        - Sore throat
        - New loss of taste or smell
- **Non-Reporting**: Monitorees who have not submitted a symptom report within the expected time (e.g., past 24 hours) **and** have no unreviewed symptomatic reports; require public health follow-up.
- **Asymptomatic**: Monitorees who reported no symptoms within the expected time (e.g., past 24 hours) and who do not require public health follow-up unless otherwise indicated.
    - A monitoree who reported symptoms within the past 24 hours that were determined not to be clinically compatible with the disease of interest by public health will also appear on the asymptomatic list (see page 56).
- **PUI (Person Under Investigation)**: Monitorees currently under investigation by public health to determine case status. Monitorees on the PUI line list will not receive messages from the system since public health will be actively investigating and communicating with this individual.

Monitorees who require public health follow-up are located on the **Symptomatic**, **Non-Reporting**, or **PUI** line lists. Follow-up with these monitorees should be based on current guidelines (e.g., from CDC) and available resources within the jurisdiction.

Closed Line List

The closed line list is for monitorees who are no longer being monitored (e.g., those who have completed monitoring period, are lost to follow-up, etc.). A monitoree on this line list will not appear on any Active Monitoring line lists. Records where **Monitoring Status** is set to "**Not Monitoring**" appear on this list.

- **Closed**: Monitorees not being actively monitored by public health.
  - Sara Alert automatically moves cases to the Closed line list after the monitoring period expires if the monitoree did not report any symptoms.
  - Whenever a record is manually closed by a user, a reason for ending monitoring should be selected.
  - Records on this list are accessible by users for 14 days after the last record update. Monitorees can be moved back to an Active Monitoring list by setting the Monitoring Status back to "Actively Monitoring".
  - Records on the closed line list that have not been updated for 14 days will be de-identified. The closed line list shows the expected purge date. (see the info on record retention on page **12**)
    - These records can be exported if that information needs to be retained (See more info about exporting purge eligible monitorees on page **29**)

Transfer Line Lists

The transferred line lists are for monitorees where the Assigned Jurisdiction has changed.

- **Transferred In:** Monitorees who were transferred to your assigned jurisdiction by a Sara Alert user in a different jurisdiction in the past 24 hours (i.e., due to a monitoree moving inside your jurisdiction from elsewhere).
  - A monitoree on this list will appear on the appropriate Active Monitoring or Closed line list based on record values.
- **Transferred Out:** Monitorees who have been transferred out of your assigned jurisdiction to another jurisdiction participating in Sara Alert (i.e., due to a monitoree moving outside your jurisdiction).
  - Users lose access to an individual's records when they are transferred out of the user's jurisdiction. If you need to maintain complete record data, we recommend exporting records for these individuals before transferring to a new jurisdiction.
  - Records on this list will be purged 14 days after transfer
  - If you need to transfer a record to a jurisdiction that is not participating in Sara Alert, export the record then close it. Select "Transferred to another jurisdiction" as the reason. These records will not appear on the Transferred-Out line list.

All Monitorees Line List

The **All Monitorees** line list (located on the far right) shows all exposed monitorees in the jurisdiction who are currently in the exposure workflow. Use this view to search across all records in exposure monitoring.

Navigate Exposure Monitoring Dashboard Line Lists

While this section shows images of the Exposure Dashboard, the same instructions apply to the Isolation Dashboard. A video tutorial for this section is available at: https://youtu.be/zyHefjOL0eM

1) View line lists of monitorees. Select tabs to view monitorees on each line list. To view all records in the workflow, select the "All Monitoree" line list or the "All Cases" line list in the isolation workflow.

Figure 54: Click through the tabs to view the monitoree line lists

2) Sort columns by clicking on the arrow icons. To sort by multiple columns, press "Shift" on your keyboard and click the corresponding arrow icons.

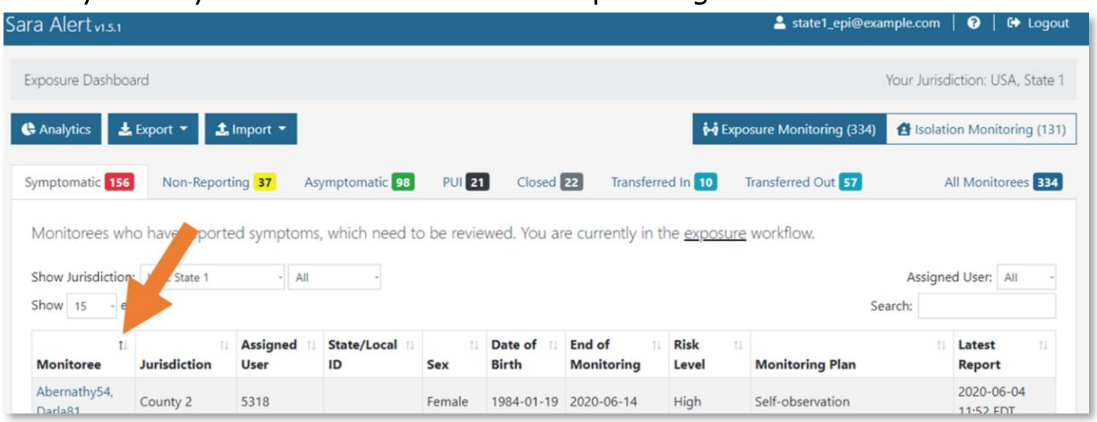

Figure 55: Sort monitoree records by one or more columns

Individual Monitoree Record Overview

Whenever viewing a specific monitoree record, record information is presented in four sections in the following order: Monitoree Details, Monitoring Actions, Reports, and History. Changes to the data elements on the monitoree details page may change the line list that the monitoree appears in on the dashboard. Changes are logged in the history section of the record. A video tutorial for this section is available at: https://youtu.be/Msb_pM6BUmU

Monitoree Details

This section displays information collected during enrollment or from import. This information can be modified.

Monitoring Actions

The following data elements can be modified to capture public health monitoring actions. Assignment of these values should be based on most recent guidance. Any changes to the data elements listed below will be captured in the record history with the name of the user and a timestamp based on the local time zone reported by the user's web browser.

- **Monitoring Status (Page 59):** This data element distinguishes between monitorees who are or are not being actively monitored by public health.
  - If set to **'Actively Monitoring'**, the system will move the record to the appropriate monitoring line list based on reporting history and latest public health actions. The system will send daily report reminders if the record is not on the 'PUI' (exposure workflow) or 'Records Requiring Review' (isolation workflow) line lists.
  - If set to **'Not Monitoring'**, the records will be moved to the `Closed` line list and the system will stop sending daily report reminders.
- **Exposure Risk Assessment**: Allows a public health user to document exposure risk. The purpose of this data element is to provide information to public health users who are prioritizing response to symptomatic and non-reporting individuals. This data element does not impact the type or frequency of messages sent by the system to monitorees.
- **Monitoring Plan**: Allows a public health user to document the assigned monitoring plan. The purpose of this data element is to provide information to public health users who are prioritizing response to symptomatic and non-reporting individuals in the exposure workflow. This data element does not impact the type or frequency of messages sent by the system to monitorees.
- **Case Status (Page 60):** Allows a public health user to move a monitoree from Exposure Monitoring to Isolation Monitoring based on case status.
  - **Suspect, Not a Case, Unknown:** If one of these case statuses is selected, the record will be retained or returned to the exposure workflow to continue monitoring until the end of the monitoring period.
  - **Confirmed or Probable:** If one these case statuses is selected, the system will ask the public health user if the system should end monitoring or move the record to isolation monitoring.

- **Latest Public Health Action (Page 58):** Allows a public health user to document public health actions related to a symptomatic monitoree under investigation to determine case status. The purpose of this data element is to move records from the symptomatic line list to the PUI line list in the exposure workflow.
  - Selecting any option other than "None" moves the record from the "Symptomatic" line list to the "PUI" line list in the exposure workflow where the monitoree will stop receiving daily notifications.
  - To move a record off the PUI line list in the exposure workflow, update 'Case Status' based on the findings of the investigation.
- **Assigned User:** Used to identify the user or group within a jurisdiction responsible for monitoring a monitoree
  - Each jurisdiction should determine their own Assigned User identification conventions (e.g., assign user number to each user, assign user number to groups or teams, assign user number to call center stations, etc.).
  - Each jurisdiction within the jurisdictional hierarchy can assign any allowed assigned user numbers; thus a state user and county user within that state can be assigned the same assigned user number unless a coding convention is established at the state level to prevent this. Thus, both the assigned jurisdiction and assigned user fields uniquely identifies each assigned user.
  - This field does not change who can see or modify a record, it is instead intended to help jurisdictions organize and track which of their personnel are assigned to a given record
- **Assigned Jurisdiction (Page 47):** Allows public health users to control the jurisdiction with access to the record. Records that have been transferred into or out of a user's jurisdiction will appear on the respective transfer line list.

Reports

This section lists all of a monitoree's daily reports, including which (if any) symptoms were reported, the date and time of the report, and who submitted the report (i.e., the monitoree or a public health user). If the monitoree reports symptoms, the row will be highlighted in red and the "Needs Review" column will show "Yes."

- **Add New Report (Page 51):** Allows a user to add a new symptom report on behalf of a monitoree.
- **Mark All as Reviewed (Use in Exposure Workflow; Page 56):** Selecting this button will change the "Needs Review" status in all unreviewed reports from "Yes" to "No". The purpose of this button is to move records from the symptomatic line list to the asymptomatic (if reported symptoms not clinically compatible with the disease of interest) or non-reporting (if no report within the 24-hour time frame) line list as appropriate. Reports may also be individually cleared.
  - Monitorees in the exposure workflow whose records have been marked as reviewed (all report rows are "NO" in the Needs Review column) will be moved from the **Symptomatic** line list to either the **Asymptomatic** or **Non-Reporting** line list as appropriate (see page 56).
  - If a report is marked as reviewed, the system will clear the positive symptom report flag on the record. Cleared symptom reports will count as symptom-

free days for the purpose of meeting a recovery definition during isolation monitoring.

- **Pause/ Resume Notifications:**
  - **Pause**: The system will stop sending the monitoree symptom report requests until notifications are resumed by a public health user
  - **Resume**: The system will resume sending the monitoree symptom report requests every 24 hours until notifications are either paused by a public health user or the record is closed.
- **Log Manual Contact Attempt (Page 49):** Allows public health users to record successful and unsuccessful manual contact attempts made. Users require contact by public health in the following situations: 1) evaluate exposed individuals who have reported symptoms to determine clinical compatibility 2) evaluate cases who preliminarily meets the recovery definition to validate it is safe to discontinue isolation 3) re-establish contact with individuals on the non-reporting line lists.
- **Symptom Onset Date:** Used by the system to determine if the non test-based recovery definition in the isolation monitoring workflow has been met. This field will be auto-populated with the date of the earliest symptomatic report (red highlighted report) in the report history table unless an earlier date is entered by a user.

Lab Results

A public health user can document the following lab results for a monitoree **(Page 77)**:

- **Lab Test Type:** PCR, Antigen, or Antibody (IgG, IgM, IgA)
- **Specimen Collection Date:** When the specimen was collected
- **Report Date:** Date the results were reported
- **Result:** Positive, Negative, Indeterminate, Other

The isolation workflow uses the "**Result**" data element to identify candidates for recovery based on the test-based definition. The system will flag monitorees as potentially meeting the test-based recovery definition if the record has two negative lab results documented (in addition to a reported lack of fever for 24 hours). The system does not currently use the "Specimen Collection Date" or "Type" data elements in the test-based recovery logic. The purpose of this is to: 1) increase sensitivity of the recovery logic and 2) allow for expert review of cases based on latest guidance (which may change between software releases). **A public health user will need to validate that the lab results documented meet specific criteria for recovery (e.g., 24 hours apart, approved test method).**

History

This section includes a history of changes made to the record by users, automated system actions, and comments added by users. Record actions are tagged by type. The history section records the user who made the change and the date and time the change occurred. The date/time is displayed in the time zone of the user's web browser.

How to View a Specific Monitoree Record

NOTE: While this section shows images of the Exposure Dashboard, the same instructions apply to the Isolation Dashboard.

1) Search for a monitoree of interest from the dashboard. A user can search by a monitoree's first name, last name, date of birth, state/local ID, NEDSS/Case ID, or CDC ID.

- To limit the search for a record within a specific line list, click on the appropriate line name and enter the search criteria in the search box.

Figure 56: Search for a record within a specific line list by selecting that line list

- To search across all records in the exposure workflow, click "**All Monitorees**" and then enter the search criteria in the search box.

Figure 57: Search among all tabs by selecting the "All Monitorees" tab

- You can also filter monitorees based on jurisdiction and user assignment

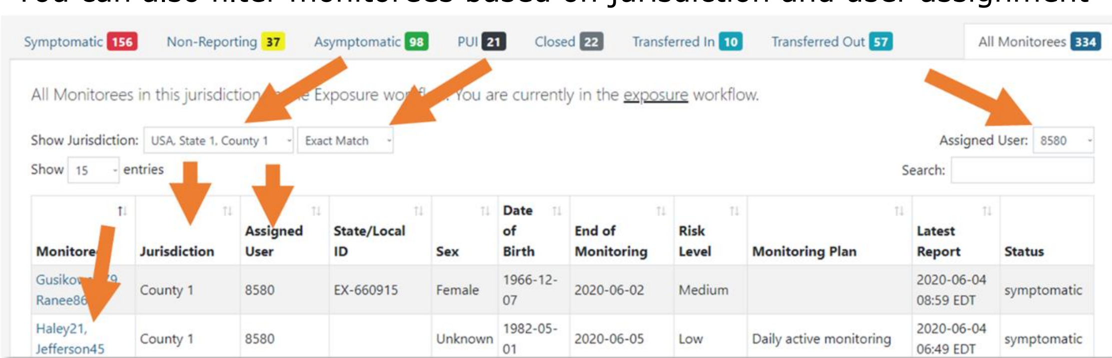

Figure 58: Search and/or sort by jurisdiction and user assignment

2) Open the monitoree's record by clicking on their name. View the record details.

- The "**Monitoree Details**" section defaults to a collapsed view. Click the three horizontal lines in the top right corner of this section to view the full record. If the monitoree is a Head of Household, that information will appear at the top left of the section.

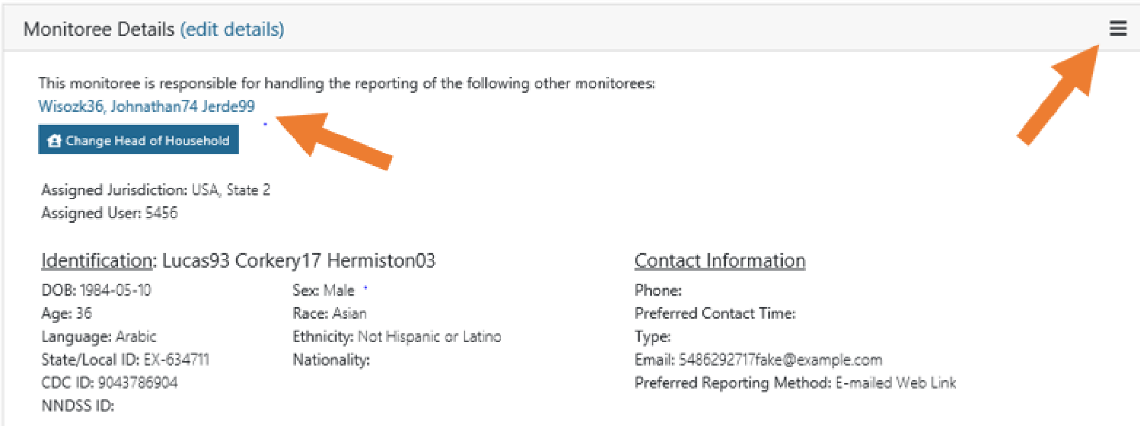

Figure 59: The "Monitoree Details" section shows household members and defaults to a collapsed view

How to Update Monitoring Actions for All Monitorees in the Same Household

When modifying a Head of Household's record, changes made to the following monitoring action data elements can be applied to the entire household for which the monitoree is responsible:

- Monitoring Status
- Exposure Risk Assessment
- Monitoring Plan
- Latest Public Health Action
- Assigned Jurisdiction

1) Select the Head of Household record from the appropriate line list.

2) Update the monitoring action data elements as needed.

3) Toggle "**Apply this change to the entire household that this monitoree is responsible for**".

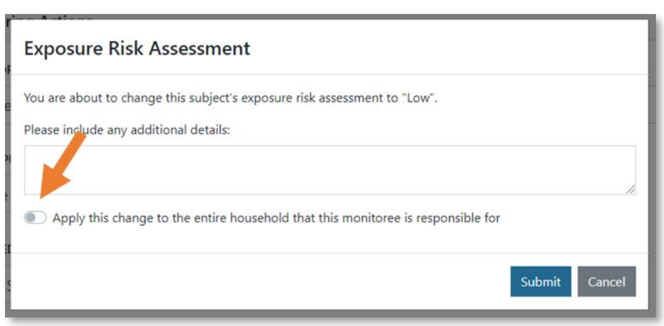

Figure 60: You have the option to apply head of household record changes to all household members

How to Transfer a Monitoree Record

NOTE: While this section shows images of the Exposure Dashboard, the same instructions apply to the Isolation Dashboard.

A public health user can transfer a monitoree by updating the jurisdiction of the monitoree's record. If the public health user does not have access to the updated jurisdiction (e.g., in the case of a transfer to another state), the user will no longer have access to details of that monitoree's record.

If a jurisdiction needs to keep complete record information to comply with record retention policies, the record should be exported prior to transfer (See instructions on **page 33**).

1) After selecting the record of interest, **clear the "Assigned Jurisdiction" and begin to type the transfer jurisdiction name**. A list of jurisdictions that match the search parameters will appear. Select the appropriate jurisdiction. Only jurisdictions currently using Sara Alert appear in the drop-down. If the transfer jurisdiction is not listed, the monitoree record cannot be transferred using this functionality and will need to be transferred to the destination jurisdiction manually (e.g., encrypted email, phone call, etc.)

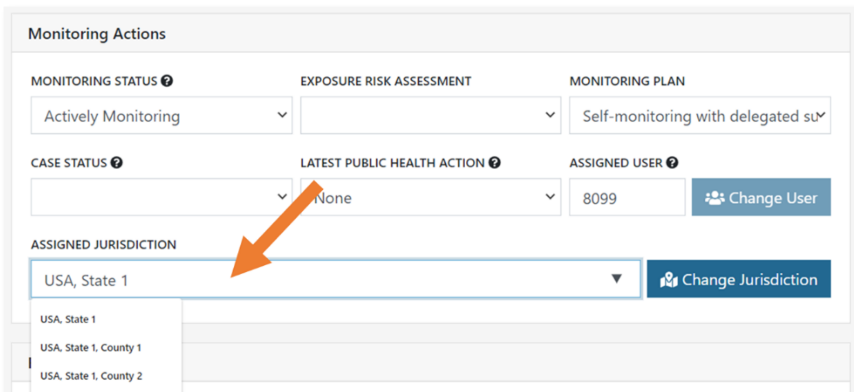

Figure 61: Start to type the name of the jurisdiction to view list of available jurisdictions

2) Click "**Change Jurisdiction**."

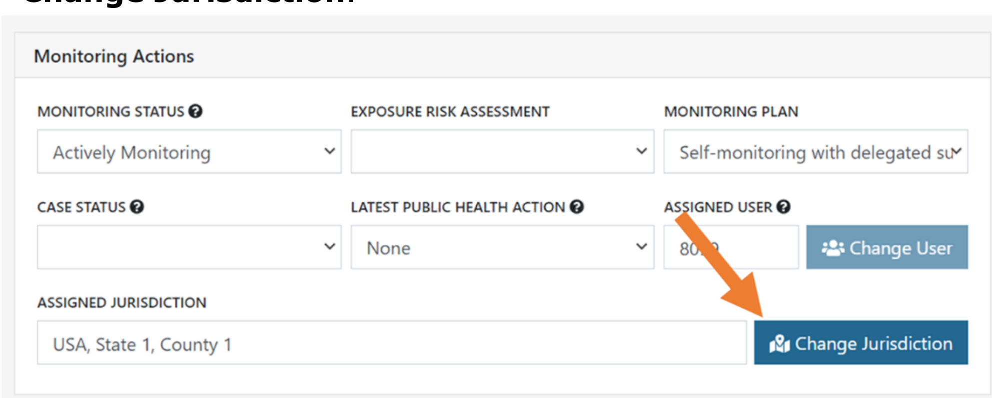

Figure 62: Change the jurisdiction to the new "assigned jurisdiction"

3) Add comments to document the reason for transferring the monitoree to another jurisdiction (i.e., moved, changed address, etc.) and click "**Submit**." These comments will become part of the record history.

- The record will appear on the new jurisdiction's "Transfer In" line list for 24 hours after the public health user clicks **"Submit".** The new jurisdiction is now able to modify the record.
- Selected fields of the transferred record will appear on the user's "Transferred Out" line list, but the record itself will only be accessible by the new jurisdiction. The "Transferred Out" line list includes all records that were transferred out in the past 14 days.

If a record is transferred by mistake, the public health user will need to contact a user at the new jurisdiction to have the record transferred back.

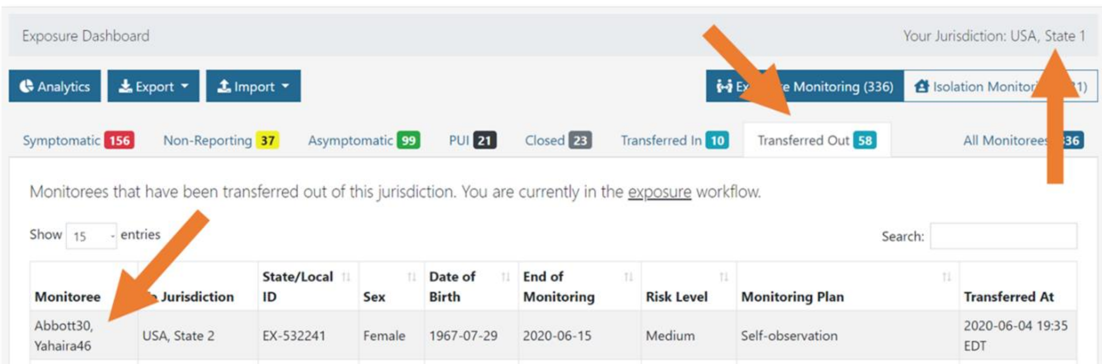

Figure 63: The monitoree now appears in the "Transferred Out" tab. Note that the monitoree's name is no longer clickable.

4) The monitoree's record will appear in the receiving jurisdiction's "Transferred In" line list for 24 hours. The record will also appear on the appropriate monitoring line list (e.g., "Symptomatic," "Non-Reporting," "Asymptomatic", "PUI", "Closed").

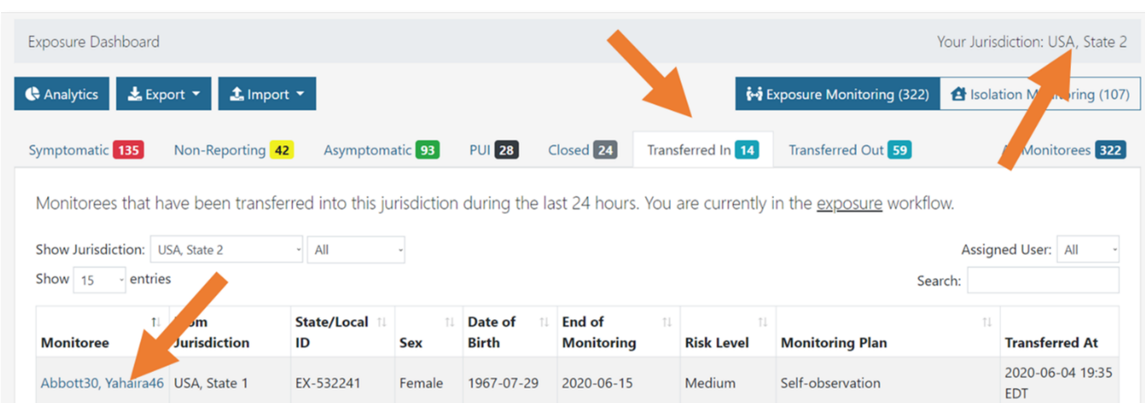

Figure 64: The monitoree has moved to the new jurisdiction.

How to Log a Manual Contact Attempt

For monitorees that require follow-up, users can now easily document manual contact attempts made by public health users (e.g., phone calls or home visits).

NOTE: If contact cannot be established or reestablished, users should follow local protocols for when to close a record due to loss to follow-up. See **page 59** for details on how to close a record**.**

1) Under **"Reports"** Select **"New Contact Attempt".**

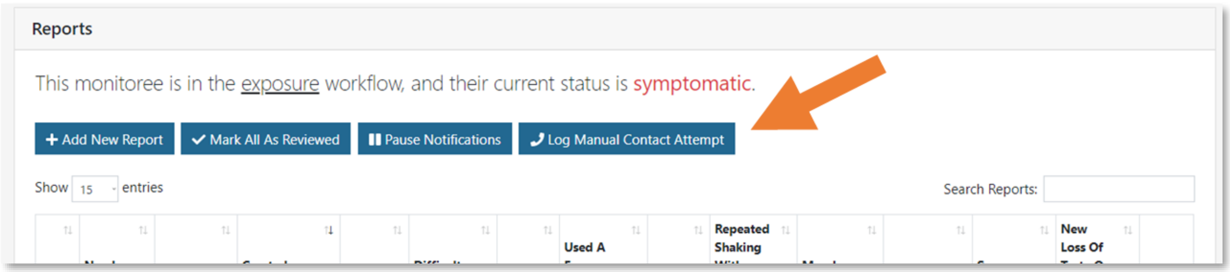

Figure 65: Select "New Contact Attempt"

2) Select whether the contact attempt was successful or unsuccessful and click **"Submit".**

Figure 66: Document the results of the attempt.

3) The contact attempt and outcome will be logged in the History section

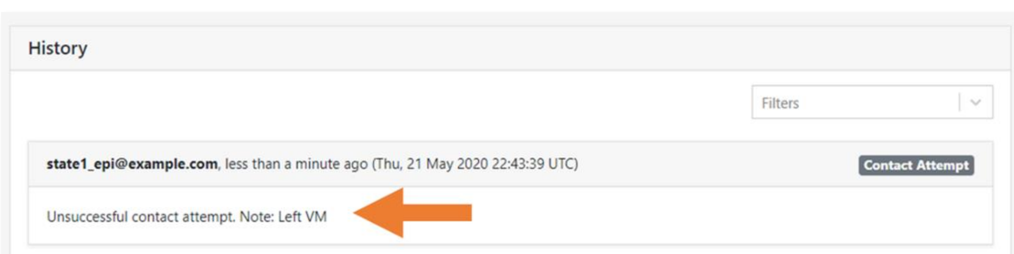

Figure 67: Outcome logged in History

Monitoree Symptom Report Information Collected Based on Preferred Reporting Method

Monitorees receive slightly different automated symptom report messages depending on their preferred reporting method. During enrollment, encourage users to suggest that monitorees use a reporting method that sends a web-based link (via email or SMS); these web-based links collect more granular information about symptoms.

> ***Tip:*** *See the **Quick Start Guide for Preferred Reporting Method**, available here*

For web-based links (via SMS or email) and reports entered manually by a Sara Alert user:

- Monitorees respond to a **series of yes/no questions** about presence or absence of **each** of the monitored symptoms
    - The report will explicitly document which symptom(s) a monitoree reported or did not report (e.g., every symptom column will be populated with "yes" or "no")
        - If at least one symptom is checked, the appropriate column displays "Yes", the report is shaded red and "Needs Review" is set to "Yes"
        - If no symptoms are checked, the symptom columns are filled with "No" and the report is not highlighted in red
- If a **monitoree is a head of household (HOH)**, they will receive unique web-links to report symptoms on behalf of each household member. Each household member's symptom table will reflect what is reported specifically on their behalf.

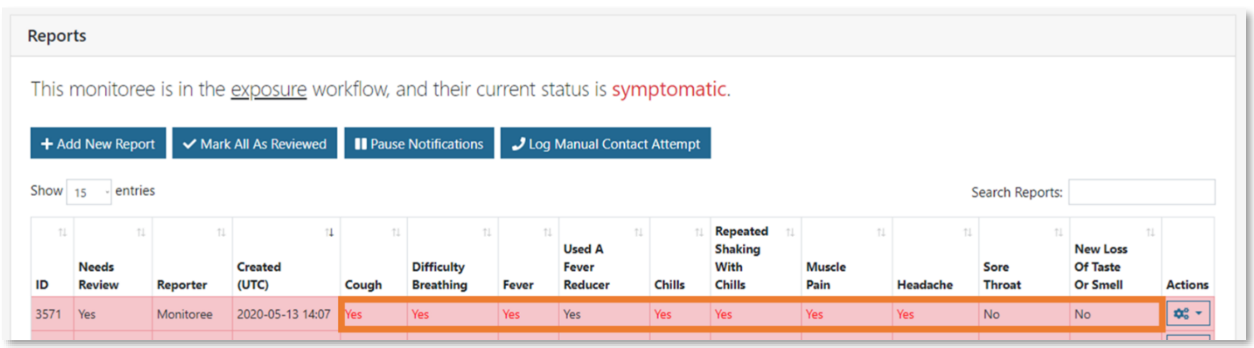

Figure 68: Example symptomatic web-link report showing value for each symptom

For SMS Text and Voice:

- Monitorees respond to a **single yes/no question** about presence or absence of **the group of monitored** symptoms.
    - If monitoree replies "yes", the report is shaded red and the monitoree is moved to the symptomatic line list; the symptom column values are left blank since the system does not know which symptom the monitoree is reporting, only that at least one symptom has been reported. This is enough information to flag report for follow-up.
    - If a monitoree responds "no", the symptom columns are filled with "No" and the monitoree is moved to the appropriate line list.

- If a **monitoree is a HOH**, they will respond to just one question asking if anyone in the household is experiencing symptoms.
  - If HOH replies "yes", the report for every household member is shaded red and every member of the household is moved to the symptomatic line list since the system does not know which household member has symptoms; the symptom column values are left blank since the system does not know which symptom the HOH is reporting, only that at least one has been reported. This is enough information to flag the report for follow-up. The records of each household member should be updated once additional information is available.
  - If a HOH responds "no", the symptom columns are filled with "No" and all the household records are moved to the appropriate line list

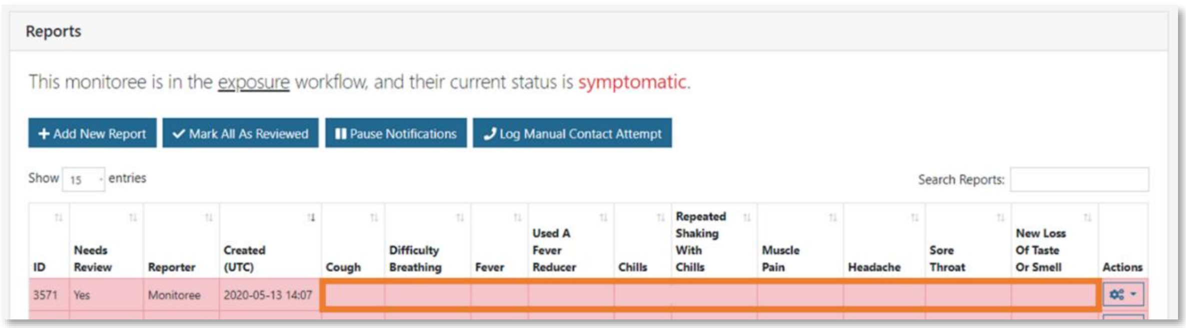

Figure 69: Example symptomatic SMS text or voice report with blank columns.

How to Add a Symptom Report to a Monitoree Record

A public health user may need to add a daily assessment report on behalf of a monitoree.

NOTE: The symptom report create date is logged by the system. The report date cannot currently be associated with a past date/time. A note can be added to the report if needed to clarify the report date.

1) After selecting the monitoree's record of interest, select "**Add New Report**" to enter a new report on behalf of monitoree.

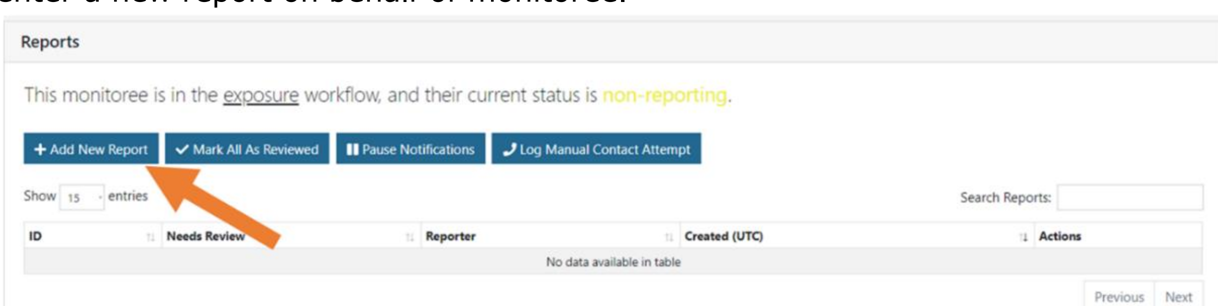

Figure 70: A public health user may add a report on behalf of the user

2) Complete the Daily Report and click "**Submit**".

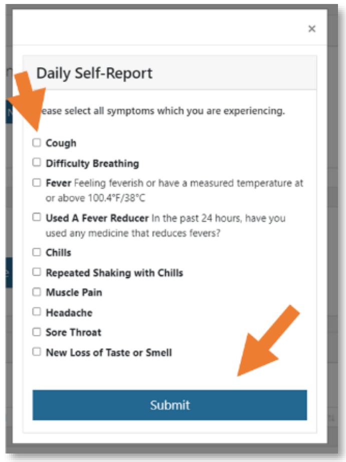

Figure 71: Complete the daily report of symptoms

3) The username of the person who submitted the report will be logged in the "Reporter" column. Note that the record's status has changed to "Symptomatic".

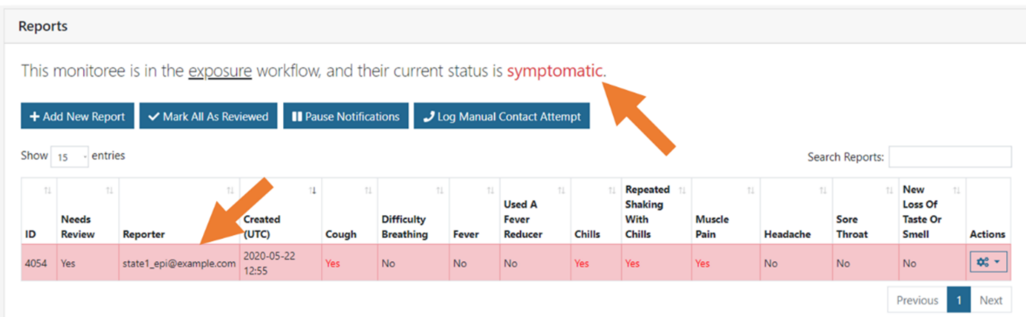

Figure 72: A public health user may modify an existing report

How to Modify an Existing Symptom Report

A public health user can modify a monitoree report if necessary (e.g., to fix a data entry error).

1) Find the report of interest and click the actions button to open the drop-down menu. Select "**Edit**" to modify the report.

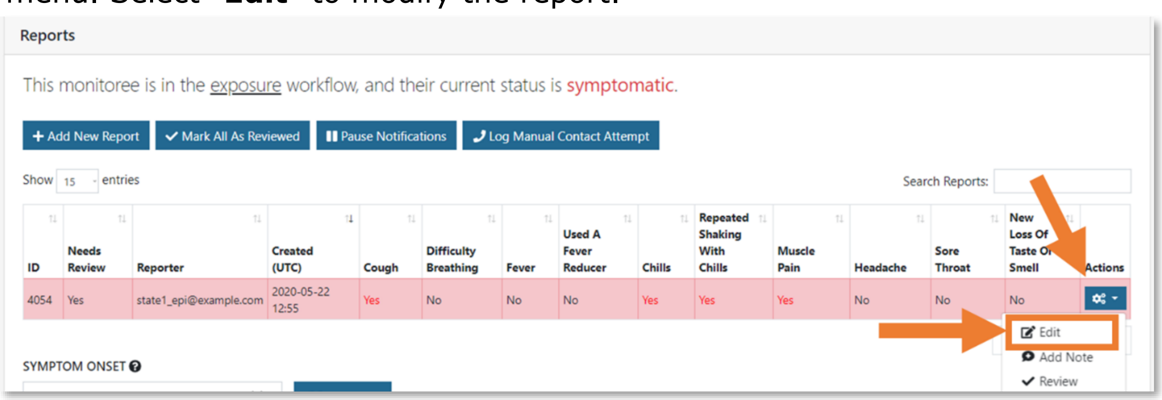

Figure 73: A public health user may modify an existing report

2) Update the daily report and click "**Submit**".

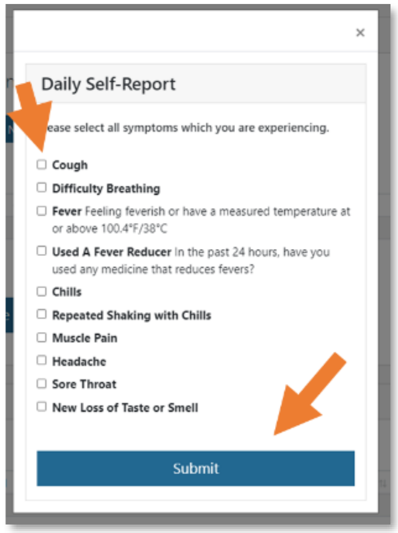

Figure 74: Update the daily report

3) Note the change in the **"Reports"** table.

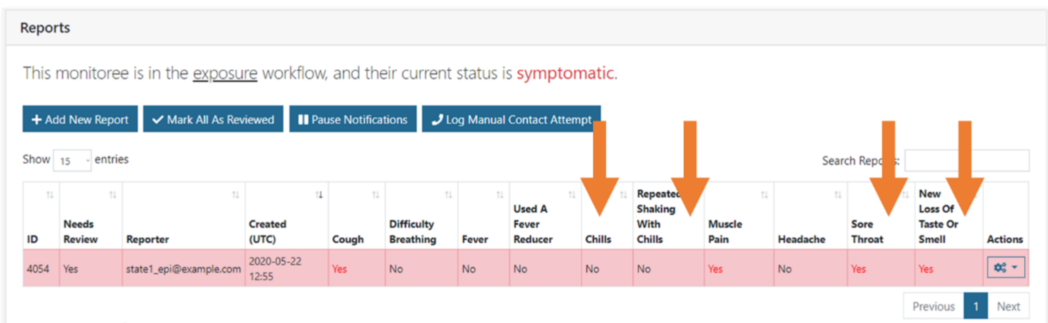

Figure 75: The report has been updated

4) The history section will document that an existing monitoree's report was updated by a user and what change was made.

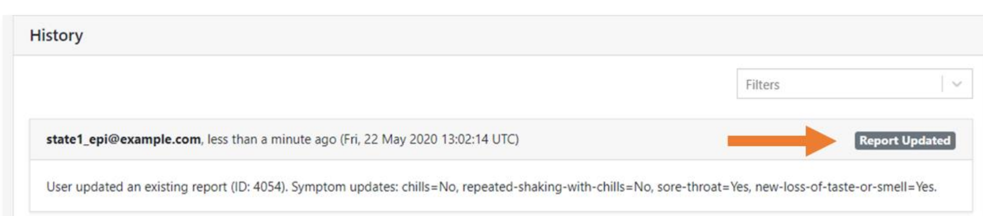

Figure 76: Changes are documented in History

How to Add a Note About a Specific Symptom Report

A user can add a note for a specific symptom report.

1) Click "**Add Note**" from the dropdown menu of possible actions.

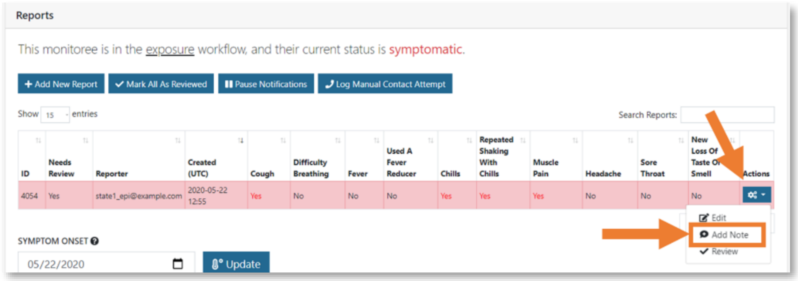

Figure 77: Add a note to a report

2) A Dialog box will appear. Input your note and click "**Submit**"

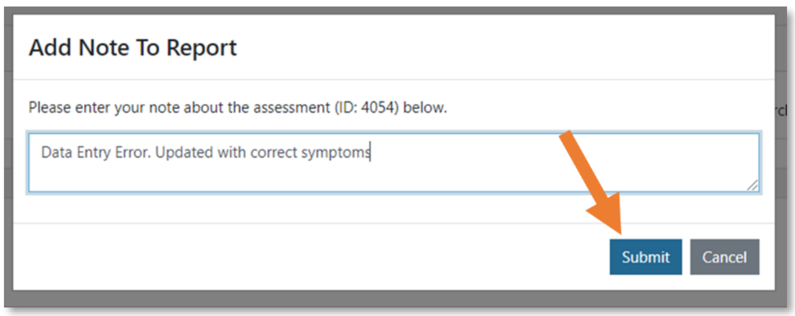

Figure 78: Enter your note into the dialog box

3) Report notes, report updates, and manually entered reports are all logged in the "History" section.

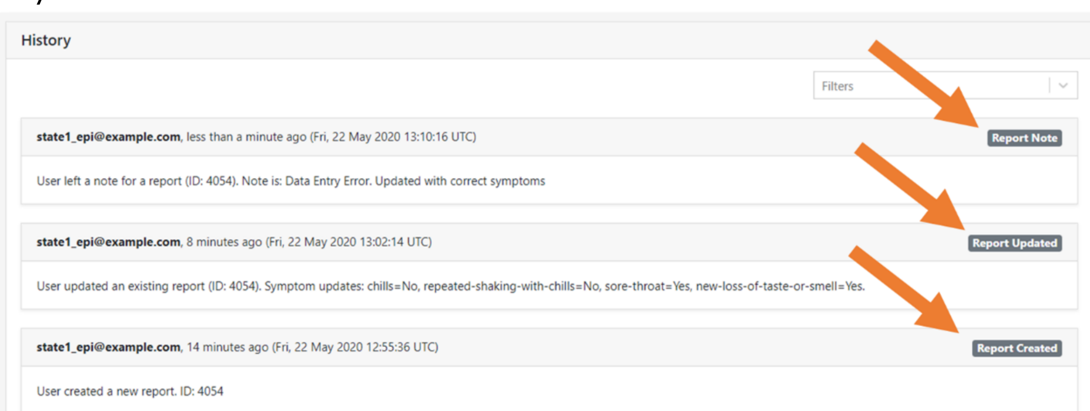

Figure 79: The "History" section tracks these types of updates to a monitoree's record

How to Add Comments to a Record

Add comments to the "History" section to document information not captured elsewhere. Click "**Add Comment**". This section tracks any changes made to monitoring and report data elements. The username of the comment submitter and date of the submission are displayed.

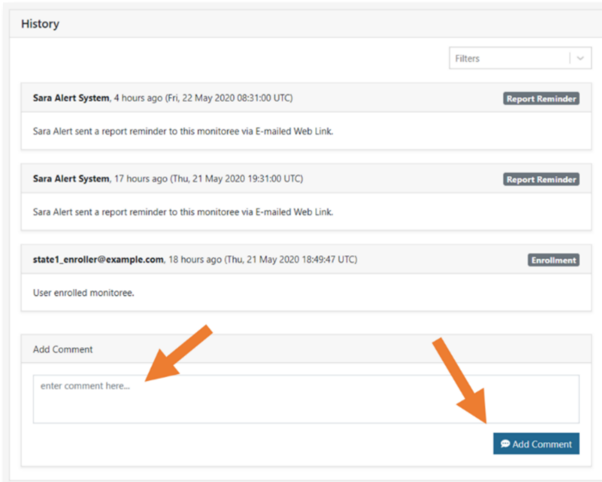

Figure 80: Comments show public health actions taken due to a symptom report from monitoree

How to Filter Record History

1) Click the "Filters" field to filter based on the type of action that was recorded.

Figure 81: Filter history based on type

2) The five most recent changes are displayed on the first page. View additional changes by clicking through the numbered pages below the last record displayed.

Figure 82: Click the numbered pages below the last record to see later historical changes.

How to Move Monitorees Between Line Lists on Exposure Workflow Dashboard

The following section describes how to move records between line lists on the exposure dashboard. A video tutorial for this section are available at: https://youtu.be/k1gFUGsPbnM

***Tip:** See the **Possible Scenarios for Exposure Monitoring Quick Start Guide**, available here*

From Symptomatic Line List to Non-Reporting or Asymptomatic Line List by Reviewing Symptom Reports

Monitorees who have reported symptoms appear on the symptomatic line list. The symptomatic logic definition is available under Active Monitoring Line List descriptions on **page 39**. After a public health official marks the symptom report as reviewed, the system will move the monitoree out of the "Symptomatic" line list to either the "Asymptomatic" line list or to the "Non-Reporting" line list if the most recent report is older than 24 hours.

1) Click on the "**Symptomatic**" tab to view monitorees who have reported symptoms that require public health review. Click on a monitoree's name to view their record.

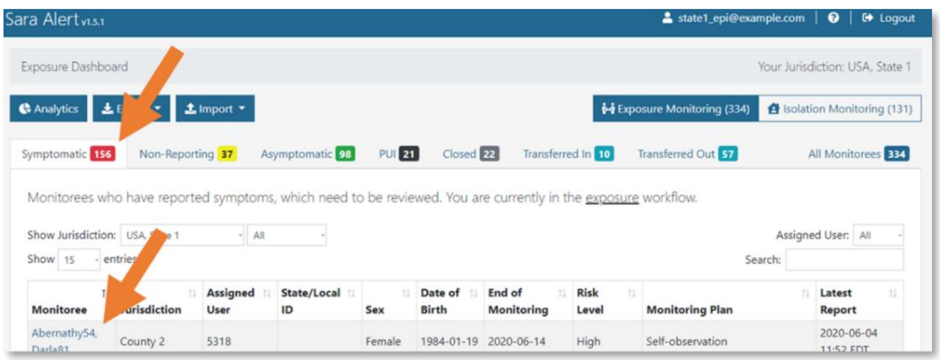

Figure 83: View a symptomatic monitoree's record

2) Scroll down to view "**Reports**." Reports requiring review need to be marked as reviewed by a public health user before a monitoree will be moved out of the Symptomatic line list. The public health user should follow up with the individual to assess the symptom report and determine appropriate next steps. If disease is suspected, see instructions on how to a move a monitoree to the PUI line list (**page 58**) or the isolation **workflow** (**page 60**).

Figure 84: Monitoree reports table shows symptoms by report date and time

3) To clear the symptomatic flag from a record, click the "**Actions"** button associated with that report to open the drop-down menu. Then click "**Review**". Once all symptomatic reports are marked as reviewed, the record will be moved to the appropriate Active Monitoring line list. This action should be completed only if the disease of interest is not suspected after review of the report (e.g., another clinical explanation or data entry error).

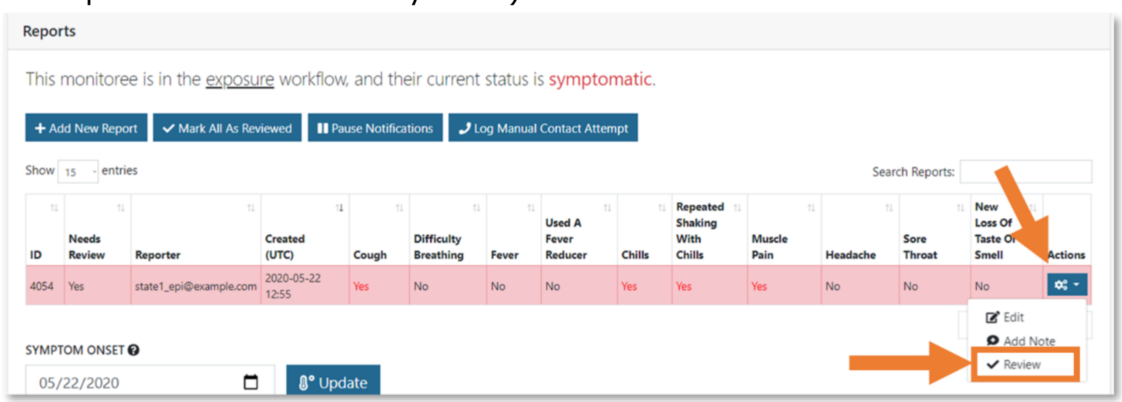

Figure 85: Mark a single report as reviewed

4) A user can also clear all symptomatic flags on the record by clicking "**Mark All As Reviewed**".

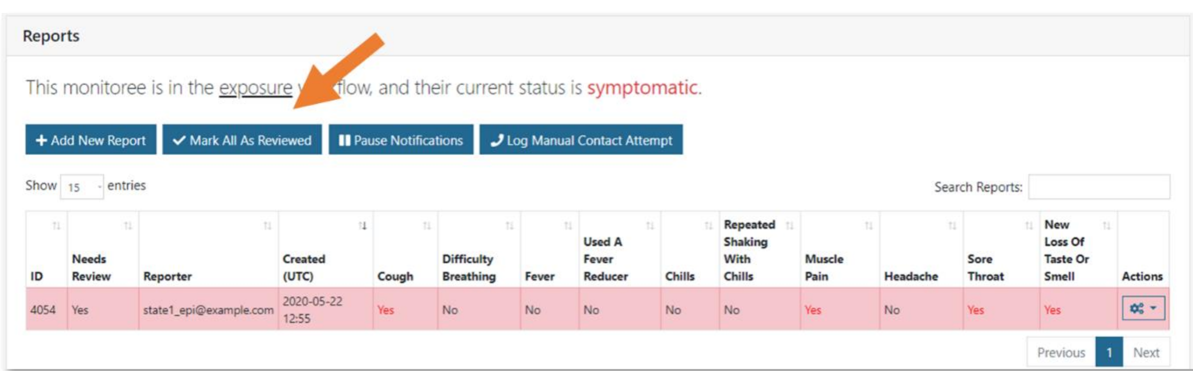

Figure 86: Mark the report as reviewed to move the monitoree out of the "Symptomatic" line list

Moving a Monitoree to the PUI Line List

Symptomatic monitorees who public health officials are investigating to determine if the monitoree meets the case definition can be moved from the "Symptomatic" tab to the "PUI" tab by documenting a public health action.

1) Click on the monitoree's name on the "Symptomatic" line list to open their record.

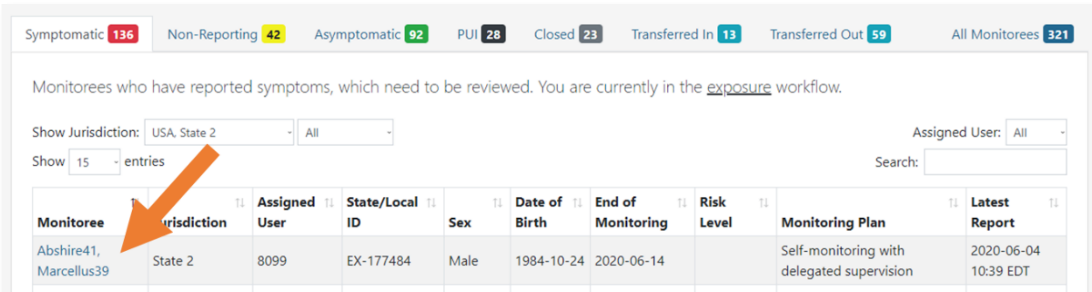

Figure 87: Click on a monitoree's name to open their record

2) Under "Monitoring Actions" change the "Latest Public Health Action" to anything other than "None." You will be prompted to include any additional details once you have chosen one of the public health actions.

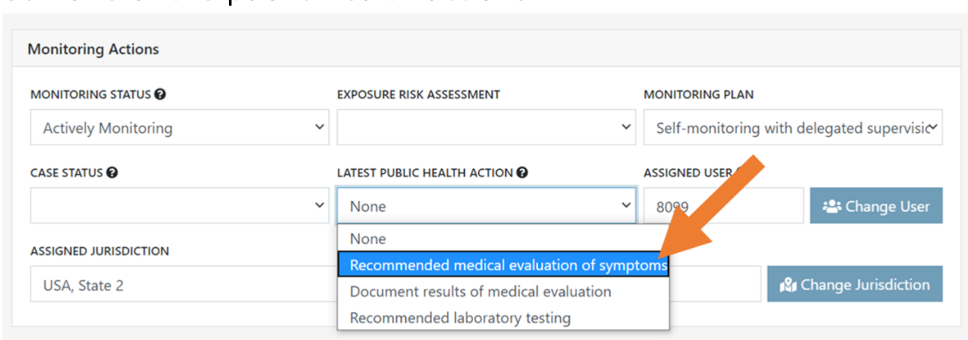

Figure 88: Select a public health action to move a monitoree to the "PUI" list

3) The monitoree record will be updated and moved to the "PUI" line list. This monitoree will not continue to receive daily report requests from the system since public health is actively investigating.

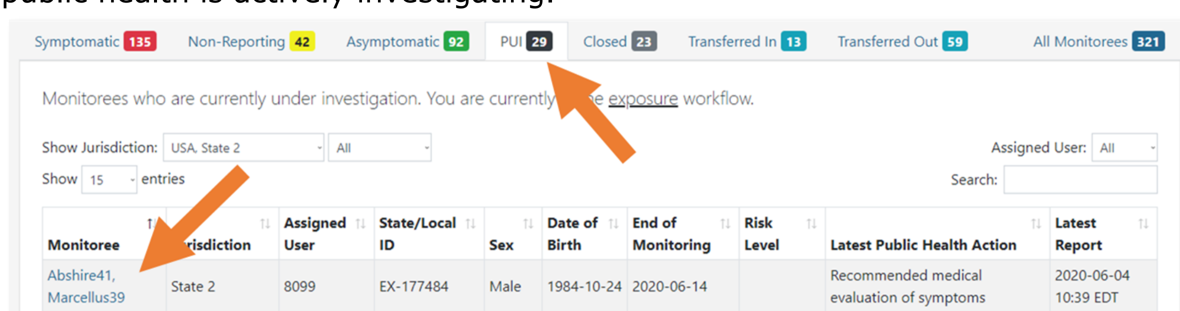

Figure 89: The monitoree now appears in the "PUI" line list

Manually Close Records for Monitorees who no Longer Require Follow-Up

If a monitoree will no longer be monitored by public health (e.g., due to the ending of the monitoring period or lost to follow-up), the record can be closed so that it will not appear on the Active Monitoring line lists. The system will also stop sending daily symptom reports. Records are automatically moved to the Closed line list after the specified monitoring period (e.g., 14 days) but only if no reports require review by a public health user.

1) After selecting the record of interest, update "**Monitoring Status**" to "**Not Monitoring**" to close the record.

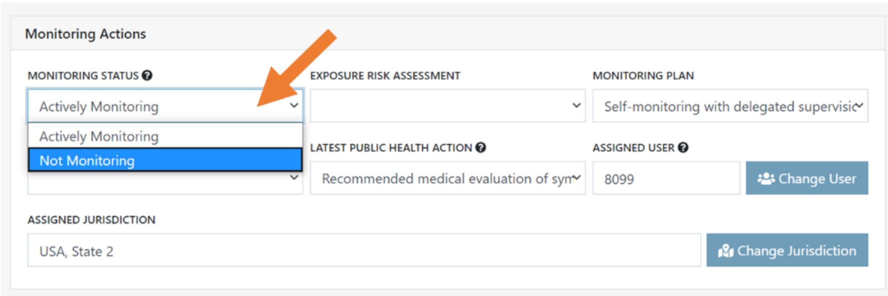

Figure 90: Change monitoring status

2) Document the reasons for status changes and any additional details. The reason for closure may include:

- Completed Monitoring (this reason is assigned to any records automatically closed by the system)
- Lost to follow-up during monitoring period
- Lost to follow-up (contact never established)
- Transferred to another jurisdiction (this should be selected if a record is transferred to a jurisdiction that is not participating in Sara Alert)
- Person Under Investigation (PUI) (this should be selected if the monitoree is a PUI and you want to manage the investigation in another system)
- Case Confirmed (this should be selected if the monitoree meets the case definition and you do not want to move the person to the isolation workflow)
- Deceased
- Other

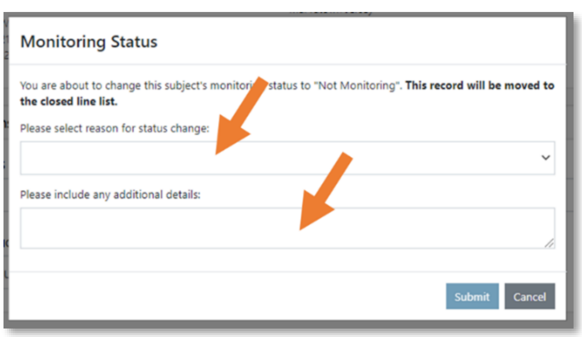

Figure 91: Document reason for monitoring status change

3) The change is documented in the record's history.

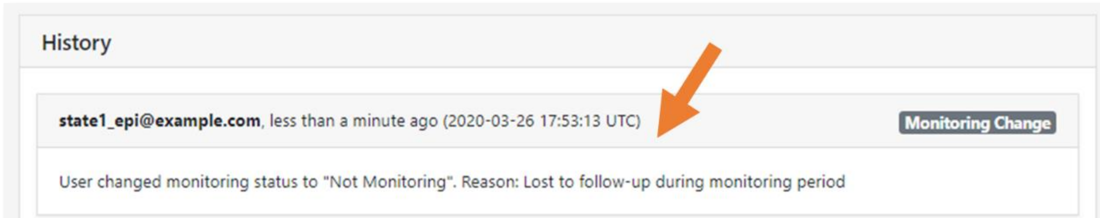

Figure 92: Comments are added to record history

4) The monitoree will then move to the "**Closed**" line list. A record can be moved back to the Active Monitoring line lists by changing the monitoring status to "**Actively Monitoring**".

Figure 93: The monitoree now appears in the "Closed" line list

Move Monitoree Records Based on Case Status to Different Workflow

A record can be moved between the exposure and isolation workflows based on case status. This workflow is intended to move exposed individuals on the PUI line list to the appropriate workflow after a case in ruled in or out based on the investigation.

1) After investigation of a symptomatic exposed individual, select the appropriate "**Case Status**" from the drop-down menu.

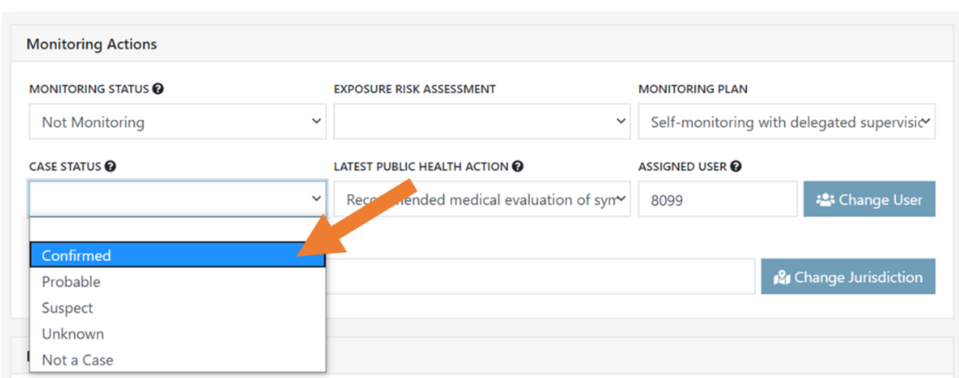

Figure 94: Select case status

Case Status is Confirmed or Probable

- Select "**Confirmed"** or "**Probable"** from the drop-down menu
- Select whether you would like to continue monitoring the case in Sara Alert. This should be based on local response protocols.
  - Selecting "**End Monitoring**" will move the record to the closed line list with "Meets Case Definition" as the reason
  - Selecting "**Continue Monitoring in Isolation Workflow**" will move the record to the isolation workflow. The record will appear in either the "Non-Reporting" or "Reporting" line lists, depending on the monitoree's reporting status.

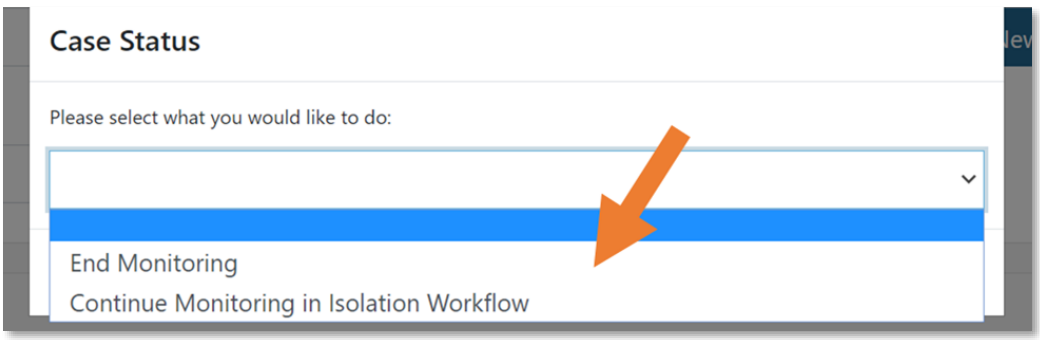

Figure 95: Choose what to do with the record

Case Status is Suspect, Not a Case, or Unknown

- Select "**Suspect**", "**Not a Case**", or "**Unknown**"
- The record will be retained or returned to the exposure monitoring workflow to continue monitoring for the remainder of the monitoring period or until the monitoree meets the confirmed or probable case status.

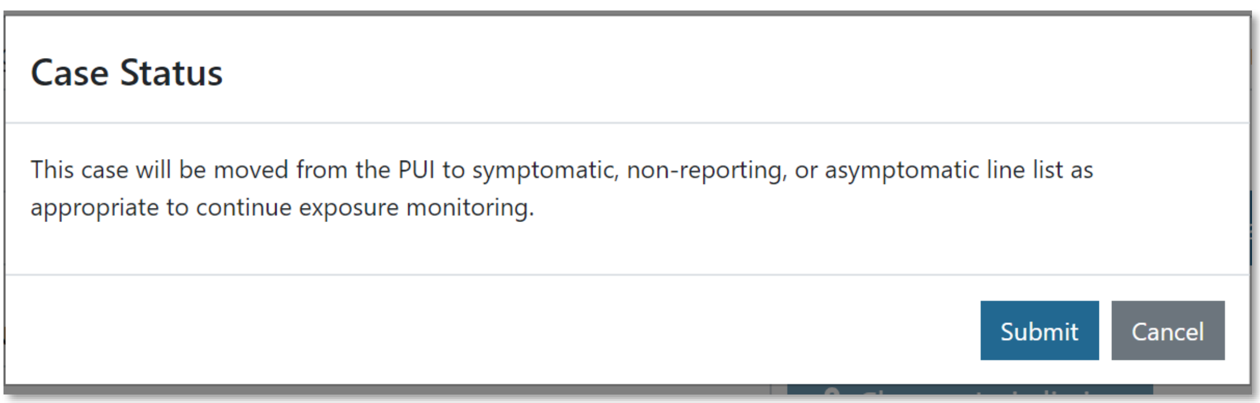

Figure 96: The case will move back to an active monitoring list in the exposure workflow

ANALYST ROLE CAPABILITIES

View and Export the Analytics Summary

A user assigned the analyst role will be **taken directly to the Analytics Summary** screen upon login as shown below. The analytics page includes summary charts and tables that are populated using information from the user's jurisdiction. It also includes a geographic summary which displays the number of monitorees in Sara Alert by state. The user in the analyst role does not have access to any individual level data.

1) Review the analytics summary. The display of some information on the Analytics Summary can be modified, for example choosing to display data as tables or charts, or by advancing the timeline on the time series maps.

- The data that drives the analytics page is updated every 30 minutes (for performance reasons). The time of the last update can be found at the top of the analytics summary.

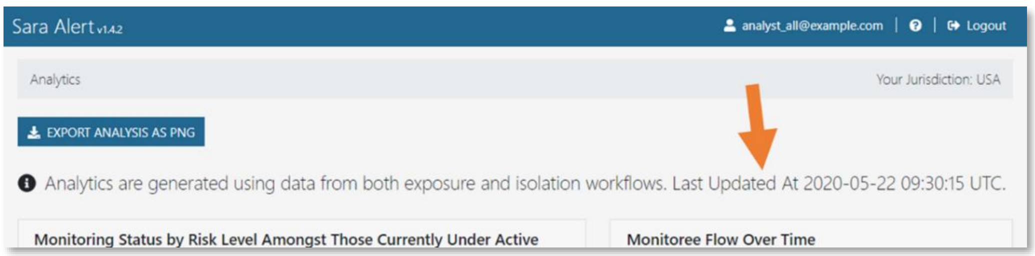

Figure 97: Analytics summary. The time of the last update can be found at the top.

2) Some tables can be exported as a CSV file. Click the corresponding export button to download the file.

	High	Medium	Low	No Identified Risk	Missing	Total
Ecuador	1	0	3	4	0	8
Greece	1	0	5	0	2	8

Figure 98: Some analytics datasets can be exported as a CSV file

3) Export a screen capture of the entire dashboard display. The export will reflect the current dashboard view (e.g., view data as graph or view data as table).

NOTE: *This functionality is not available using Internet Explorer 11*

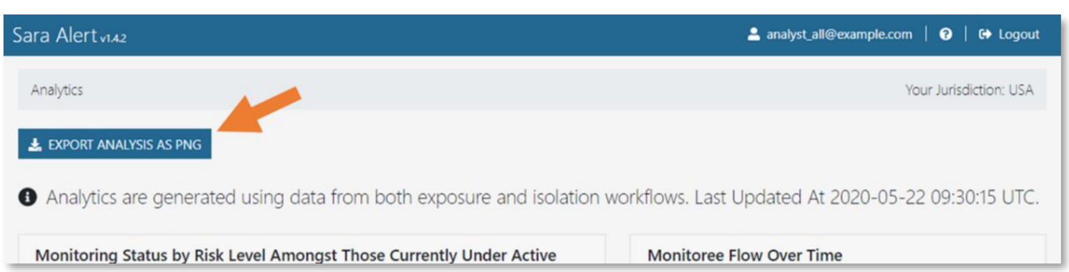

Figure 99: Dashboard can be exported as a PNG file

ADMINISTRATOR ROLE CAPABILITES

Administrators are responsible for managing Sara Alert Users. Local administrators can only manage users within their assigned jurisdiction. If a local administrator needs help managing users, please contact the Sara Alert Help Desk.

View List of Users

The Administrator role shows the list of current users in their assigned jurisdiction with the following associated information:

- **Email:** User's email address
- **ID:** Shows the unique system ID associated with the user. Jurisdictions may use this number for the assigned user field, but there is no automatic linkage between this ID and the "Assigned User" field in a monitoree's record.
- **Jurisdiction:** Shows the complete access hierarchy for the user. Users (including Administrators) have access to all data (specific to their role) for their jurisdiction and all sub-jurisdictions.
- **Role:** User's role
- **2FA Enabled:** Whether the user's account has configured their required 2-factor authentication
- **Status:** Whether the user's account is locked or unlocked.

Click on headers to sort based on that column.

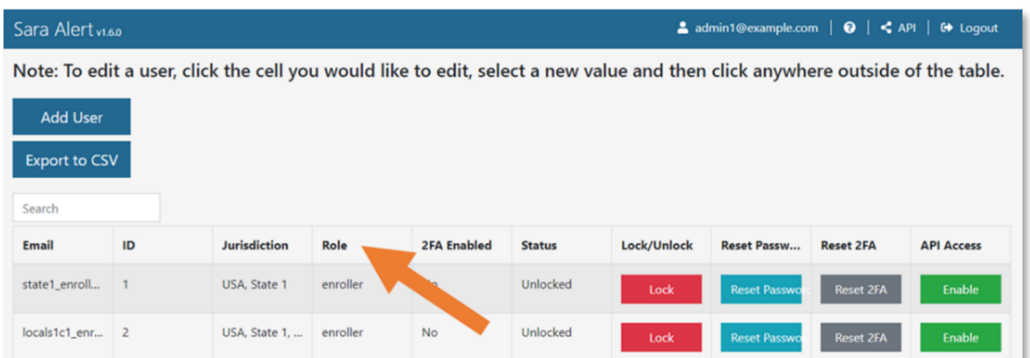

Figure 100: Click the column header to sort that column.

How to Add a New User

1) Click the "**Add User**" button.

Figure 101: Add a new user

2) Enter the new user's email address and select their jurisdiction and role from the drop-down lists. Click "**Add User**" to complete the process.

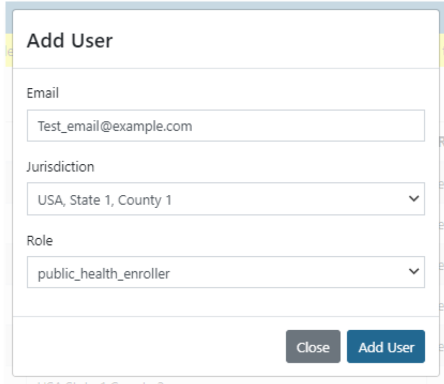

Figure 102: Complete new user entry

NOTE: A new user's system ID will not display on the administrator dashboard until the page is refreshed.

How to Export the User List

To export a list of users for your jurisdiction, click the "**Export to CSV**" button.

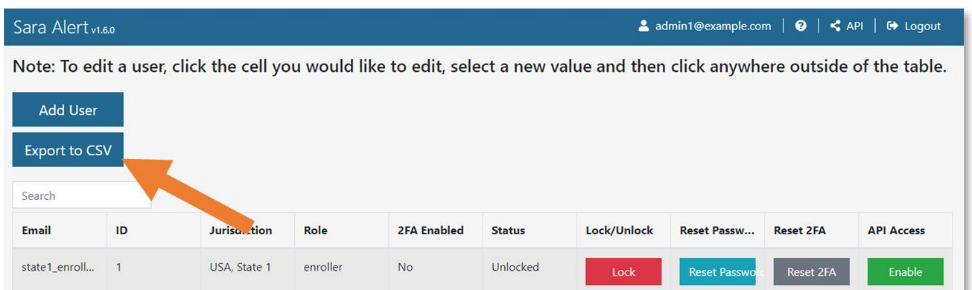

Figure 103: Export a list of users

How to Lock or Unlock User Accounts

Sara Alert will automatically lock a user's account after 5 unsuccessful login attempts.

1) To manually lock a user's account, click the "**Lock**" button. This button will only appear if the user's account is currently unlocked.

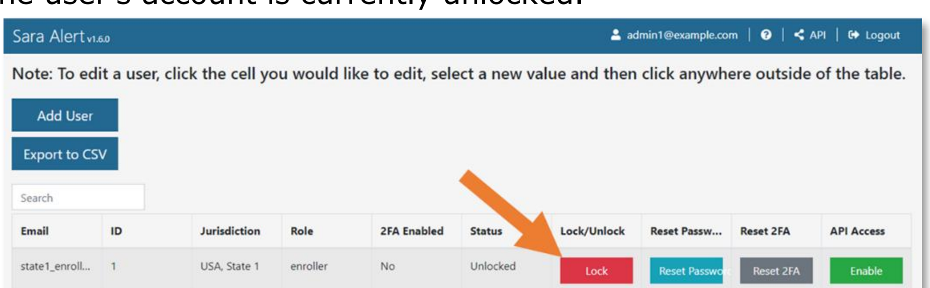

Figure 104: Manually lock a user's account

2) Users will be unable to log in to a locked account.

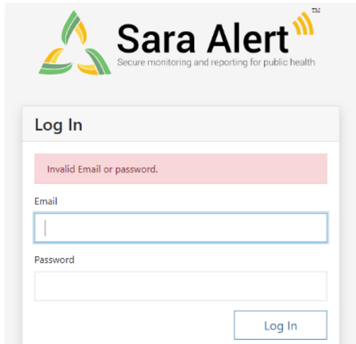

Figure 105: Users cannot log in to a locked account

3) To unlock a user's account, click the "**Unlock**" button. This button will only appear if the user's account is currently locked.

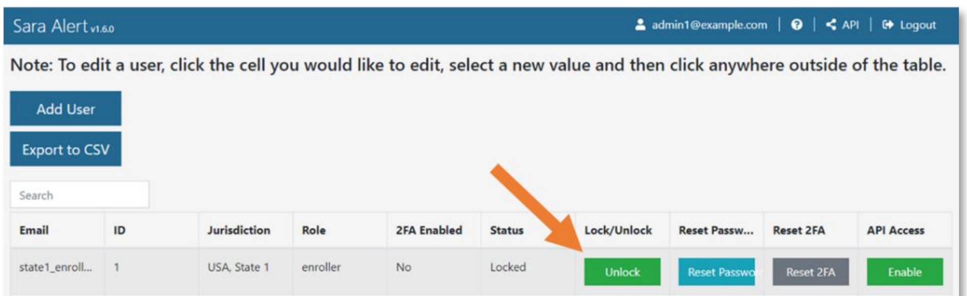

Figure 106: Unlock a user's account

How to Reset User Passwords

1) Sara Alert handles password reset requests via email. If one of the users in your jurisdiction requests a password reset, click "**Reset Password and Send Email**"

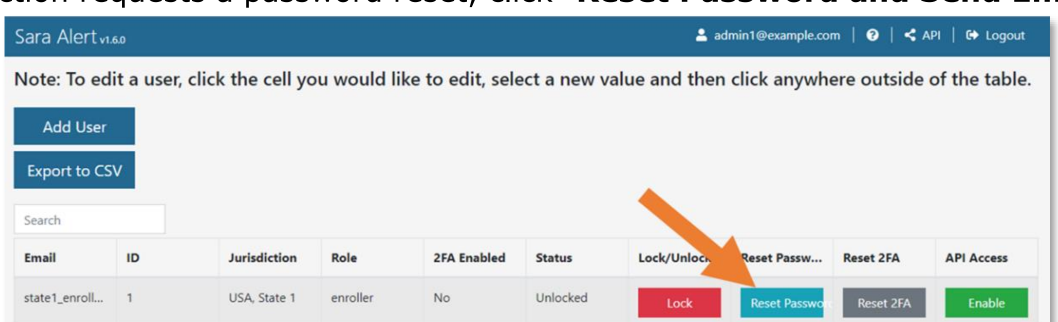

Figure 107: Click the "Reset Password and Send Email Button" to reset a user's password

2) The user will receive an email with a temporary password. On their next login, they will be prompted to change their password.

NOTE: Temporary passwords expire after 72 hours (and will need to be reissued via another password reset)

Edit User Account Information

Administrators can edit a user's jurisdiction or role. To edit a user, click the cell you would like to edit, select a new value from the drop-down menu and then click anywhere outside of the table to update.

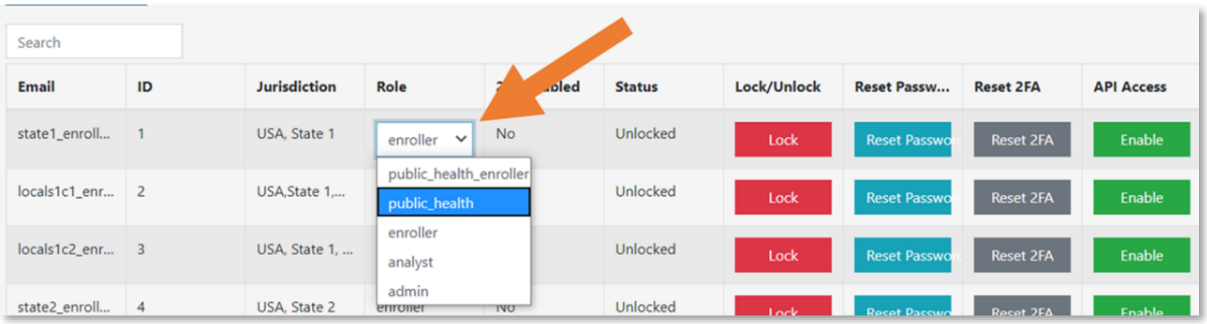

Figure 108: Edit a user

How to Manage Two-factor Authentication (2FA)

2FA is a requirement for all Sara Alert users (not including monitorees) to help maintain the tool's security.

View Status of 2FA Configuration

The "**2FA Enabled**" column shows whether a user has configured their required 2FA. If a user has not configured 2FA, they will be prompted to do so on their next login.

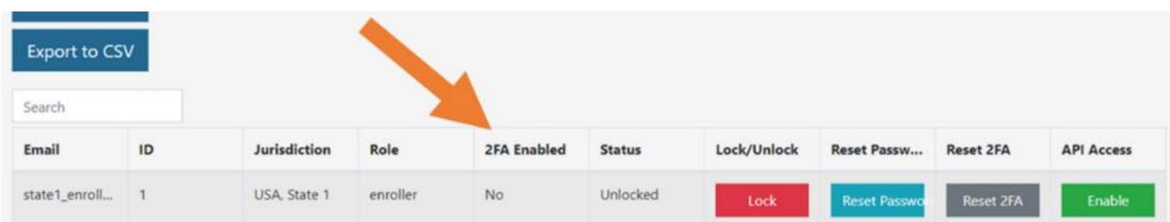

Figure 109: The Administrator Dashboard shows a user's 2FA configuration status

Resetting Two-Factor Device Pairing

If a user wishes to reset the phone number associated with their Sara Alert account (i.e., change the phone that will receive the 7-digit 2FA token), they should notify their jurisdiction's Local Administrator.

- Select "**Reset 2FA Pairing**" button.
  - Once reset, the user's "Configured 2-Factor Auth" status will change to "No" and the user will be prompted to register for 2FA on their next login attempt

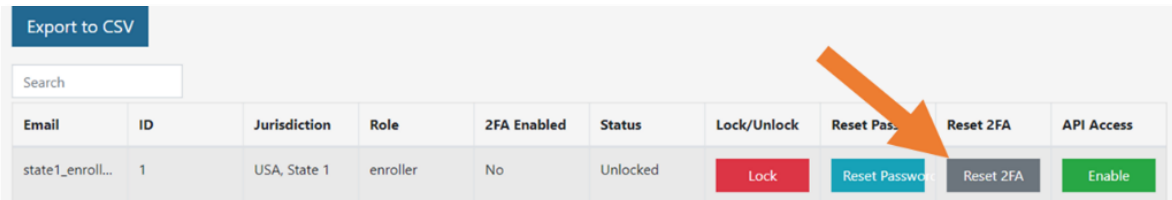

Figure 110: Reset a user's 2FA pairing

Enabling API Access

Administrator users can provide API access to specific users in their jurisdiction.

- Click the **"Enable"** API Access button to enable access
- Click the **"Disable"** API Access button to disable access (will only appear if user currently has API access)

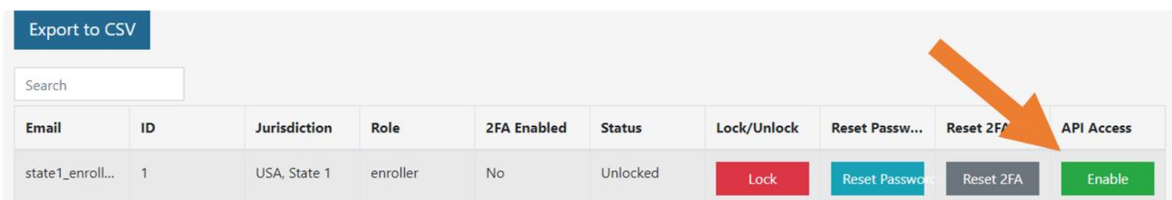

Figure 111: Administrators can enable or disable API Access

IV. MONITOREE SELF-REPORTING

Monitorees are individuals who have been enrolled by a trusted enroller or public health enroller for public health monitoring. Monitorees in the exposure workflow will receive messages during the monitoring period until the record is closed. Monitorees in the isolation workflow (e.g., cases) will receive messages until they meet a recovery definition and are closed after review. Monitorees will not have Sara Alert accounts (e.g., no user name and password); while being actively monitored, each monitoree or head of household will be sent a daily notification to submit a symptom report that is linked to their record(s). Below is a summary of reporting methods and messages, followed by a detailed description.

Table 3. Summary of Reporting Methods and Messages to Monitorees

	E-mailed Web Link	SMS-Texted Weblink	SMS Text message	Telephone Call
Welcome message	Sent immediately following enrollment	Sent during the monitoree's preferred contact time (if enrolled after the preferred contact time, message sent the next day)		No welcome message sent
Reminder Message Sent until response is logged?	No, one daily request sent		Yes, up to 3 per day during preferred contact time	Yes, up to once/hour during preferred contact time
Can set preferred contact time?	No	Yes		
Message Timing	Every 24 hours, starting at enrollment time	During Preferred Contact Time		
Daily Report Format	List of yes/no questions for each symptom		Single yes/no question for all symptoms	
Daily Message Format (single monitoree)	Email with single weblink to symptom report	Two texts (one identifies the monitoree by initials and age; the second includes the weblink to report)	Text message with single yes/no response for all symptoms listed	Phone call with single yes/no response for all symptoms listed
Daily Message Format (Household)	Single email with weblinks for each household member (denoted by initials and age)	Two texts for each household member (one identifies the household member by initials and age; the second includes the weblink to report for that member)	Single text message with single yes/no response for all symptoms listed for all household members	Single phone call with single yes/no question for all household members
What does a symptomatic report look like? (Single Monitoree)	Specific symptoms shown. **See page 50 for more details**		Report highlighted, but specific symptoms unavailable. **See page 50 for more details**	
What does a symptomatic report look like? (Household)	Specific symptoms shown for each monitoree in household. **See page 50 for more details**		Report highlighted for all household members. Specific symptoms and specific household member that has symptoms unavailable. **See page 50 for more details**	

SUBMITTING DAILY REPORTS TO SARA ALERT

The enroller should inform the monitorees about the monitoring system, including the source of the trusted number (if phone call or text are the preferred method of contact) or trusted sender (if email is the preferred method of contact). To reduce the chance of any successful spoofing attempts, monitorees should be reminded that Sara Alert messages will only ask monitorees (and any household members) about symptoms. Sara Alert will ***never*** ask for sensitive information, including social security number, account numbers, passwords, or security question responses.

NOTE: *Sara Alert currently supports sending notifications to monitorees in multiple languages. For more information on how users can set the language of notifications to monitorees, see* ***page 13****.*

1) Monitorees will access their Daily Report using the notification received via their preferred reporting method (e.g., email link, SMS, phone). The notification will not include the monitoree's name, but will identify them by their **first initial, last initial, and age**.

- The notifications will be sent according to the primary language settings for the monitoree (available on the Monitoree Identification enrollment screen)
- Email notifications will always come from the same email address. The trusted email address is shared with jurisdictions at the time of onboarding.

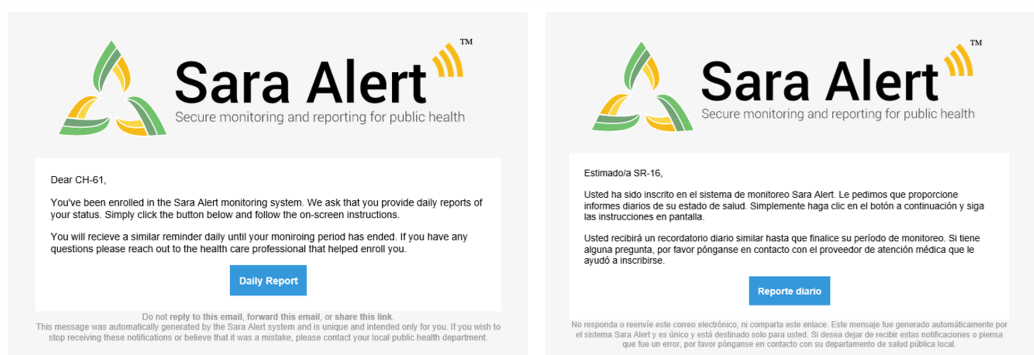

Figure 112: Example Sara Alert Welcome Email in English and Spanish

- SMS text messages and phone calls will always come from the same phone number. The trusted phone number is shared with jurisdictions at the time of onboarding with jurisdictions.

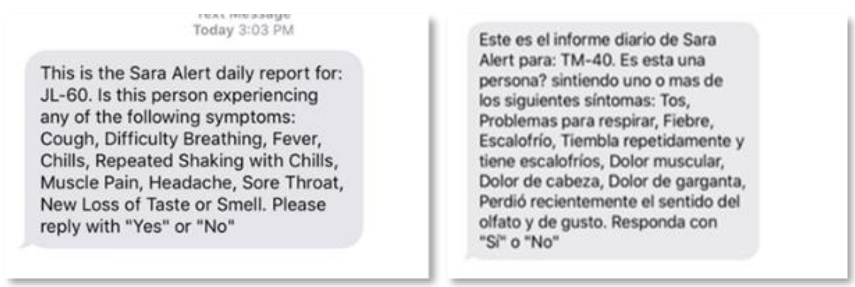

Figure 113: Example SMS text message in English and Spanish from Sara Alert

2) Monitoree or head of household will respond to appropriate prompts.

- **Phone/ SMS Text**: The monitoree will reply "yes" or "no" to list of symptoms. If the monitoree is a HOH, one report is sent for all household members. If **any** household member is experiencing symptoms, the HOH should indicate "yes".
- **Web-link text or email**: The monitoree will indicate which symptoms, if any, they are experience from a list. If monitoree is a HOH, different web-links are sent for each household member. The HOH should complete the daily report for each individual household member using the report identifier (first initial, last initial – age) to determine which report belongs to each household member.

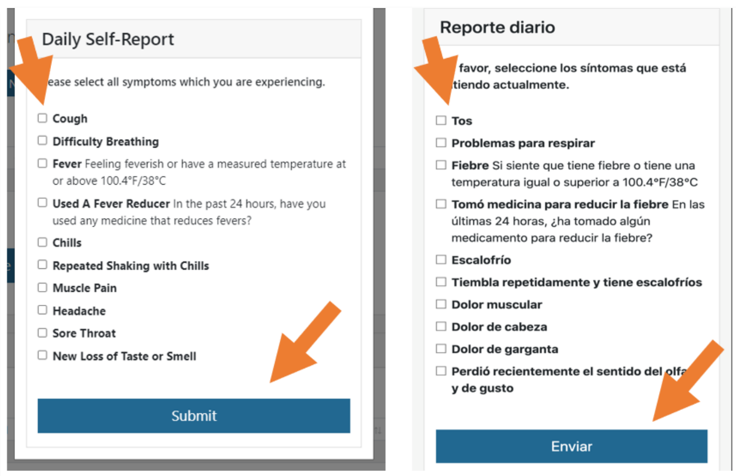

Figure 114: Web-link daily self-report monitoree interface in English and Spanish

3) Sara Alert will confirm submission of the symptom report.

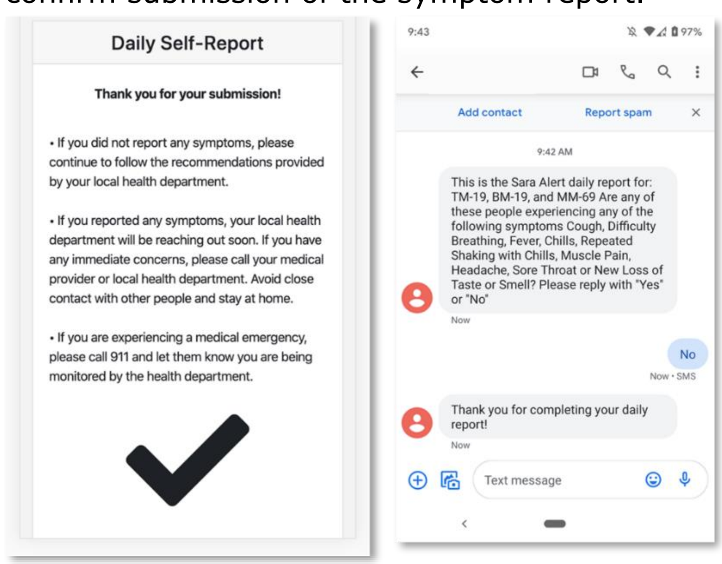

Figure 115: Web-link Daily report confirmation

SUMMARY OF MESSAGES SENT TO MONITOREES

Language

- Monitorees will receive messages according to the primary language settings in the record (available on the Monitoree Identification enrollment screen) . Currently supported languages are indicated with a *. Other selected languages will default to English notifications.

Welcome Message

- Monitorees who select **email** or **SMS** as the preferred reporting method **will receive an initial welcome notification** from the system via that method after enrollment is completed through the user interface or import.
- For **SMS:** If enrollment was completed during or before their preferred contact time, the message will be sent that day
    - If enrollment was completed after their preferred contact time, the message will be sent on the next day
- Monitorees who selected **phone** as the preferred method **will not receive an initial welcome call.** The first message from the system for these monitorees will be a daily reminder message sent during the first occurrence of their preferred contact time (e.g., if enrolled in the morning with a preferred contact time of evening, the first message will be sent that evening) and then once a day during their preferred contact time period.
- If **preferred reporting method is left blank on import**, the system will not send a message until that field is updated.
    - It is important to coordinate the timing of system welcome messages with monitorees so that they know the message is legitimate.

> ***Tip:*** *See the* ***Quick Start Guide for Preferred Reporting Method****, located here.*

Daily Symptom Report Notification

Every day, the system **will send a notification** via the monitoree's preferred reporting method during their monitoring period if all the following criteria are met:

- The monitoree is on the Symptomatic, Non-Reporting, or Asymptomatic line list **AND**
- Notifications are not paused

Conversely, the system **will not send notifications** every day to a monitoree if **any** of the following criteria are met:

- The monitoree is on the closed line list, **OR**
- The monitoree is on the PUI list, **OR**
- Notifications are paused

Daily Reminder Messages by Preferred Reporting Method

- **SMS** messages: If a monitoree does not reply to the daily report notification, the system will send up to 3 reminder text messages asking the monitoree to complete the report. Reminder messages will only be sent during the monitoree's designated preferred contact time.
- **Email**: No reminder messages are sent to monitorees who prefer email; they will receive an email message from the system every 24 hours

- **Phone**: Reminder calls are sent to monitorees every hour during their preferred contact period (if a response hasn't been logged). Monitorees may receive up to 4 call attempts during that period.
    - If the system does not understand a response from a monitoree or the monitoree responds using different words than "Yes" or "No", the prompt will be repeated a few times before disconnecting. In this scenario, the monitoree will be considered "non-reporting".

Message Timing

- When **email** is preferred: The system will send messages in 24-hour cycles starting at the time of enrollment
- When **SMS** is preferred: The system will send out a welcome message at the time of enrollment and then once a day starting during the next preferred contact time period
    - Example: If a monitoree is enrolled at 4 pm EST, but their preferred contact time is morning, they will receive a welcome message at 4 pm EST and then reminders every day between 8 am – noon EST starting the following day.
- When **phone** is preferred:
    - If enrollment occurs during the monitoree's preferred contact time, the system will send messages every day starting at time of enrollment.
    - If enrollment occurs outside of the monitoree's preferred contact time, the system will send out messages every day starting during the next preferred contact time period.
        - Example: If a monitoree is enrolled at 4 pm EST, but their preferred contact time is morning, they will receive a message between 8 am – noon EST the following day.

***Tip:** If the user DOES NOT specify a preferred contact time, the system will send daily notifications during the "Afternoon" contact times.*

V. ISOLATION WORKFLOW

The isolation monitoring workflow allows public health to monitor cases daily to determine when they meet the recovery definition and it is safe to discontinue home isolation.

***Tip:** See the **Possible Scenarios for Isolation Monitoring Quick Start Guide**, available here.*

ENROLLER ROLE CAPABILITIES

A user assigned the enroller role cannot enroll monitorees directly into the isolation workflow. If you need to enroll a case for isolation monitoring, a user assigned the public health or public health enroller role can import cases into this workflow or transfer cases after enrollment.

PUBLIC HEALTH ROLE CAPABILITIES

View Analytics Summary

The analytics summary shows aggregated data from both exposure and isolation workflows. The analytics page includes summary charts and tables that are populated using information from the user's jurisdiction. It also includes a geographic summary which displays the number of monitorees in Sara Alert by state. See **page 27** for more details.

***Tip:** See the **Quick Start Guide for Public Health Users: Isolation Workflow**, available here.*

Export Monitoree Line List Data

Exporting monitoree line list data works in the same way for both the exposure and isolation workflows. See page **28** for more details.

Import Monitoree Line List Data

Importing monitoree line list data works in the same way for both the exposure and isolation workflows. When importing into the isolation workflow, navigate to the isolation workflow before clicking "**Import.**" See **page 34** for more details.

Toggle Between the Workflow Views

Toggling between the workflow views works the same way for both the exposure and isolation workflows. See **page 38** for more details.

Description of Isolation Monitoring Dashboard Line Lists

Monitorees are displayed on different line lists (accessed by tabs at the top of the dashboard) based on the following criteria, which is described in more detail below:

- Monitoring Status
- Content of Daily Symptom Report
- Time since Last Report Submission
- Symptom Onset Date
- Lab Test Results
- Changes to Assigned Jurisdiction

Active Monitoring Line Lists

The active monitoring line lists are for cases that the health department is currently monitoring. Records where **Monitoring Status** is set to "**Actively Monitoring**" may only appear on one of the following line lists:

- **Records Requiring Review**: Cases who preliminarily meet the logic to appear on the records requiring review line list is based on the CDC recovery definitions; the logic has been designed to be sensitive. As a result, cases that that have not recovered completely may appear (especially for test-based definition). Any cases that appear on this line list require review by public health to validate that it is safe to discontinue isolation.

  A case preliminarily meets the logic to appear on this line list if any of the following conditions are met (logic below is for COVID-19):
  - **Test-based recovery definition:**
    - Two negative laboratory results documented in "Lab Results" table; AND
    - >24 hours since last reporting a fever to the system; AND
    - >24 hours since last reporting the use of fever-reducing medicine
  - **Symptomatic non test-based recovery definition:**
    - >72 hours since last reported fever; AND
    - >72 hours since last reported use of fever-reducing medicine; AND
    - >10 days since onset of symptoms (based off symptom onset date).
    - Monitoree has submitted at least one symptom report that is at least 72 hours old
  - **Asymptomatic non test-based recovery definition**
    - >10 days have passed since the report date of a laboratory test where the result is "positive" AND
    - No symptoms have been reported
    - Monitoree has submitted at least one symptom report
- **Non-Reporting**: Cases who have not reported (e.g., presence or absence of symptoms) within the expected time (e.g., 24 hours) **AND** have not yet met the recovery definition. These records require follow-up
- **Reporting**: Cases who have reported the presence or absence of symptoms within the expected time (e.g., 24 hours) **AND** have not yet met a recovery definition. These records do not require follow-up

Cases who may require public health follow-up are located on either the **Records Requiring Review** or **Non-Reporting** tab. Follow-up with these cases should be based on current guidelines (e.g., from the CDC) and available resources within the jurisdiction.

Closed Line List

The closed line list is for cases who are no longer being monitored (e.g., met criteria to discontinue isolation, lost to follow-up, etc.). A case on this line list will not appear on any Active Monitoring line lists. Records where **Monitoring Status** is set to "**Not Monitoring**" appear on this list.

- **Closed**: Cases who are no longer being monitored (e.g., completed monitoring period, lost to follow-up, etc.).
    - After a case has met the recovery definition, a public health user must close the record. This ensures that the case has been reviewed and that public health has validated that the recovery definition has been met.
    - Whenever a record is manually closed by a user, a reason for ending monitoring should be selected.
    - Records on this list are accessible by users for 14 days after the last record update. Monitorees can be moved back to an Active Monitoring list by setting the Monitoring Status back to "Actively Monitoring".
    - Records on the closed line list that have not been updated for 14 days will be de-identified. The closed line list shows the expected purge date. Records on this list are purged 14 days after the last update to the record (see **page 12** for more details on record retention)
        - These records can be exported if that information needs to be retained (See **page 29** for more info on exporting purge eligible records)

Transfer Line Lists

The following line lists are for case where the Assigned Jurisdiction has changed. A case may also appear on the appropriate Active Monitoring or Closed line list based on record values.

- **Transferred In:** These are cases who were transferred to your jurisdiction by a Sara Alert user in a different jurisdiction in the past 24 hours (i.e., due to a case moving inside your jurisdiction from elsewhere).
    - A case on this list will appear on the appropriate Active Monitoring or Closed line list based on record values.
- **Transferred Out:** These are cases who have been transferred out of your jurisdiction to another jurisdiction participating in Sara Alert (i.e., due to a monitoree moving outside your jurisdiction).
    - Users lose access to an individual's records when they are transferred out of their jurisdiction. If you need to maintain complete record data, we recommend exporting records for these individuals before transferring to a new jurisdiction.
    - Records on this list will be purged 14 days after transfer
    - If you need to transfer a record to a jurisdiction that is not participating in Sara Alert, export the record then close it. Select "Transferred to another jurisdiction" as the reason. These records will not appear on the Transferred-Out line list.

All Cases

The **All Cases** line list (located on the far right) shows all cases in the jurisdiction who are currently in the isolation workflow.

Navigate Isolation Monitoring Dashboard Line Lists

Navigation between the line lists works the same in the exposure and isolation workflows (though the line list names are different). See page **40** for more details.

Case Details Page Overview

The case details page is the same between the exposure and isolation workflow. See **page 42** for more details.

View a Specific Case Record

Viewing case records works in the same way for both the exposure and isolation workflows. See **page 45** for more details.

Update Monitoring Actions for All Cases in the Same Household

Updating monitoring actions for all cases within the same household works the same way for both the exposure and isolation workflows. See **page** 46 for more details.

Update Monitoring Actions for Multiple Cases in the Same Line List

Updating monitoring actions for multiple cases in the same line list works the same way for both exposure and isolation monitorees. See **page** Error! Bookmark not defined. for more details.

Transfer a Monitoree Record

Transferring monitoree records works in the same way for both exposure and isolation monitorees. See **page 47** for more details.

Add a Symptom Report to a Monitoree Record

Adding symptom reports works in the same way for both exposure and isolation monitorees. See **page 51** for more details.

Modify an Existing Symptom Report

Modifying existing symptom reports works in the same way for both exposure and isolation monitorees. See **page 52** for more details.

If a symptom report is modified, the recovery definition logic will be updated based on changes. Thus, if a user specifies that a fever reducer was used in the past 72 hours, the record will be moved off the requires review line list until 72 hours has passed since fever free without use of medication.

Add a Note About a Specific Symptom Report

Adding notes works the same for both the exposure and isolation workflows. See How to Add a Note About a Specific Symptom Report on **page 54** for more details.

Add Comments to a Record

Adding comments works the same for both the exposure and isolation workflows. See How to Add Comments to a Record on **page 55** for more details.

Move Monitorees Between Line Lists on Isolation Workflow Dashboard

For example scenarios for the Isolation Monitoring workflow, visit the Possible Scenarios for Isolation Monitoring Quick Start Guide, available [here].

From Reporting Line List to Records Requiring Review

Sara Alert will signal that a case meets the logic to appear on the "Records Requiring Review" line list by moving the record there. The system automatically moves records when any of the conditions, based on the CDC recovery definitions, on **page 74** are met. Any cases that appear on this line list require review by public health to validate that it is safe to discontinue isolation

While the *symptom non test-based* condition relies only on data supplied by the monitorees, the *test-based* and *asymptomatic based* logic requires input from public health users (i.e., documentation of relevant laboratory tests).

To help orient users to which information needs to be validated, the monitoring status located at the top of the reports section specifies which recovery definition was met.

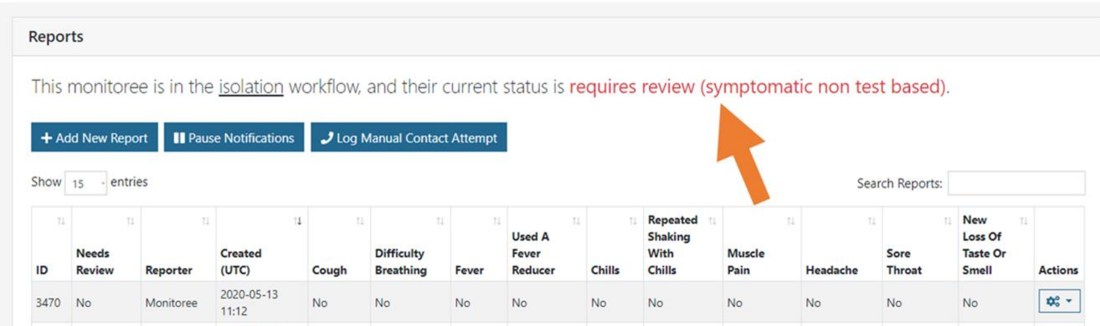

Figure 116: The recovery definition met is shown on each record that requires review

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***NOTE**: Newly enrolled or imported cases for whom the symptom onset date is >10 days ago AND for whom one symptom report that meets the recovery definition reporting requirements has been submitted, may show up on the "Records Requiring Review" list. This is because the system does not have a report to indicate otherwise that this monitoree has NOT been asymptomatic for longer (e.g., 72 hours which meets the symptomatic non test-based definition).*

To document laboratory tests for test-based recovery definition:

1) Navigate to the "**Reporting**" line list (on the Isolation Dashboard) and open the monitoree's record.

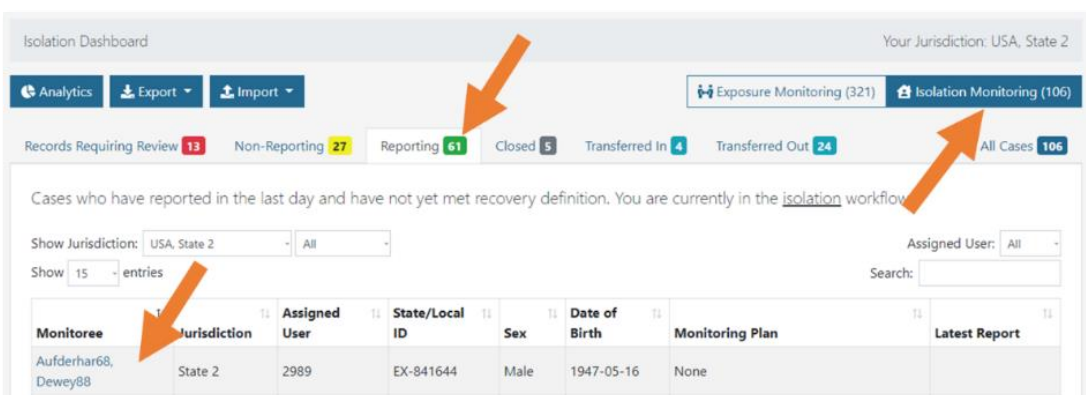

Figure 117: Open the monitoree's record

2) To add laboratory test results, click "**Add New Result**" in the Lab Results section.

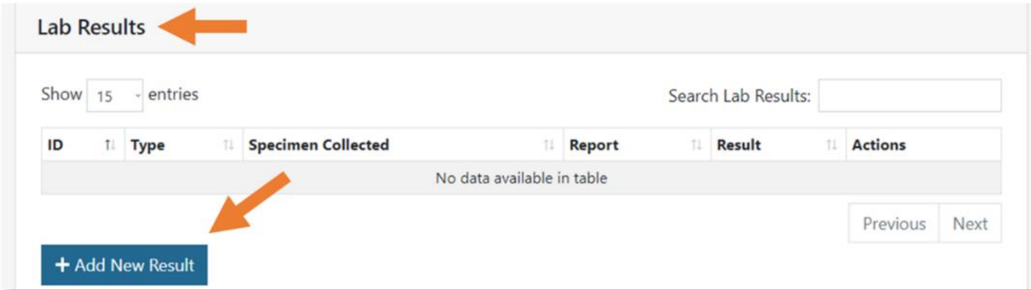

Figure 118: Add laboratory test results

3) Update fields with available data. The "**Result**" field is the only field currently processed for the test-based recovery definition. The other fields are provided as a minimal set of lab information required to assess if recovery definition was met.

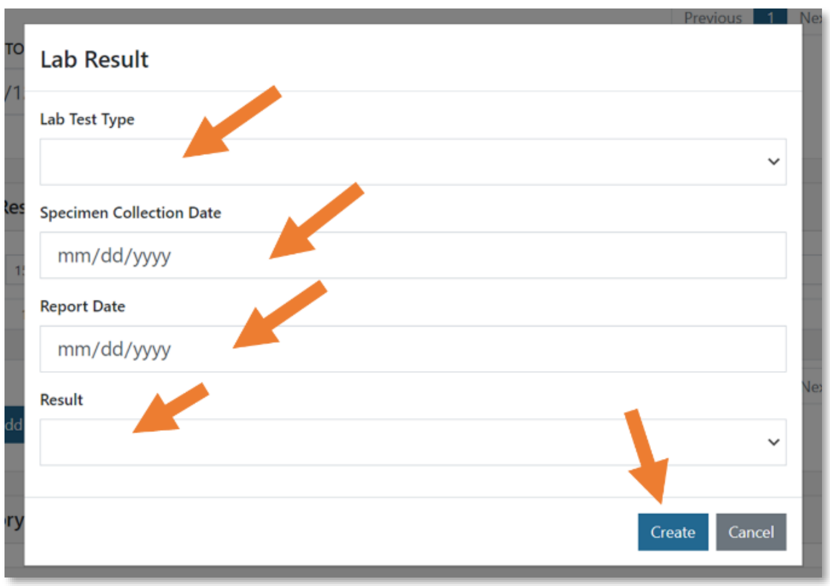

Figure 119: Add Lab Result information

4) Lab Results updates are documented in the History section.

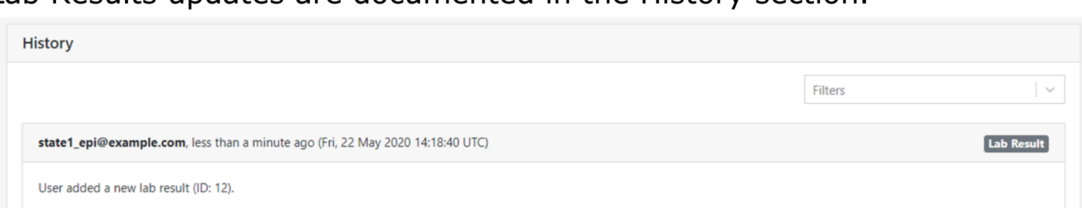

Figure 120: Sara Alert documents which user added lab results

5) Once a record has two documented negative test results and has reported no fever for >24 hours without the use of medication, they are moved to the "Records Requiring Review" tab.

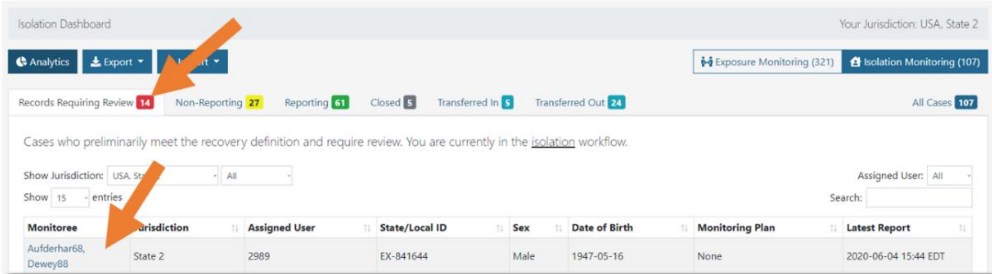

Figure 121: The record has moved to the "Records Requiring Review" line list

From Records Requiring Review to Reporting or Non-Reporting Line List

The current workflow for Version 1.5 is documented below. Workflow improvements are planned in a future release to make the steps more intuitive.

The Sara Alert recovery logic will refresh after updates to the record. The recovery logic will check the following data elements to determine if one of the recovery definitions may be met:

NOTE: *The "Review" function does not impact the isolation workflow. This is used to remove the "symptomatic" flag from records in the exposure workflow so that records can be moved off of the "symptomatic" line list if disease is not suspected.*

- Symptom Reports History to determine time since last report of fever and use of fever reducing medication
- Lab Result History
- Time since symptom onset date
- Time since positive laboratory result

To move a record that does not meet the recovery definition after review, update the relevant fields with available information that will disqualify the record from meeting the recovery logic. For instance, if a monitoree does not meet the symptomatic non test-based recovery definition because they used fever-reducing medication in the past 72 hours but failed to report it the relevant report should be updated to reflect that.

1) Update relevant information in Sara Alert.

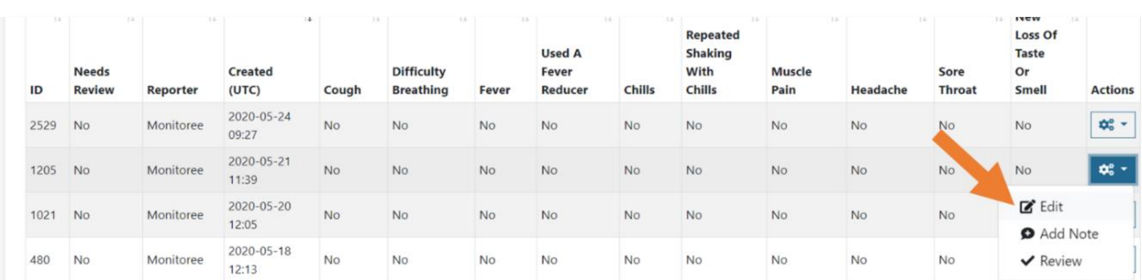

Figure 122: Update relevant information that system uses to determine if recovery is met

2) The system will refresh and move the record to the appropriate line list.

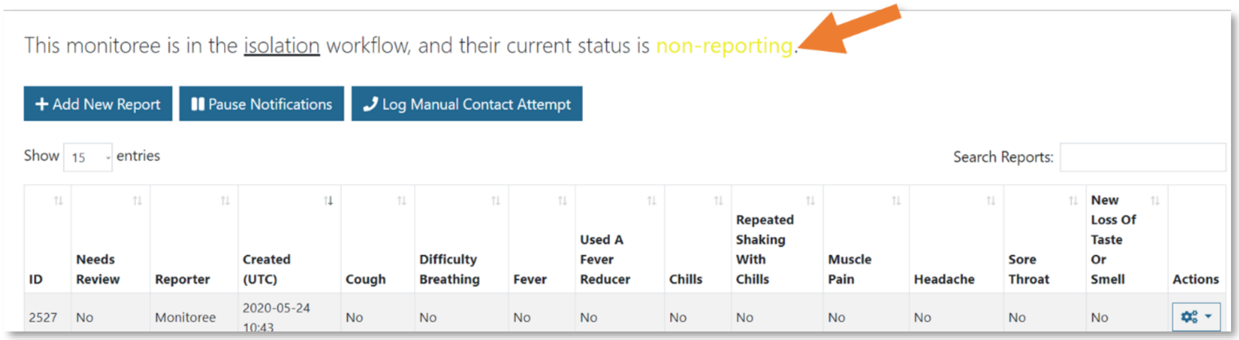

Figure 123: The record will be moved to appropriate line list

Manually Close Records for Monitorees who no Longer Require Follow-Up

Records are closed the same way in both workflows. The instructions below provide specific guidance for closing cases who are being monitored to determine when it is safe to discontinue isolation.

If a case will no longer be monitored by public health (e.g., meet criteria to discontinue monitoring, they are deceased, or lost to follow-up), the record can be closed so that it will not appear on the Active Monitoring line lists. The system will also stop sending notifications asking for Daily Reports.

Close Case that is on Reporting or Non-Reporting line List

1) After selecting the record of interest, update "**Monitoring Status**" to "**Not Monitoring**" to close the record.

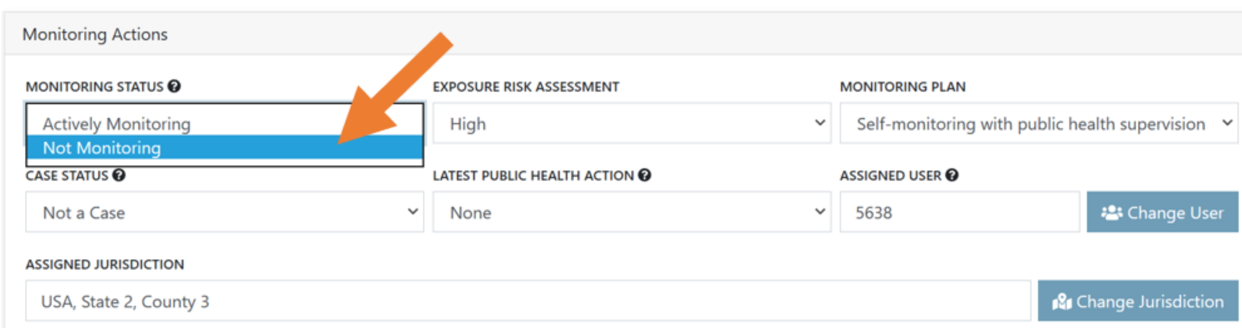

Figure 124: Change monitoring status

2) Document the reasons for status changes and any additional details.

The reasons for closure may include:

- Lost to follow-up during monitoring period
- Lost to follow-up (contact never established)
- Transferred to another jurisdiction (this reason should be selected if a record is transferred to a jurisdiction that is not participating in Sara Alert)
- Other

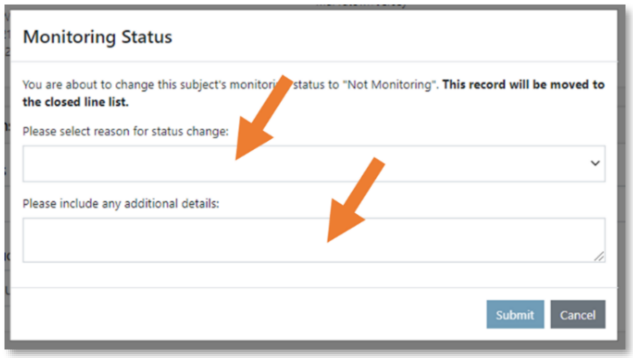

Figure 125: Document reason for monitoring status change

3) The change is documented in the record's history.

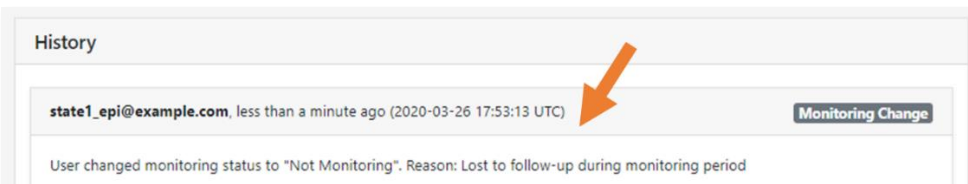

Figure 126: Comments are added to record history

4) The case will then move to the "Closed" line list. A record can be moved back to the Active Monitoring line lists by changing the monitoring status back to "Actively Monitoring".

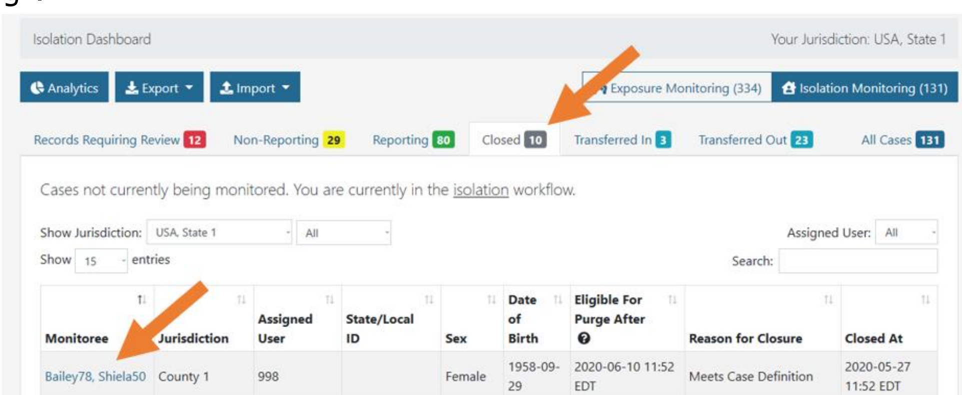

Figure 127: The record has been moved to the "Closed" line list

Move From Records Requiring Review Line List to Closed Line List

When cases have preliminarily met the recovery definition, they require a public health user's review to determine if they can be safely removed from isolation. The system will not automatically close these records. A public health user must close these records after confirming that the recovery definition has been met.

1) Navigate to the "**Records Requiring Review**" line list and open the monitoree's record.

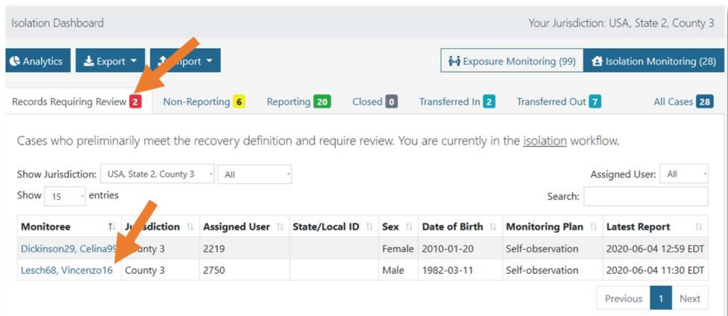

Figure 128: Open the monitoree's record

2) After follow-up with the case, if public health confirms that the recovery definition was met, close the case by changing the monitoring status to "Not Monitoring" and select "Meets criteria to discontinue isolation."

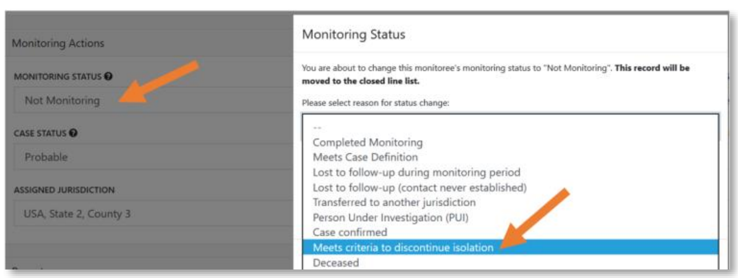

Figure 129: Discontinue isolation

3) The case's record will move to the "Closed" line list.

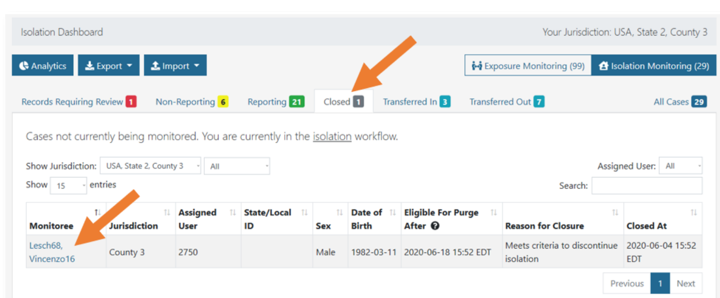

Figure 130: The record has been moved to the "Closed" line list

ANALYST ROLE CAPABILITIES

The analytics summary is generated using data from the records on both the exposure and isolation workflow dashboards, as applicable. See **page 62** for a description of the analyst role's capabilities.

ADMINISTRATOR ROLE CAPABILITIES

The administrator role operates in the same way for both the exposure and isolation workflows. See **page 63** for a description of the administrator role's capabilities.

CASE MONITOREES

Cases have the same user experience in the isolation workflow as they do in the exposure workflow. Case monitorees will receive messages during their monitoring period until the record is closed (see above for scenarios). See **page 66** for a description of the monitoree user experience.