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What is the purpose of household reporting? What is the significance of the Head of Household (HoH)?

- Household reporting improves reporting efficiency by allowing monitorees to report on symptoms as a group. The system sends one daily report message to the designated Head of Household to report on behalf of all defined household members in the system.
- The Head of Household will continue to receive messages if at least one household member is eligible to receive messages.

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Can multiple monitorees that are not in a household have the same contact information?

- **No.** All monitorees with the same contact information and Preferred Contact Method **MUST** be linked in a household to avoid reporting errors.

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How do I enroll a new reporting household?

1. Click “Enroll New Monitoree” to enroll Head of Household (by default the first record created).
2. On the enrollment review screen, select “Finish and add a Household Member.”
3. Enter information on the first enrollment screen and review remaining information.
4. Select “Finish and add a Household Member” to continue adding new household members.
5. Once all household members have been enrolled, click “Finish” at the bottom of the enrollment review screen to close household enrollment.

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What if household members are in a different jurisdiction from the HoH?

- A public health user can only view records within their assigned jurisdiction hierarchy. If a household member is not in an assigned jurisdiction that a user has access to, a user will not be able to see any reports submitted on that household members’ behalf.

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When are records automatically linked as a reporting household?

- On import when the preferred reporting contact information is an exact match
- On enrollment when the preferred reporting contact information is an exact match

When are records **NOT** automatically linked as a reporting household?

- If a record is *updated* with new contact information *after enrollment*, that monitoree will not be automatically added to an existing household. A user **must** use the “Add to Household” button to make this linkage to avoid reporting errors.

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Where can I see which monitorees are linked as a reporting household?

Household records are linked at the top of each monitoree’s record

- If a Head of Household, links are provided to each monitoree they are reporting on behalf of
- If a reporting household member, a link to the Head of Household reporter is provided.
- If not part of a reporting household, a message specifies this
- The 🏠 monitoring status symbol indicates a monitoree is a non-Head of Household member.

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How do I change the Head of Household reporter?

1. Open the Head of Household’s record. 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 and Click “Update”. The system will now send messages according to the Preferred Contact Method in that record.

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How does the Head of Household report for household members?

- **E-mailed Web Link:** Receives a single daily email with a weblink for each household member (indicated by the household member's initials and age). Clicks on daily report link to submit report for each household member, including self.
- **SMS Texted Web Link:** Receives two daily texts for each household member, the first with the household member's initials and age, the second with that household member's symptom report weblink. The texts are sent in order so that the household member's weblink immediately follows the text with their initials and age. Clicks on daily report link to submit report for each household member, including self.
- **SMS Text Message:** Replies "yes" or "no" to a single daily text message asking about the presence of ANY symptoms in ANY actively monitored household members (initials and ages are listed to identify household members).
- **Telephone Call:** Replies "yes" or "no" to a single daily automated phone call asking about the presence of ANY symptoms in ANY actively monitored household member (initials and ages are listed to identify household members).

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How do I modify an existing reporting household?

To move monitree record into a reporting household:

1. Open record of interest and click the "Move To Household" button.
2. From the drop-down, select the name of the person who should report on behalf of the current monitree. Select "Update."

To remove monitree from reporting household:

1. Open record of interest and select "edit details" then "edit" for the "Contact Information" section.
2. Update email and primary telephone number (must be different from head of household record).
3. Select "Next" then "Finish" to save the changes.
4. Select "Remove from Household."

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What if contacts in a reporting household are being exposed to a case that is still infectious?

1. **Option 1: By setting continuous exposure**
 - Open record of reporting household member who has ongoing exposure
 - Click "Continuous Exposure" and select appropriate option
 - Close reporting household case when appropriate. If needed, select toggle to update Last Date of Exposure for reporting household members with continuous exposure.
2. **Option 2: By Future-Dating Last Date of Exposure**
 - Open record of reporting household member who has ongoing exposure
 - Set the Last Date of Exposure to match the case's expected end of Isolation and select appropriate toggle option.

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How does pausing notifications work for households?

- Pausing notifications for the Head of Household will stop daily report message for all household members.
- Pausing notifications on records of household member who are not the Head of Household has no effect since household members do not receive messages.