Sara Alert™

Secure monitoring and reporting for public health

User Guide

Software Version 1.38

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2 ABOUT SARA ALERT™

Sara Alert™ serves as a force multiplier that supports 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 ("monitorees") at risk of developing a disease of interest, for example COVID-19. Once enrolled, monitorees 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.

Sara Alert™ also enables public health officials to enroll cases who require monitoring to determine when it is safe to discontinue home isolation. Cases also receive automated reports asking about their status. If a monitoree 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**.

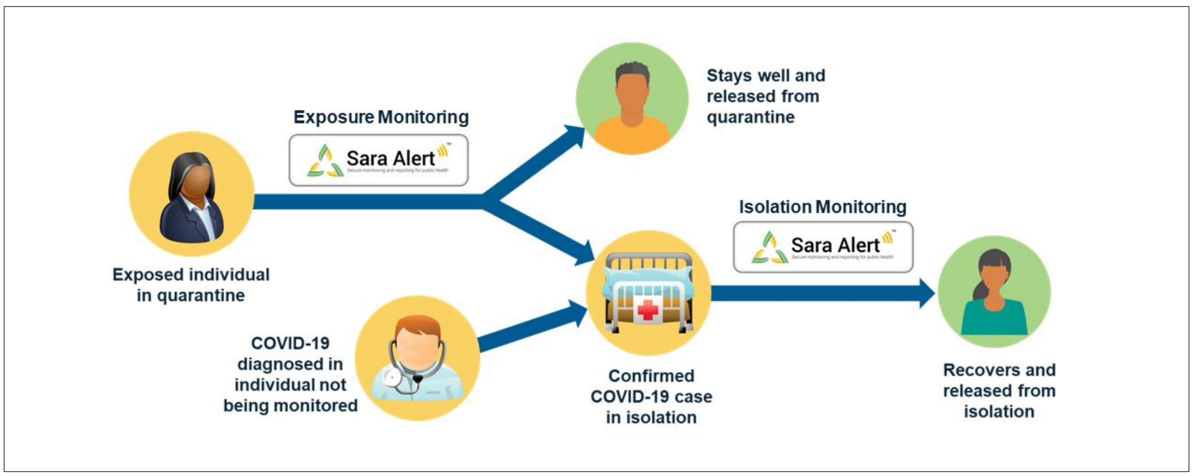


Figure 1: Sara Alert™ Concept of Operations

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.

2.1 The Sara Alert™ API

To support interoperability and exchange of information with other information technology (IT) systems, the Sara Alert™ system has implemented an Application Programming Interface (API) using SMART on HL7 Fast Healthcare Interoperability Resources (FHIR) API standards and specifications.

Additional standards used to support the API include:

- FHIR Release 4 (R4), its components, and specifications
- SMART application launch framework
- C# FHIR library
- OAuth 2.0

The Sara Alert™ API documentation is available to users on GitHub here.

2.1.1 Get Started Using the API

No matter the workflow, in order to use the Sara Alert™ API and ensure security of application data, the client must go through a three-step process before reading or writing any data.

1. **Registration**: Register as a Client Application with Sara Alert™ (one-time step) by emailing sarasupport@aimsplatform.com to request access. The registration process allows Sara Alert™ to pre-authorize and curate the clients that will be using the Sara Alert™ API. Registration is a manual step, as is traditional.
2. **Authorization**: Go through an authorization process to obtain access token for API requests.
3. **Authentication**: Use the obtained access token to make API requests to the Sara Alert API.

2.1.2 Supported Workflows

Sara Alert currently supports two different workflows for API use. Both of these workflows are SMART-on-FHIR standards.

1. SMART on FHIR App Launch Framework "standalone launch". This expects and requires a user in the loop. 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 158**). After an application is authorized, users must individually be given "API access" by their local jurisdiction administrators. Please contact your local administrator to be granted this access.
2. SMART on FHIR Backend Services. This is complementary to the above flow and does not require a user in the loop.

3 GETTING STARTED

3.1 Terms to Know

Before logging in and getting started using Sara Alert™, you should understand how these basic terms are used in Sara Alert. These terms are used frequently throughout the Sara Alert system, as well as this guide; each has a very specific meaning in Sara Alert. For a full list of terms used in this guide, download the Sara Alert Resource Glossary at saraalert.org/guides.

Household: A specific group of monitorees who report to Sara Alert together. A special monitoree in the group, the Head of Household, reports for all the monitorees in the Household. **Section 11** starting on **page 117** covers Households.

jurisdiction: The specific area that a public health organization serves. For example, a jurisdiction for a public health organization may be a state, a territory, a tribe, a county, or a city. A jurisdiction may have sub-jurisdictions (e.g., counties within a state). In Sara Alert, "jurisdiction" determines which users can see which monitorees. Each Sara Alert user is assigned to a specific jurisdiction and can only see the monitorees who have been assigned to that jurisdiction (or any sub-jurisdictions).

line list: A list of monitorees grouped by certain descriptors, like symptom status or reporting status. You can use line lists to easily find monitorees who need follow-up, for example, using the Non-Reporting line list to reconnect with monitorees that have not submitted a report within the expected time-period.

monitoree: A person who has been enrolled in Sara Alert because they have been exposed to or have an active case of a disease of interest.

record: The information in Sara Alert about a monitoree. Each record has its own Sara Alert ID number and web address. Sara Alert users can see the following information in a monitoree's record:

- Monitoree Details
- Monitoring Actions
- Reports
- Lab Reports
- Vaccinations
- Close Contacts
- History

report: The questionnaire asking about a monitoree's status (including symptoms). Reports may be sent to the monitoree automatically via their Preferred Reporting Method (**automated report**), or manually entered by a user.

user: A person who has a Sara Alert account.

view: One of five system views in Sara Alert. The five views are: Monitoring Dashboards, Analytics, Admin Panel, Enroller Dashboard, Enroller Analytics. Each view serves a different function. For example, the Monitoring Dashboards let you view and manage monitorees, while the Admin Panel lets you manage users. Different user roles can access different views.

workflow: One of two ways monitorees are monitored in Sara Alert, depending on whether they are exposed to or are sick with the disease of interest. See the **Workflow Summary** on **page 5** for more information.

3.2 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 39**.
- **Isolation Monitoring Workflow:** allows public health to monitor cases daily to determine when they preliminarily meet a recovery definition and it may be safe to discontinue isolation. This workflow is described in more detail starting on **page 44**.

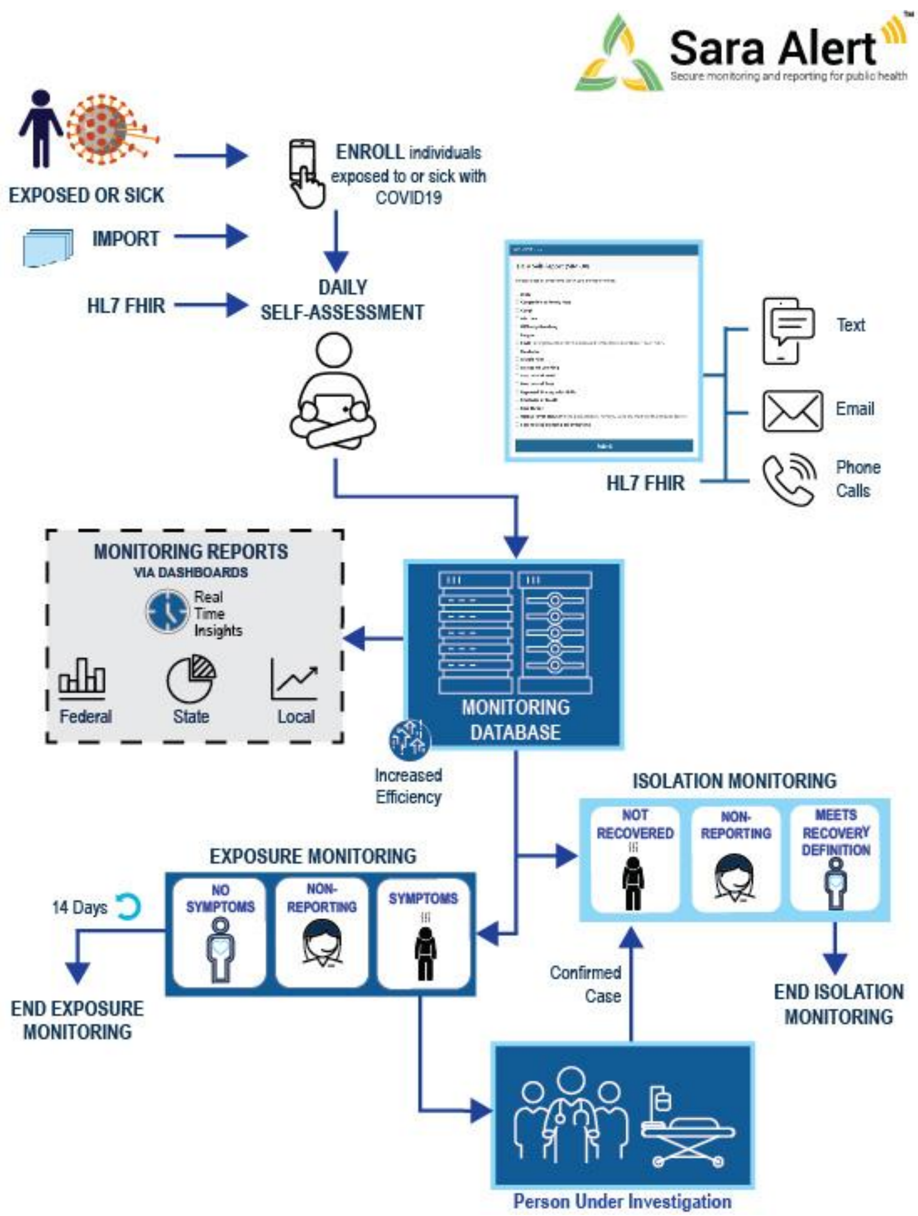


Figure 2: Sara Alert™ Workflow Summary

3.3 How to Log In to Sara Alert

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.

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.

TIP: If you are having difficulty logging in with the temporary password, type it in instead of using cut and paste

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**."

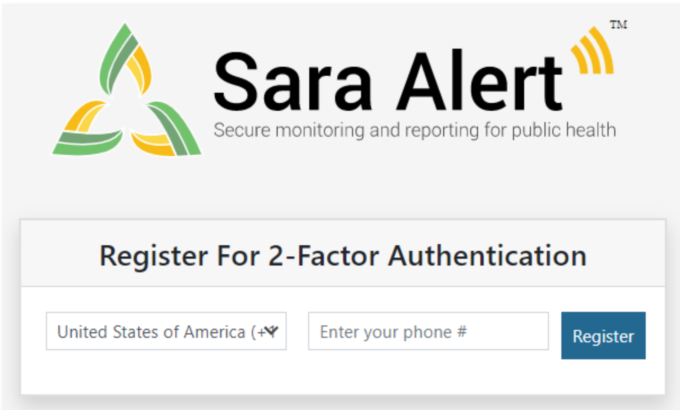


Figure 4: Enter your phone number

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"**

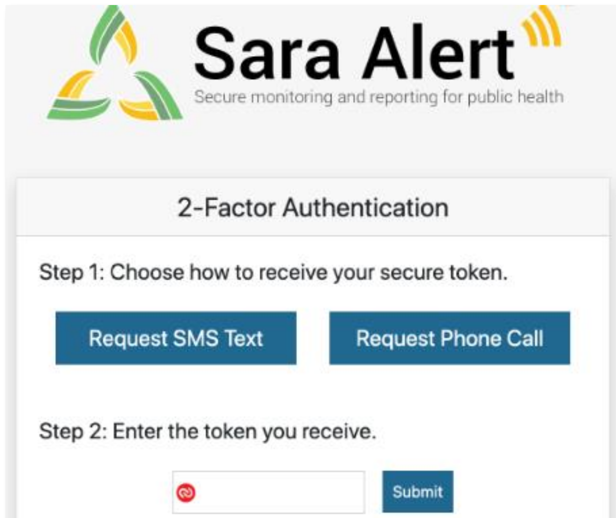


Figure 5: Choose your 2FA method

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

- **Enroller**: Enroller Dashboard
- **Public Health, Public Health Enroller, Contact Tracer, or Super User**: Monitoring Dashboards
- **Analyst**: Analytics
- **Administrator**: Admin Panel

Page 9 provides an overview of each Sara Alert view.

6) Your username and user role are listed in the upper right-hand corner of the screen.

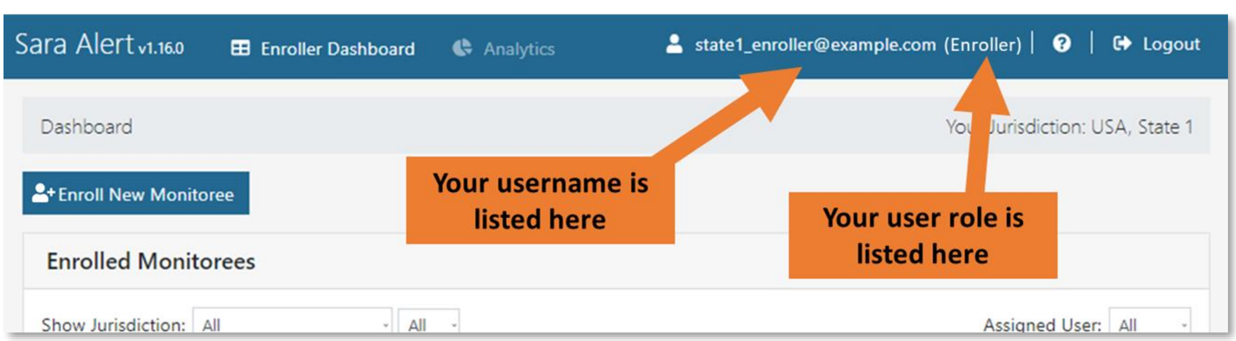


Figure 6: Your Sara Alert™ username and user role

7) Your assigned jurisdiction is listed in the upper right-hand corner of the screen. Your record view is restricted to what you have access to based on your jurisdiction access and assigned role (See Role Overview starting on **page 17**).

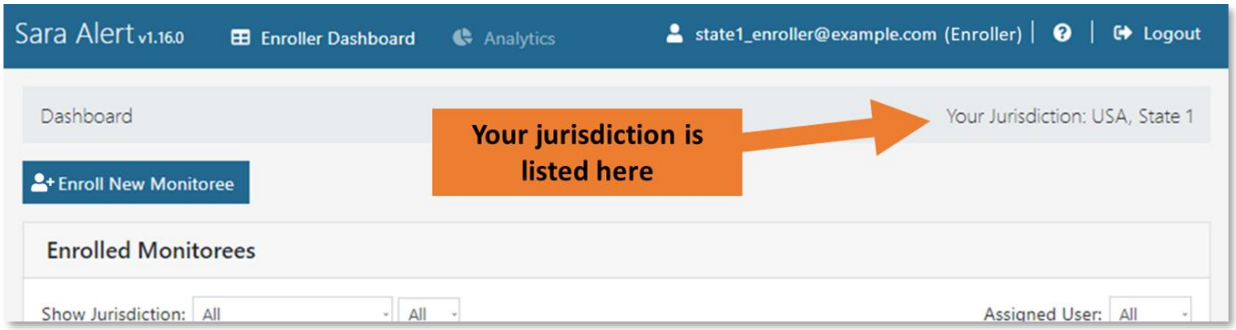


Figure 7: Your Sara Alert™ jurisdiction

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

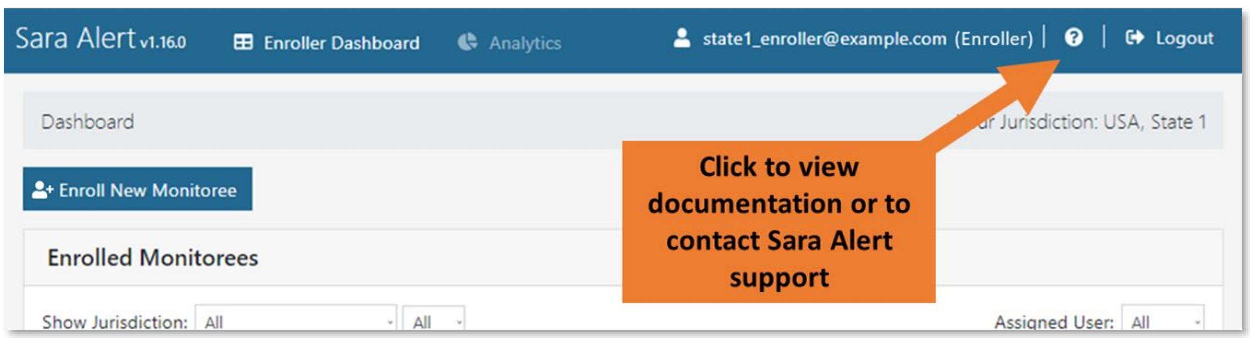


Figure 8: Access to Sara Alert™ resources

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

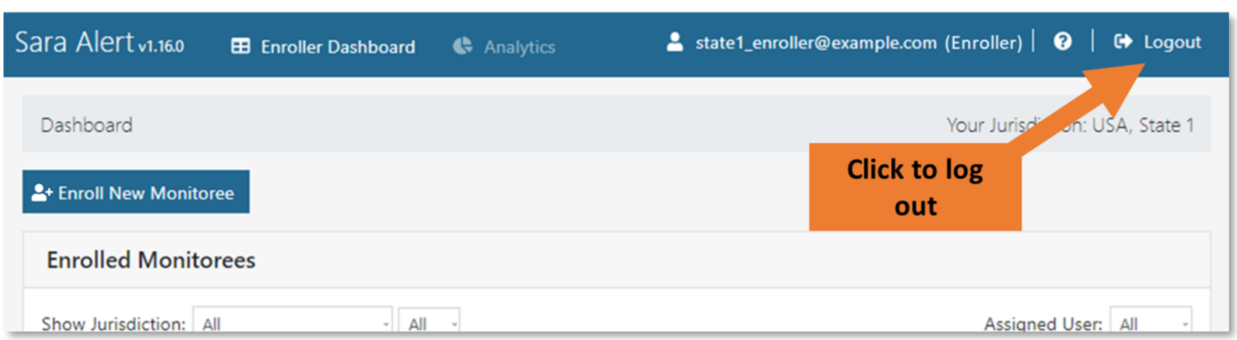


Figure 9: The logout button

3.4 Sara Alert™ Views

Once you have logged into Sara Alert™, you will be able to start accessing data in the system. Data in Sara Alert is organized into "views." There are five different views in Sara Alert. Each view lets you see or manage different types of data for your jurisdiction. The five views are:

- **Monitoring Dashboards:** A detailed list of monitorees in your jurisdiction, organized into line lists based on their status. Depending on your user role, you may be able to find and view monitoree records, enroll monitorees, import records, and export record data from the Monitoring Dashboards. Depending on the disease you are monitoring, the Monitoring Dashboards may include the following:
    - **Exposure Dashboard:** Contains the line lists of monitorees who are being monitored for potential exposure to a disease.
    - **Isolation Dashboard:** Contains the line lists of cases who are being monitored.
    - **Global Dashboard:** Shows all monitorees in the jurisdiction.
- **Analytics:** Contains tables, charts, and maps summarizing monitoring data for your jurisdiction.
- **Admin Panel:** Contains all user management functions, including a list of users in your jurisdiction.
- **Enroller Dashboard:** A simplified list of monitorees the user has enrolled. You can find and view enrollment information for these monitorees.
- **Enroller Analytics:** A simplified summary how many monitorees you have enrolled.

Not every user can see every view. Your user role determines which view(s) you can access. Table 1 shows which user roles can see which views. If you need access to a view that your role cannot access, contact your jurisdiction's Administrator or Super User.

Table 1: Access to Sara Alert™ views by user role

View	Enroller	Public Health	Public Health Enroller	Contact Tracer	Analyst	Adminis-trator	Super User
Monitoring Dashboards		✓	✓	✓			✓
Analytics		✓	✓		✓		✓
Admin Panel						✓	✓
Enroller Dashboard	✓						
Enroller Analytics	✓						

If you have access to multiple views, you can switch between them by clicking on the view name at the top left your screen, above where your current view is shown.

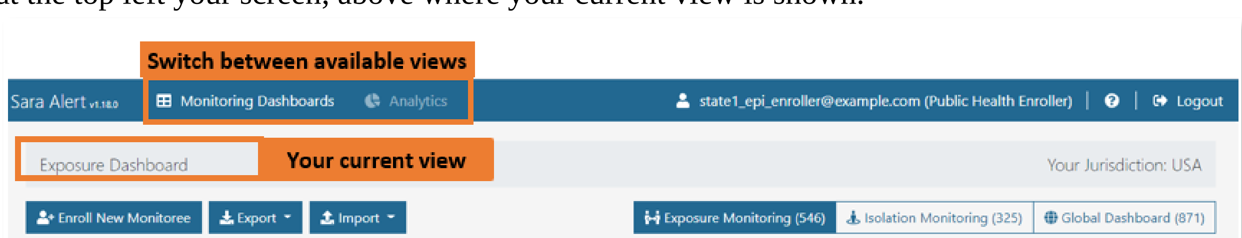


Figure 10: You can switch between views and see your current view at the top of your screen.

3.4.1 Monitoring Dashboards

The Monitoring Dashboards views are the main views used for managing monitorees. These views contain a list of all the monitoree records in your jurisdiction, organized by workflow and line list. The Monitoring Dashboard views are configurable based on the disease being monitored. For COVID-19, there are dashboard views for the Exposure Workflow and the Isolation Workflow, as well as a combined Global Dashboard, which shows all monitorees in the jurisdiction, across both workflows.

Which users can access the Monitoring Dashboards views?

- Public Health users
- Public Health Enrollers
- Contact Tracers
- Super Users

3.4.1.1 How do I navigate the Monitoring Dashboards views?

You can navigate the Monitoring Dashboards using the areas of the screen highlighted in Figure 11 below.

- **View your current workflow** in the top left of the screen.
- **Switch between different workflow views** by clicking the tabs at the top right of the screen (see **page 62** for more information).
- **Switch between line lists** by clicking the line list tabs or **see all records in the workflow** by clicking the tab at the far right (**see page 62** for more information).
- **Change the number of records displayed per page** at the bottom left of the screen.
- **Navigate to different pages of records** at the bottom right of the screen.

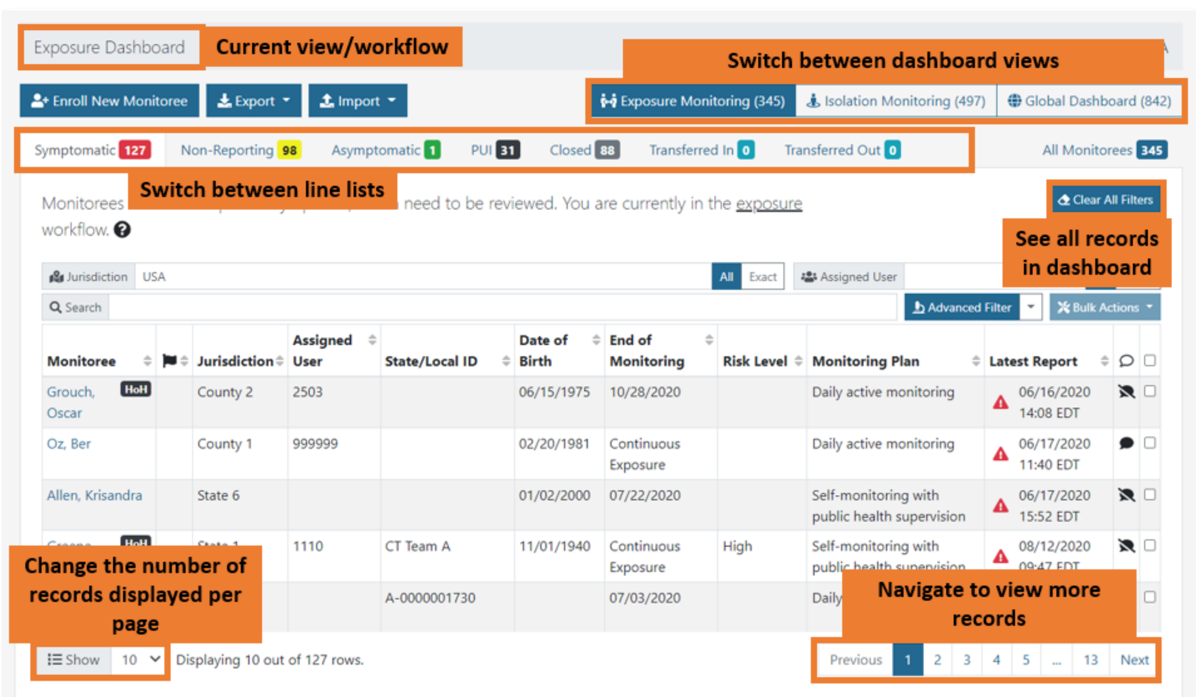


Figure 11: You can navigate the Monitoring Dashboards using the highlighted areas.

3.4.1.2 How do I find records of interest?

You can use a few different search features on the Monitoring Dashboards to find specific records. The Monitoring Dashboards also use icons and symbols to highlight priority records. Some of these features are highlighted in Figure 12.

- **Search for specific records** using the search bar, jurisdiction filter, assigned user filter, and Advanced Filters. **Clear all filters and searches** using the "Clear All Filters" button. Section 10.2.4 on **page 63** covers how to search and filter for records.
- **Sort a column** by clicking the arrows in the column header.
- **The "HoH" icon** indicates a Head of Household.
- **The "Alert" icon** indicates a monitoree's latest report was symptomatic.
- **The "Flag" icon** indicates a monitoree was manually flagged for follow-up.
- **The "Child" icon** indicates a monitoree is a minor (under 18 years of age).
- **The total number of records meeting search and filter criteria** is shown at the bottom of the page.

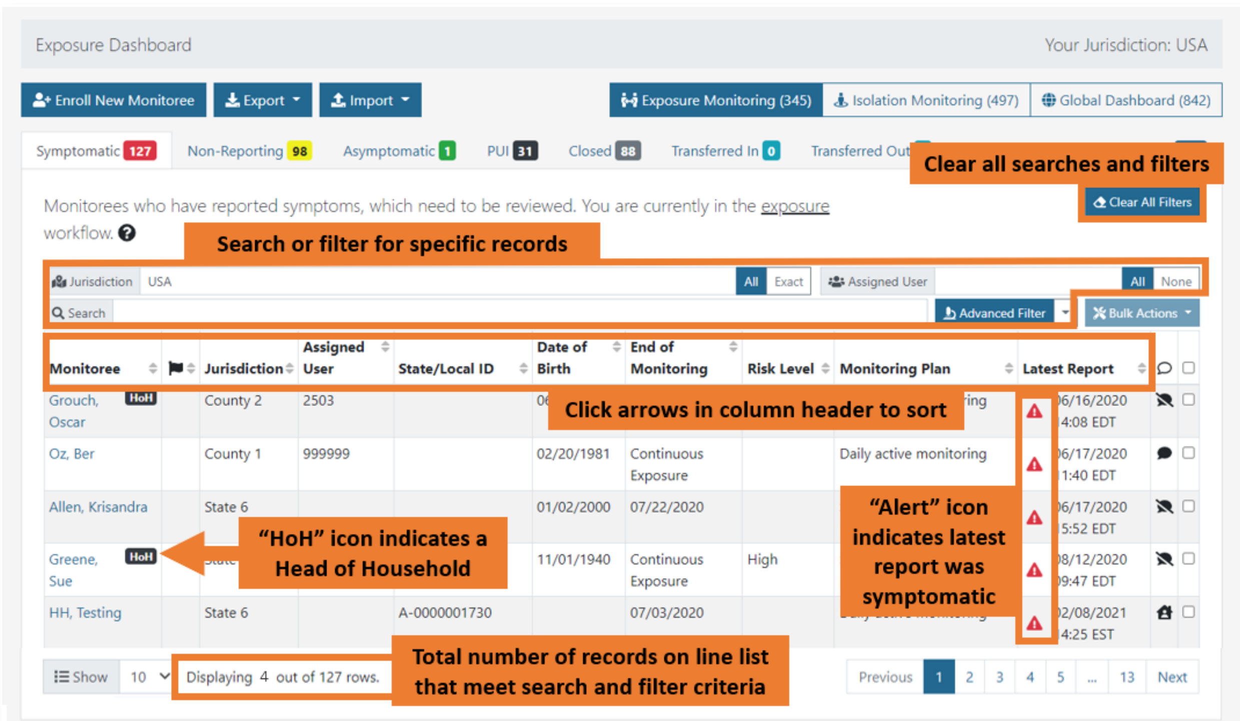


Figure 12: You can use the highlighted areas to find records of interest.

3.4.1.3 What else can I do from the Monitoring Dashboards?

You may be able to do some or all of the following, depending on your user role:

- Public Health users, Public Health Enrollers, Contact Tracers, and Super Users can:
  - **View a monitoree's record** by clicking their name. See Section 10.1.1 on **page 60** for more information.

  - **View a monitoree's notification eligibility status** by hovering over the icon in the column with the "speech bubble" header. Section 10.2.9 on **page 79** covers how these icons are used.
  - **Select and update multiple records** using Bulk Actions. Section 10.2.11 on **page 84** covers Bulk Actions.

- Public Health Enrollers, Contact Tracers, and Super Users can:
  - **Manually enroll new monitorees** using the enrollment wizard. Manual enrollment is covered in Section 9.1, starting on **page 50.**
- Public Health users, Public Health Enrollers, and Super Users can:
  - **Import** records to enroll multiple monitorees at once. Import is covered in section 9.2, starting on **page 52**.
  - **Export** record data. See section 12 on **page 134** for more information.

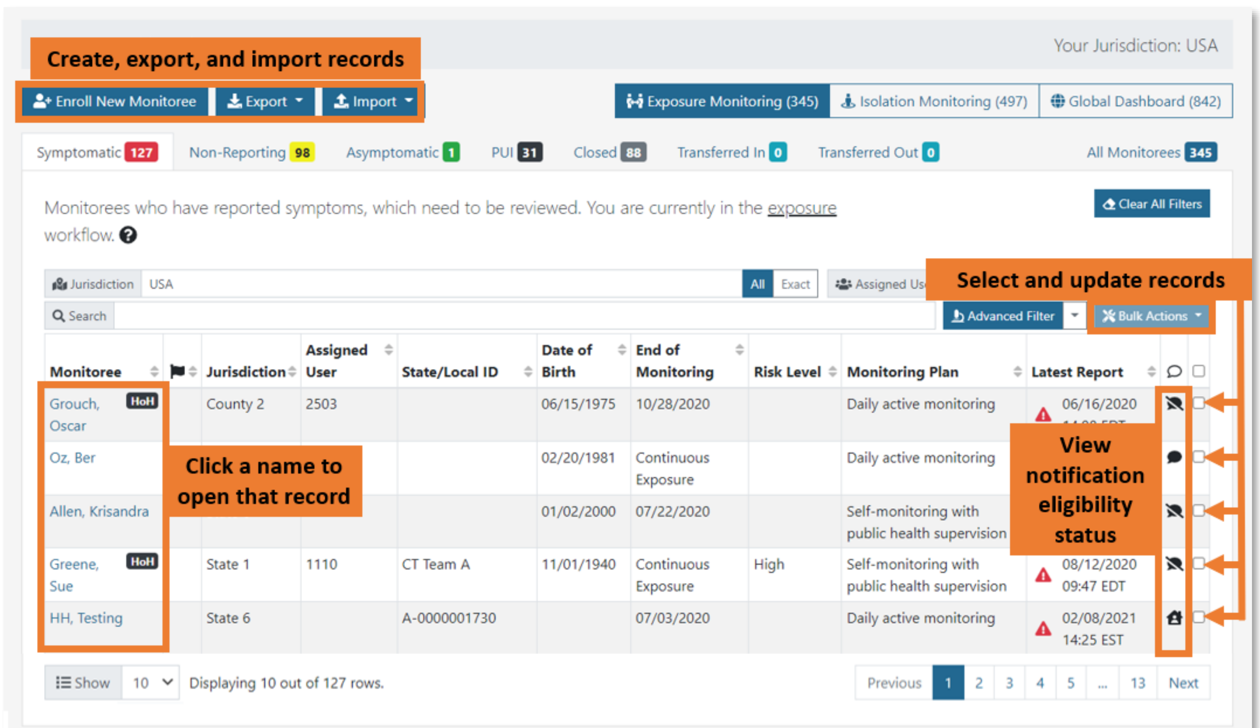


Figure 13: Some users can perform other capabilities from the Monitoring Dashboards.

3.4.2 Analytics

The Analytics view shows a summary of data for monitorees in your jurisdiction. The data is displayed in charts, tables, and maps and is aggregated, so it does not contain information about specific monitorees. Analytics are updated daily.

Which users can access the Analytics view?

- Analysts
- Public Health users
- Public Health Enrollers

- Super Users

3.4.2.1 What can I do and see in the Analytics view?

The following capabilities are highlighted in Figure 19 below:

- **View the last time the Analytics view was updated** at the top left of the screen.
- **Export the Analytics view** as an image using the button at the top right (see **page 146** for more details)
- **You will need to scroll down** to see the full view.

Section 13 starting on **page 145** covers the Analytics view in greater detail.

Figure 14: You can see high-level data summaries in the Analytics view.

3.4.3 Admin Panel

The Admin Panel lets you see and manage users in your jurisdiction. You can use the Admin Panel to set up accounts and help users with locked accounts and password resets. This view is typically only accessible by top level users in a jurisdiction.

Which users can access the Admin Panel?

- Administrators
- Super Users

3.4.3.1 What can I do and see in the Admin Panel?

You can use the Admin Panel to do the following:

- View account information about users in your jurisdiction.
- Add a new user to your jurisdiction.
- Export a list of users in your jurisdiction.

- Lock or unlock a user's account.
- Edit a user's account information, jurisdiction, or role.
- See a log of changes to a user's account.
- Give a user access to the Sara Alert API.

Section 14, starting on **page 151**, covers how to use the Admin Panel.

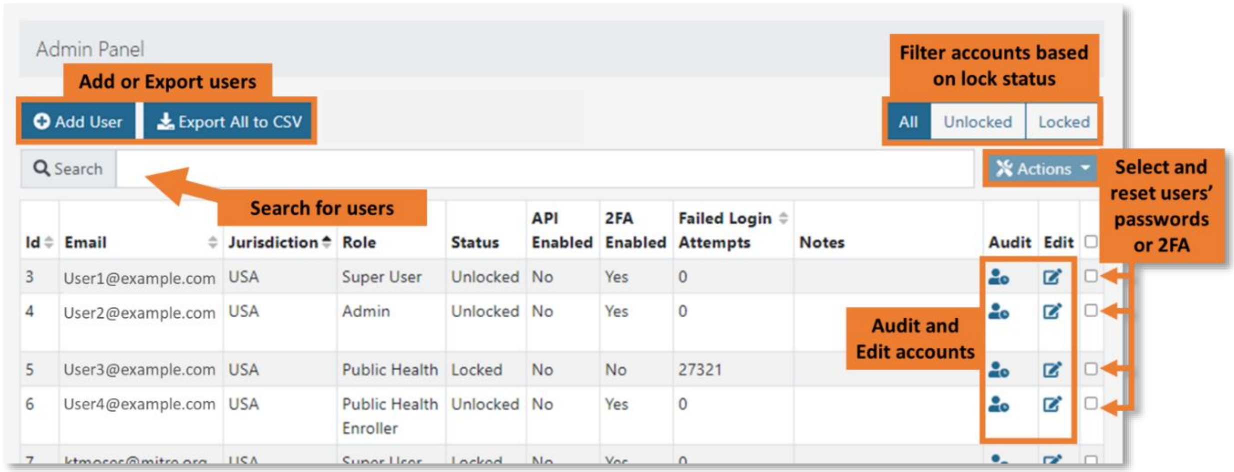


Figure 15: You can manage users from the Admin Panel.

3.4.4 Enroller Dashboard

The Enroller Dashboard is a limited view that you can only access as an Enroller user to see and manage the monitorees you have enrolled, as well as to enroll new monitorees.

You can use the Enroller Dashboard to:

- **Manually enroll new monitorees** using the enrollment wizard. Manual enrollment is covered in Section 9.1, starting on **page 50.**
- **View and edit enrollment information for monitorees you enrolled** by clicking their name. See Section 10.1.1 on **page 60** for more information.

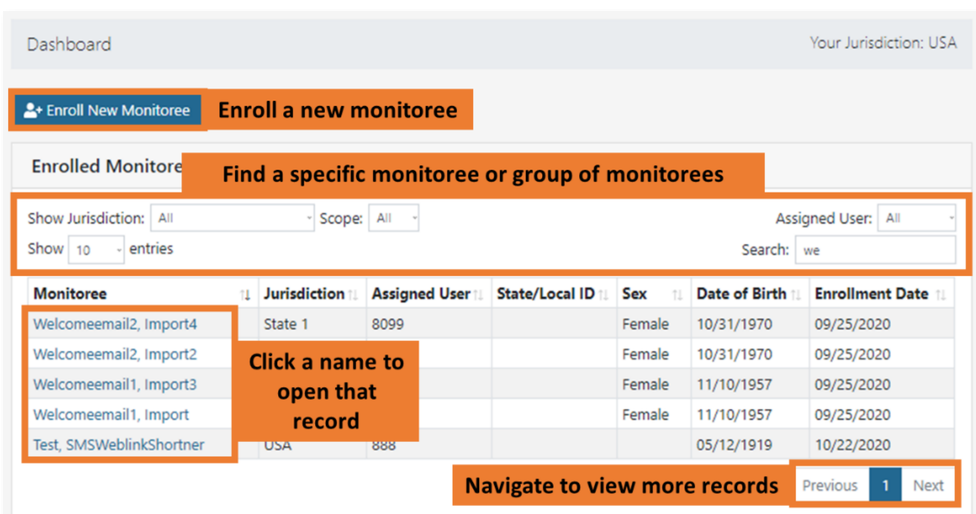


Figure 16: Enroller users have a special dashboard view.

3.4.5 Enroller Analytics

The Enroller Analytics view is a limited view that you can only access as an Enroller user to see basic information about the monitorees you have enrolled and all monitorees enrolled in your jurisdiction.

The Enroller Analytics view shows:

- **The number of monitorees enrolled** by you (right) and your jurisdiction overall (left).
- **The total reports submitted** for monitorees you enrolled (right) and all monitorees in your jurisdiction (left)

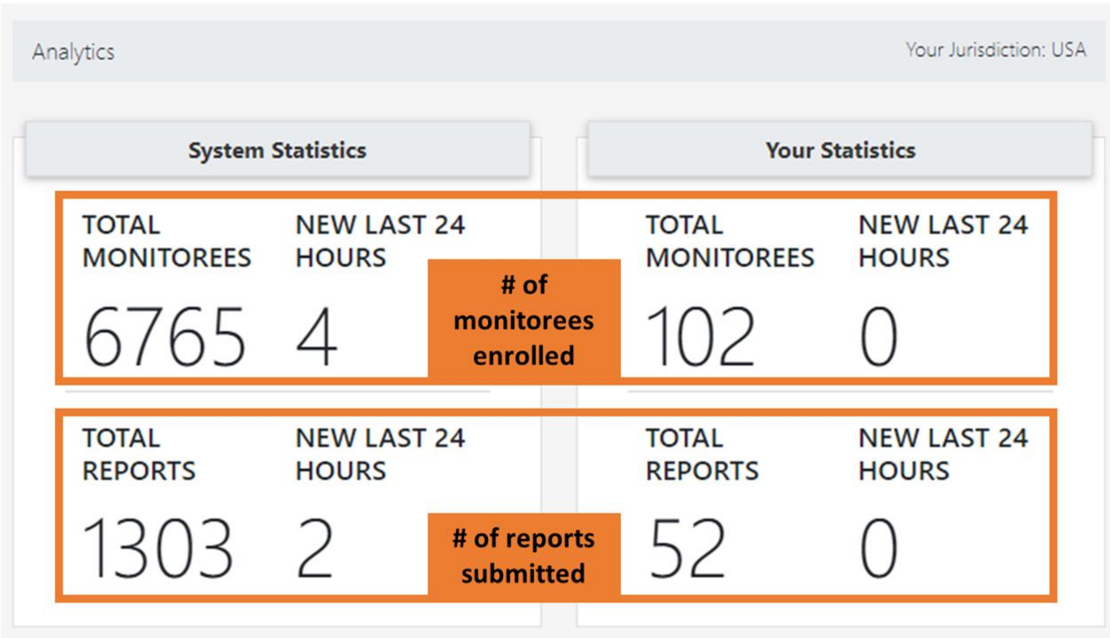
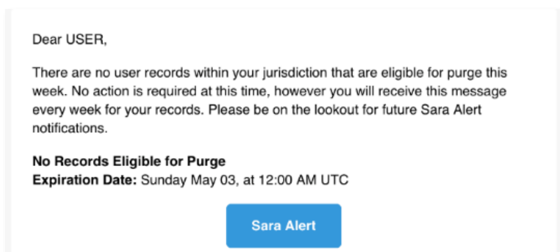


Figure 17: Enroller users have a special dashboard view.

3.5 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 all records that are forecasted to be eligible to be purged of identifying information on Saturday at 11:59 pm UTC (e.g., For COVID-19, records that at Saturday 11:59 UTC will have not been updated for 14 days). An email notification will be sent to local Administrators and Super Users indicating how many, if any, purge-eligible records are in the user's jurisdiction. Administrators will need to coordinate with a Public Health user, Public Health Enroller, Contact Tracer, or Super User to export records for retention before purge if necessary while Super Users are able to export records themselves.



TIP: Use an online converter to convert UTC to your local time zone.

Figure 18: 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.

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 listed below are kept for each record after purge:

- Age
- Sex at Birth
- Race(s)
- Ethnicity
- Record Creation Time
- Last Record Update Time
- Record Creator (username)
- Assigned jurisdiction
- Symptom onset date
- Sara Alert ID of HoH (if applicable)
- Workflow (at time of purge)
- Address county
- Reason for closure
- Exposure Risk Assessment
- Monitoring Plan
- Was a close contact of a known case (true/false)
- Was a member of Common Exposure Cohort (true/false)
- Traveled to affected country or area (true/false)
- Laboratory personnel (true/false)
- Healthcare personnel (true/false)
- Was in a healthcare facility with known cases (true/false)
- Was crew member of a passenger or cargo flight (true/false)

4 USER ROLE OVERVIEWS

Each jurisdiction using Sara Alert™ can create and manage accounts for their users. The **Administrator** and **Super User** roles control who in your jurisdiction has a Sara Alert account. They also can set the role for each user. There are seven Sara Alert user roles, each with a different set of capabilities. A user may only have one role per account/email address. A user should be assigned a role with the fewest capabilities and least record access required to perform their job (i.e., if a user only needs to be able to enroll monitorees, a Super User account would not be appropriate). See **page 151** for more information on how Administrators and Super Users manage users in their jurisdiction.

TIP: See the [Quick Start Guide for User Types]

Table 2 gives an overview of the different capabilities available to each role:

Table 2 Functional Summary by Role

Capability	Enroller	Public Health	Public Health Enroller	Contact Tracer	Analyst	Adminis-trator	Super User
Enroll New Exposed Monitoree	✓		✓	✓			✓
Enroll New Case	✓		✓	✓			✓
Add Close Contacts		✓	✓	✓			✓
Enroll Close Contacts			✓	✓			✓
View/Modify Enrollment Details	✓	✓	✓	✓			✓
View Monitoring Line Lists		✓	✓	✓			✓
View/Modify Monitoring Actions		✓	✓	✓			✓
View/Add/Modify Daily Reports		✓	✓	✓			✓
View/Add Lab Reports		✓	✓	✓			✓
View/Add Vaccinations		✓	✓	✓			✓
Flag Monitoree for Follow-Up		✓	✓	✓			✓
Transfer Records		✓	✓				✓
View History/Add Comments		✓	✓	✓			✓
Import records		✓	✓				✓
Export Records		✓	✓				✓
View and export analytics		✓	✓		✓		✓
Add/modify system users						✓	✓
View list of system users						✓	✓
Record Access	Only records added by the user	All records in jurisdiction	All records in jurisdiction	All records in jurisdiction	None; View Aggregate Data Only	None; Manage users in jurisdiction	All records and users in jurisdiction

4.1 Enroller Role

An **Enroller** is a trusted user who can add new monitorees into Sara Alert™ who require public health monitoring. Enrollers can enroll monitorees into either the exposure or isolation workflow.

TIP: See the [User Guide for Enrollers and Quick Start Guide for Enrollers]

4.1.1 What Data can Enrollers Access?

- ✓ Enrollers can access these views:
    - Enroller Dashboard
    - Enroller Analytics
- ✓ Enrollers have limited access to records that they added to the system only.
- ✓ Enrollers can only view or modify data elements that can be entered during enrollment including demographics, exposure history, and planned travel;
- ✗ Enrollers **cannot** view monitoring actions, report information, lab reports, vaccinations, close contacts, or history.

4.1.2 What can Enrollers do?

- ✓ Enroll a new monitoree
- ✓ 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 jurisdiction is the default jurisdiction assigned to a record.
- ✓ View and modify enrollment details of monitorees enrolled by user
- ✓ View summary enrollment statistics by user and user jurisdiction
- ✗ **Cannot** see or edit monitoring actions, daily reports, close contacts, lab reports, vaccinations, or history
- ✗ **Cannot** view the analytics summary
- ✗ **Cannot** view the monitoring dashboards or line lists
- ✗ **Cannot** import monitorees into Sara Alert
- ✗ **Cannot** export any data from Sara Alert
- ✗ **Cannot** manage users
- ✗ **Cannot** set or see a monitoree's follow-up flags

4.2 Public Health Role

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

TIP: See the **Quick Start Guides for Public Health Users**

4.2.1 What Data can Public Health Users Access?

- ✓ Public Health users can access these views:
    - Monitoring Dashboards
    - Analytics
- ✓ Public Health users can view all data elements associated with a record.
- ✓ Public Health users can only access records associated with their assigned jurisdiction.

4.2.2 What can Public Health Users do?

- ✓ View the monitoring dashboards and line lists of monitorees in their jurisdiction
- ✓ View and modify enrollment details of monitorees in jurisdiction, including contact and exposure information

- ✓ Set monitoring actions to move monitorees between line lists, workflows, and jurisdictions or to document public health actions
- ✓ View, add, and modify (to correct errors) monitoree reports
- ✓ View and add comments to record history
- ✓ View and export their jurisdiction's analytics summary
- ✓ Import a list of monitorees to enroll them in Sara Alert
- ✓ Export monitoree record data
- ✓ View, add, edit, and delete close contacts, lab results, and vaccinations for a monitoree
- ✓ Manually flag a monitoree for follow-up
- × **Cannot** manually enroll monitorees
- × **Cannot** manage users

4.3 Public Health Enroller Role

A **Public Health Enroller** is a trusted user who **has all the capabilities of a Public Health user but can also enroll new monitorees**. This role should be assigned only if a user needs to perform the duties of both roles.

4.3.1 What Data can Public Health Enrollers Access?

- ✓ Public Health Enrollers can access these views:
  - Monitoring Dashboards
  - Analytics
- ✓ Public Health Enrollers can view all data elements associated with a record.
- ✓ Public Health Enrollers can only access records associated with their assigned jurisdiction.

4.3.2 What can Public Health Enrollers do?

- ✓ Manually enroll monitorees
- ✓ View the monitoring dashboards and line lists of monitorees in their jurisdiction
- ✓ View and modify enrollment details of monitorees in jurisdiction, including contact and exposure information
- ✓ Set monitoring actions to move monitorees between line lists, workflows, and jurisdictions or to document public health actions
- ✓ View, add, and modify (to correct errors) monitoree reports
- ✓ View and add comments to record history
- ✓ View and export their jurisdiction's analytics summary
- ✓ Import a list of monitorees to enroll them in Sara Alert
- ✓ Export monitoree record data
- ✓ View, add, edit, and delete close contacts, lab results, and vaccinations for a monitoree
- ✓ Manually flag a monitoree for follow-up
- × **Cannot** manage users

4.4 Contact Tracer Role

A **Contact Tracer** is a trusted user who can manage the public health monitoring of monitorees and fully access records, but cannot import monitorees, export data from the system, view the analytics summary, or transfer monitoree records.

4.4.1 What Data can Contact Tracers Access?

- ✓ Contact Tracers can access these views:
    - Monitoring Dashboards
- ✓ Contact Tracers can view all data elements associated with a record.
- ✓ Contact Tracers can only access records associated with their assigned jurisdiction.

4.4.2 What can Contact Tracers do?

- ✓ Manually enroll monitorees
- ✓ View the monitoring dashboards and line lists of monitorees in their jurisdiction
- ✓ View and modify enrollment details of monitorees in jurisdiction, including contact and exposure information
- ✓ Set monitoring actions to move monitorees between line lists and workflows, or to document public health actions
- ✓ View, add, and modify (to correct errors) monitoree reports
- ✓ View and add comments to record history
- ✓ View, add, edit, and delete close contacts, lab results, and vaccinations for a monitoree
- ✓ Manually flag a monitoree for follow-up
- × **Cannot** manage users
- × **Cannot** transfer records
- × **Cannot** view or export their jurisdiction's analytics summary
- × **Cannot** import a list of monitorees to enroll them in Sara Alert
- × **Cannot** export monitoree record data

4.5 Analyst Role

An Analyst is a trusted user who can view the analytics summary but cannot perform any other capabilities of any other user type.

TIP: See the **Quick Start Guide for the Analytics Dashboard**

4.5.1 What Data can Analysts Access?

- ✓ Analysts can access these views:
    - Analytics
- × Analysts **cannot** access or edit any records or view individual monitoree data

4.5.2 What can Analysts do?

- ✓ View and export analytics
- × **Cannot** manage users
- × **Cannot** access or edit any records or view individual monitoree data

4.6 Administrator Role

An administrator is a trusted user who can manage other Sara Alert™ users but cannot access monitoree records or view jurisdiction analytics.

TIP: See the **Sara Alert User Guide for Administrators**

4.6.1 What Data can Administrators Access?

- ✓ Administrators can access these views:
  - Admin Panel
- × Administrators **cannot** access or edit any records or view individual monitoree data

4.6.2 What can Administrators do?

- ✓ Add new users
- ✓ Assign a user to a jurisdiction the Administrator has access to
- ✓ Assign user roles
- ✓ View list of users within assigned jurisdiction
- ✓ Add or edit notes about a user
- ✓ Lock or unlock user accounts
- ✓ Reset user passwords
- ✓ Edit user account information
- ✓ Manage 2FA authentication
- ✓ View a record of recent events logged to a user's account
- × **Cannot** access or edit any records or view individual monitoree data
- × **Cannot** view or export their jurisdiction's analytics summary

4.7 Super User Role

A **Super User** is a trusted user who can both manage users and manage public health monitoring for enrolled monitorees. They can perform **ALL** the capabilities of a Public Health Enroller and an Administrator.

4.7.1 What Data can Super Users Access?

- ✓ Super Users can access these views:
  - Monitoring Dashboards
  - Admin Panel
  - Analytics
- ✓ Super Users can view all data elements associated with a record.
- ✓ Super Users can only access records associated with their assigned jurisdiction.

4.7.2 What can Super Users do?

- ✓ All capabilities of a Public Health Enroller
- ✓ All capabilities of an Administrator

4.8 Monitoree

A monitoree is not a user. 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 an automated daily report via the monitoree's or case's preferred reporting method. A monitoree does not have a system login.

4.8.1 Record Access

- ✗ A monitoree **cannot** access any record information; monitorees can only see and respond to the automated daily report
- ✗ A monitoree **cannot** edit data associated with their or any other record

4.8.2 Monitoree Capabilities

- ✓ Submit daily reports for themselves
- ✓ Submit daily reports on behalf of their reporting household members if they are enrolled as the Head of Household
- ✓ Monitorees who are in a household but are not a Head of Household will not receive or submit automated daily reports

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

5 MONITOREE RECORD OVERVIEW

When you click on monitoree's record, information is presented in the six sections described below. Each section of the record can only be viewed by users that are indicated below:

Table 5-1: Monitoree Record Access by User Type

Record Section	Enroller	Public Health	Public Health Enroller	Contact Tracer	Analyst	Adminis-trator	Super User	Page #
Monitoree Details	✓	✓	✓	✓			✓	23
Monitoring Actions		✓	✓	✓			✓	27
Reports		✓	✓	✓			✓	29
Lab Reports		✓	✓	✓			✓	34
Vaccinations		✓	✓	✓			✓	35
Close Contacts		✓	✓	✓			✓	35
History		✓	✓	✓			✓	36

Changes to the data elements in the Monitoree Record may change the line list that the monitoree appears in on the dashboard. Changes are logged in the history section of the record. Some data elements in the monitoree record are used in both workflows while others are more workflow specific. Data elements that are intended for use in a specific workflow are noted in each section below. A video tutorial for this section is available at: saraalert.org/public-health/tutorial-videos/

5.1 Monitoree Details/Enrollment Wizard

The Enrollment Wizard organizes the Monitoree Details into 6 different screens that allow an **Enroller, Public Health Enroller, Contact Tracer,** or **Super User** to add information in a defined sequence. The Enrollment Wizard is used to collect the information described below. While **Public Health** users cannot enroll monitorees, they can update the records of enrolled monitorees by clicking "Edit" next to that Monitoree Details section of interest (see **page 61** for more details). **Monitorees enrolled though the user interface can be added to either the Exposure or Isolation workflows.** A description of the fields available in the Enrollment Wizard and saved in the Monitoree Details section of the monitoree record are described below.

5.1.1 Monitoree Identification

- Select workflow to enroll monitoree (exposure or isolation)
- Includes name and demographic information, as well as any existing state/local/federal ID numbers.
- Once a monitoree is enrolled, their Sara Alert ID will appear in this section. The Sara Alert ID is automatically generated by the system and is unique to each record.
- 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.
    - Languages are organized in the drop-down menu into three categories (in order from top to bottom): fully supported languages (supported for all Preferred

Reporting Methods), partially supported languages (supported for some Preferred Reporting Methods), and unsupported languages (not supported for any Preferred Reporting Methods). If a monitoree's Primary Language is not supported for their selected Preferred Reporting Method, they will receive messages in English.

5.1.2 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

5.1.3 Monitoree Contact Information

5.1.3.1 Primary Contact

Sara Alert uses the information listed in the Primary Contact tab to send notifications to the monitoree.

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

- **"Contact Relationship Type"** indicates the relationship between the monitoree and the Primary Contact for monitoring (self, parent/guardian, spouse partner, caregiver, etc.). For self-reporters, use the "Self" option (this field will default to "Self" when you enroll a monitoree using the "Enroll" button. If you enroll a new household member for an existing monitoree, this field will default to "Unknown" (but may be changed) and the Primary Contact information will pre-populate with the Head of Household's Primary Contact information.
- **"Contact Name"** indicates the name of the individual who owns the contact information listed. This field is only available for monitorees with a "Contact Relationship Type" value that is not "Self."
- "**Preferred Reporting Method**" indicates how monitorees will receive notifications to submit daily symptoms reports (email, SMS text, phone, etc.).
  - Some fields are conditionally required depending on the selected Preferred Reporting Method.
  - Message and data rates may apply depending on the contact method selected.
  - If a monitoree's preferred reporting method is not yet known, the user may select **"Unknown"** and the monitoree will not receive notifications. This is the system default value.
  - If a monitoree is enrolled in the system but has requested not to receive notifications, the user may select **"Opt-Out"** for preferred reporting method and the monitoree will not receive notifications.
  - Monitorees with "**Opt-Out**" or "**Unknown**" selected will appear on the non-reporting line list the day after enrollment unless a user submits a report on their behalf.

TIP: If **"unknown"** or **"opt out"** is the current preferred reporting method, a user will need to update the reporting method (email, SMS, or phone) for the monitoree to begin receiving daily notifications.

  - For monitorees with an **SMS** or **Telephone** method selected, the system will send notifications only to the Primary Telephone Number. Numbers entered in the Secondary Telephone Number or International Telephone Number fields are not used by Sara Alert for monitoring.
  - The system will display a warning if a user attempts to enter a phone number that is currently blocking texts from Sara Alert. See **page 167** for more details.

- "**Preferred Contact Time**" determines when the monitoree will be messaged by the system.
  - **Morning** is between 8 AM and noon in the monitoree's local time zone.
  - **Afternoon** is between noon and 4 PM in the monitoree's local time zone.
  - **Evening** is between 4 PM and 8 PM in the monitoree's local time zone.
  - **Custom** allows a user to select a time between Midnight and 23:00 (11 PM) in the monitoree's local time zone. The hour selected is the **earliest** time a monitoree may receive reminders from the system (i.e., their report may be sent slightly after this time, but not before). If the monitoree reports via a Preferred Reporting Method that sends reminder messages (see page **161**), the monitoree may receive those messages for up to four hours after the selected Custom contact hour.
  - The local time zone for monitorees is determined by the monitoree's **address state data elements** 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.

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

5.1.3.1.1 Alternate Contact

Sara Alert will not use the information listed in the Alternate Contact tab to message monitorees. The fields in this tab are optional and can be used to capture additional contact information about a monitoree's alternate monitoring contact for user reference.

5.1.4 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.

5.1.5 Additional Planned Travel

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

5.1.6 Monitoree Potential Exposure or Case Information

Some of the fields on the final screen on the enrollment wizard differ depending on which workflow is selected (exposure or isolation) on the first screen. These are described below.

5.1.6.1 Exposure Workflow

- **Last Date of Exposure:** Used by the system to determine the monitoring period for exposed monitorees. The field will be auto populated with the Last Date of Exposure that was entered when the record was created or imported.
    - A user may enter a date that is up to 30 days after the current date.
    - The system allows either a Last Date of Exposure to be entered OR Continuous Exposure turned ON. This ensures that a user clearly indicates if the monitoring period should be calculated based on a known exposure or extended indefinitely due to an ongoing exposure.
- **Continuous Exposure:** A user can turn this "ON" if the monitoree is being continuously exposed (e.g., from living with someone who is a confirmed case).
    - When Continuous Exposure is turned "ON", Sara Alert™ will extend the monitoree's monitoring period indefinitely until **either:**
        - The record is closed (in which case Continuous Exposure will be automatically turned off); **or**
        - Continuous Exposure is turned off and a Last Date of Exposure is entered by a user. Once a Last Date of Exposure is entered, the end of the monitoring period will be calculated as Last Date of Exposure + monitoring length (e.g., for COVID-19, this is 14 days after Last Date of Exposure).
    - The system allows either a Last Date of Exposure to be entered OR Continuous Exposure turned ON. This ensures that a user clearly indicates if the monitoring period should be calculated based on a known exposure or extended indefinitely due to an ongoing exposure.
- **Exposure Risk Factors**: Allows users to indicate if a monitoree has a specific risk factor
    - 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 **"Close Contact of a Known Case ID"** field can be used to assist with identifying common exposures to the same case. Users can filter records based on this field.
    - 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.)

Note: You can add or edit exposure information for a case in the Isolation Workflow by clicking "Edit" next to "Potential Exposure Information" in the Monitoree Details section of their record.

5.1.6.2 Isolation Workflow

- Users must provide evidence for the monitoree being a case by entering either a Symptom Onset Date or a positive lab result with a Specimen Collection Date (or both).
    - **Symptom Onset Date** may be used by the system to determine eligibility for a record to appear on the Records Requiring Review line list in the Isolation

Workflow. For COVID-19, this field is used to determine if the *non-test-based* recovery definition has been met. A user may enter a date that is up to the current date.
    - A positive **Lab Result** with a Specimen Collection Date may be used by the system to determine eligibility for a record to appear on the Records Requiring Review line list in the Isolation Workflow. For COVID-19, this field is used to determine if the *asymptomatic non-test-based* recovery definition has been met.

- **Case Status** can be set to "Confirmed" or "Probable."
    - Users should assign case status according to current guidelines provided by their jurisdiction. For reference, the latest CSTE surveillance case definitions can be found at: https://www.cste.org/page/PositionStatements.

5.1.6.3 Both Workflows

- The **Assigned Jurisdiction** field can be updated on enrollment.
    - The default jurisdiction will match the user's 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, Public Health Enroller, or Super 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.

5.2 Monitoring Actions

The following data elements can be modified to capture public health monitoring actions and are available to **Public Health users**, **Public Health Enrollers, Contact Tracers, and Super Users**. 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.

5.2.1 Both Workflows

- **Monitoring Status:** This data element distinguishes between monitorees that 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 to any active monitoree if they are eligible to receive them (see **page 162**).
    - If set to **Not Monitoring**, the records will be moved to the `Closed` line list and the system will stop sending daily report reminders if the monitoree is not eligible to receive them (see **page 162**).
- **Case Status:** Allows a public health user to move a monitoree from Exposure Monitoring to the Isolation Monitoring based on case status or vice versa.
    - **Suspect, Not a Case, Unknown:** If one of these case statuses is selected, the record will remain or be 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 user if the system should end monitoring or move the record to Isolation Monitoring.
    - Users should assign case status according to current guidelines provided by their jurisdiction. For reference, the latest CSTE surveillance case definitions can be found at: https://www.cste.org/page/PositionStatements.
- **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; top-level jurisdictions may wish to create a system for using the Assigned User number that can apply throughout their sub-jurisdictions.
    - 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:** Allows public health users to control the jurisdiction who can view and modify the record. Records that have been transferred into or out of a user's jurisdiction will appear on the respective transfer line list.

5.2.2 Exposure Workflow

- **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.

  - Users should assign Exposure Risk Assessment according to current guidelines provided by their jurisdiction.

- **Latest Public Health Action:** Allows a public health user to document public health actions related to a symptomatic monitoree under investigation to determine case status in the exposure workflow. 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.
  - To move a record off of the PUI line list in the exposure workflow, update 'Case Status' based on the findings of the investigation.

- **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.
  - Users should assign Monitoring Plan according to current guidelines provided by their jurisdiction.

5.3 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, who submitted the report (i.e., the monitoree or a public health user), and the current notification status (see **page 78** for icon description). Reports are available to **Public Health users, Public Health Enrollers, Contact Tracers,** and **Super Users**. Data elements or features that are intended for use in a specific workflow or function differently in each workflow are noted below.

5.3.1 Both Workflows

- **Add New Report (Page 98):** Allows a user to add a new daily report on behalf of a monitoree.
- **Pause/Resume Notifications:**
  - **Pause**: The system will stop sending an eligible monitoree daily report requests until a user resumes notifications. (See **page 162** for eligibility logic).
    - **Household Reporting**: If a user pauses notifications for a Head of Household (HoH), no notifications will be sent to the HoH for **any** household members. Since household members are not eligible to receive notifications (the HoH receives their notifications), the ability to pause notifications is not available for household members who are not the Head of Household**.**

- **Resume**: The system will resume sending the monitoree automated daily reports once a day until notifications are either paused by a user or the monitoree is no longer eligible to receive messages (See **page 162** for eligibility logic).
  - Resuming notifications may not result in a daily report being immediately sent to the monitoree. The system will send a daily report at the monitoree's next preferred contact time.
- This ability to pause/resume notifications is only available for monitorees who are:
  - **NOT** on a Closed line list; **AND**
  - Either a Head of Household **OR** not in a household (self-reporter)

Tip: Clicking "Resume" notifications **will not** immediately send a daily report to a monitoree. The system will send a message during the next occurrence of the monitoree's preferred contact time if the monitoree is eligible to receive a message.

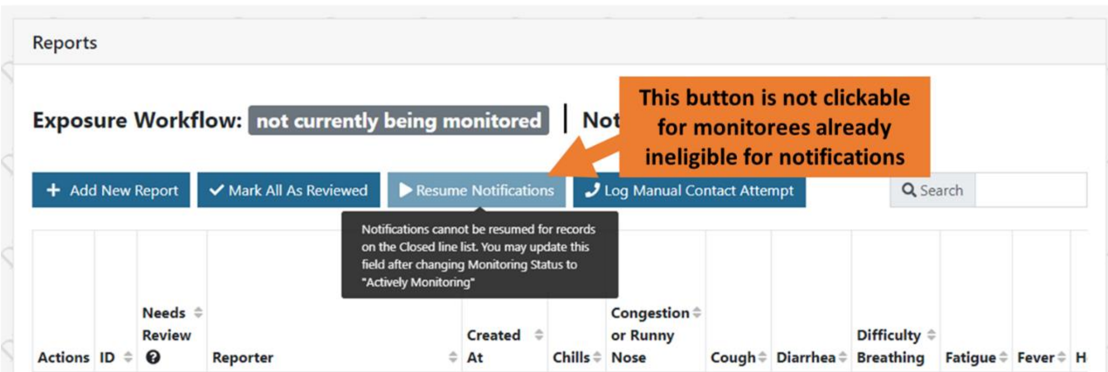


Figure 19: The ability to pause notifications is not available for records that are already ineligible

- **Mark All as Reviewed (Page 88):** Selecting this button will change the "Needs Review" status in all unreviewed reports from "Yes" to "No." The purpose of this button is to remove the symptomatic flag from all reports if the reported symptoms are determined to be unrelated to the disease of interest. For example, if an individual being monitored for COVID-19 reported fever and sore throat, but it was determined they had an active case of a different disease, the "Mark All as Reviewed" button could be used to indicate that their symptomatic reports are not related to COVID-19. Users can also "review" individual reports.
- **Log Manual Contact Attempt (Page 97):** Allows a user 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.
- **Report Table Format:** If the monitoree reports symptoms that are compatible with symptomatic logic (**page 39**), that row will be highlighted red and the "Needs Review" column will show "Yes."
- **Symptom Onset Date:** This field is auto populated with the date of the earliest report flagged as symptomatic (red highlighted) in the report history table unless a date has been entered by a user (e.g., symptom onset determined to differ from information available in report table); this is to reduce data entry burden on users and prevent the Symptom Onset

Date field from being blank when a record is moved to the Isolation Workflow since it may be a required field to determine eligibility for the Records Requiring Review line list. For COVID-19, this field is used to determine if the *non-test-based* recovery definition has been met. An explanation of the role of this field in each workflow is provided below.

5.3.2 Exposure Workflow Only

- **Symptom Onset Date:** If this field has a value in the Exposure workflow, the monitoree will appear on the **Symptomatic** line list.
  - A monitoree with a blank Symptom Onset Date in this workflow is eligible to appear on the Asymptomatic or Non-Reporting line lists. Users should verify the Symptom Onset Date before moving a record to the isolation workflow.
  - A Symptom Onset Date should only be entered by a user for a monitoree in the Exposure Workflow if the monitoree is under investigation for the disease of interest and the actual symptom onset date differs from what data is available in the reports table (see **page 39** for more details).
  - If all symptomatic reports (highlighted red) are marked as reviewed while a record is in the exposure workflow, the symptom onset date will be blank since the monitoree has no known Symptom Onset Date for the disease of interest.
- **Last Date of Exposure:** Used by the system to determine the monitoring period for exposed monitorees. The field will be auto populated with the Last Date of Exposure that was entered when the record was created or imported.
  - A user may enter a date that is up to 30 days after the current date.
  - The system allows either a Last Date of Exposure to be entered OR Continuous Exposure turned ON. This ensures that a user clearly indicates if the monitoring period should be calculated based on a known exposure or extended indefinitely due to an ongoing exposure.
- **End of Monitoring:** Calculated from Last Date of Exposure, where the length of the monitoring period depends on the disease being monitored. For example, for COVID-19 monitoring, the End of Monitoring period is automatically set to 14 days after the Last Date of Exposure.
  - If Last Date of Exposure is left blank on import, End of Monitoring will be calculated using the date the monitoree was enrolled, until a Last Date of Exposure is entered
- **Continuous Exposure:** A user can turn this “ON” if the monitoree is being continuously exposed (e.g., from living with someone who is a confirmed case).
  - When Continuous Exposure is turned “ON”, Sara Alert™ will extend the monitoree’s monitoring period indefinitely until **either:**
    - The record is closed (in which case Continuous Exposure will be automatically turned off); **or**
    - Continuous Exposure is turned off and a Last Date of Exposure is entered by a user. Once a Last Date of Exposure is entered, the end of the monitoring period

will be calculated as Last Date of Exposure + monitoring length (e.g., for COVID-19, this is 14 days after Last Date of Exposure).

- The system allows either a Last Date of Exposure to be entered OR Continuous Exposure turned ON. This ensures that a user clearly indicates if the end of monitoring period should be calculated based on a known exposure or extended indefinitely due to an ongoing exposure.

5.3.3 Isolation Workflow Only

- **First Positive Lab:** This field may be used by the system to determine if a monitoree in the Isolation Workflow is eligible to appear on the Records Requiring Review line list (**page 44**). For COVID-19, this field is used to determine if the *asymptomatic non-test-based* recovery definition has been met.
  - This column will be populated with the Specimen collection Date of the earliest lab result with a "positive" result, if available. For asymptomatic cases, this allows users to see how many days it has been since the earliest positive lab result.
- **Symptom Onset Date:** This field may be used by the system to determine eligibility for a record to appear on the Records Requiring Review line list in the Isolation workflow. For COVID-19, this field is used to determine if the *non-test-based* recovery definition has been met (**page 44**).
  - If a record is moved from the Isolation Workflow to the Exposure Workflow (e.g., case ruled out and returned to monitoring due to exposure), the system will clear this field; this allows the system to place a monitoree on the appropriate monitoring line list in the exposure workflow based on any new daily reports.
- **Extend Isolation To Date:** This field is used by the system to determine if a monitoree in the Isolation Workflow is eligible to appear on the **Records Requiring Review** line list (see **page 44** for more details about this line list). If an **Extend Isolation To Date** has been entered for a monitoree, they will not be eligible to appear on the **Records Requiring Review** line list until that date has passed (see **page 93**).
  - A user may enter a date that is between 30 days before and 30 days after the current date.
  - There is no set monitoring period for cases in the Isolation Workflow. Instead, the system automatically flags monitorees as potentially meeting one of Sara Alert's internal recovery definitions (see **page 44**). A user can override this by extending isolation, as explained on **page 93**.

5.3.4 Daily Report Information Display Based on Monitoree Preferred Reporting Method

Tip: See the [Quick Start Guide for Preferred Reporting Method]

Monitorees receive slightly different automated report prompts depending on their preferred reporting method. The Sara Alert team recommends users to promote contact methods that send monitorees a weblink (via email or SMS), since more granular information about symptoms can be collected.

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5.3.4.1 For weblink reports (via SMS or email) and reports entered manually by a Sara Alert™ user:

Monitorees who are not a member of a reporting household 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 symptoms reported meet the symptomatic logic (**page 39**) , the appropriate column displays "Yes", the report is shaded red and "Needs Review" is set to "Yes"
  - If no symptoms are checked or monitoree selects "I am not experiencing any symptoms", all symptom columns are filled with "No" and the report is not highlighted in red

If a **monitoree is a Head of Household (HoH) reporter**, they will receive unique web-links to report symptoms for each household member. Each household member's symptom table will reflect what is reported specifically for them.

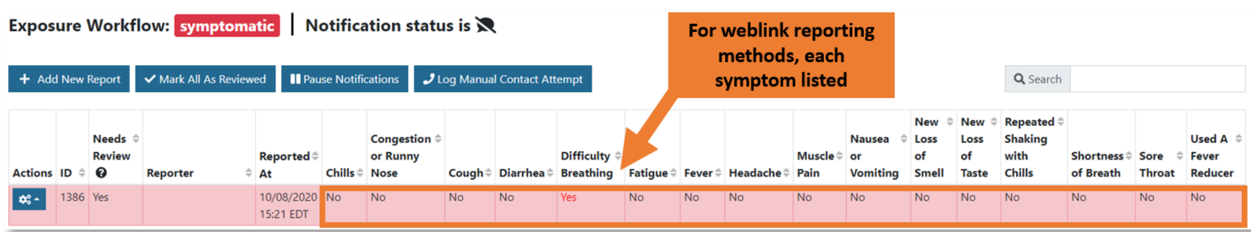


Figure 20: Example symptomatic web-link report showing value for each symptom

5.3.4.2 For SMS Text (non-weblink) and Telephone Call reports:

Monitorees who are not a member of a reporting household respond to a **single yes/no question** about presence or absence of **the group of monitored** symptoms.

- If a monitoree responds "**no**", the symptom columns are filled with "No" and the monitoree is moved to the appropriate line list.
- If monitoree replies "**yes**", the report row is shaded red and the symptom column values are left blank since the system does not know which symptom the monitoree is reporting, but knows at least one has been reported. This is enough information to flag the report for public health follow-up. This has implications for the line list that the monitoree will appear on, depending on which workflow they are in:
  - **Exposure Workflow**: Monitoree record is moved to the Symptomatic line list
  - **Isolation Workflow**: The monitoree can appear on the Reporting or Records Requiring Review line lists (see **page 44** for other conditions that must be met).
    - A "Yes" response does **not** prevent a case who would otherwise preliminarily meet any recovery definition that includes symptom criteria (e.g., no fever without use of fever-reducing medication, etc) from appearing on the Records Requiring Review line list since the system cannot determine from a non-specific report which report item the monitoree was responding to (e.g., whether the monitoree is experiencing fever or used a fever-reducing medication).

- After interviewing the monitoree to find out which specific symptoms they are experiencing, if a user edits the report to include information that would result in the monitoree not meeting the recovery logic, the monitoree will not be eligible for the Records Requiring Review line list until the recovery logic is met again (see **page 44)**.

If a **monitoree is a HoH reporter**, they will respond to one question asking if anyone in the household is experiencing symptoms.

- If HoH replies "**yes**", the report row for every active household member is shaded red and the symptom column values are left blank since the system does not know which symptom the HOH is reporting, nor which household member is ill (Figure 21). 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. This has implications for the line list that a household member will appear on, depending on which workflow they are in:
    - **Exposure Workflow:** Every member of the household is moved to Symptomatic line list.
    - **Isolation Workflow**: Records may appear on Reporting or Records Requiring Review line lists (see **page 44** for conditions that must be met).
- If a HoH responds "no", all symptom columns are filled with "No" and all the household records are moved to the appropriate line list

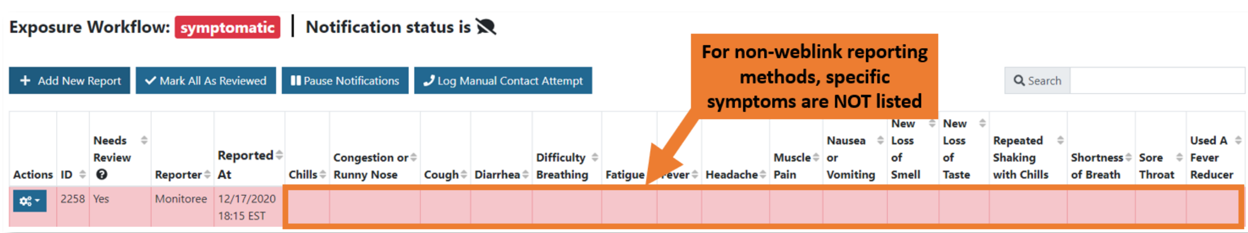


Figure 21: Example symptomatic SMS text or voice report with blank columns.

5.4 Lab Results

Lab Results are primarily used in the Isolation Workflow to determine eligibility for a record to appear on the Records Requiring Review line list. For COVID-19, this includes the *asymptomatic* or *test-based* recovery definitions (**page 44**). Lab results may be entered whenever a monitoree is in either workflow.

A user will need to validate that any lab results documented meet specific criteria for recovery (e.g., 24 hours apart, approved test method) according to the latest guidance.

A **Public Health user, Public Health Enroller, Contact Tracer,** or **Super User** may add the following data elements for a lab result **(see page 102 for how to add lab results):**

- **Lab Test Type:** PCR, Antigen, or Antibody (IgG, IgM, IgA)
    - Provides information for users to review to determine if documented Lab Test Type is confirmatory, supportive, or other. The system **does not** use values in this field to determine eligibility for the Records Requiring Review line list in the

isolation workflow. 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).

- **Specimen Collection Date:** When the specimen was collected
  - The system uses values in this field to determine if a monitoree meets the *asymptomatic* recovery logic to determine eligibility for the **Records Requiring Review** line list in the isolation workflow.
- **Report Date:** Date the results were reported
  - The system **does not** use values in this field to determine eligibility for the Records Requiring Review line list in the isolation workflow.
- **Result:** Positive, Negative, Indeterminate, Other
  - The system may use values in this field to determine eligibility for a record to appear on the Records Requiring Review line list in the Isolation workflow. For COVID-19, this field is used to determine if the *asymptomatic* or *test-based recovery* logic has been met.

5.5 Vaccinations

The Vaccinations section of the record allows a user to document vaccinations (i.e., specific doses of a vaccine product) that have been administered to the monitoree. Vaccination information has no impact on Sara Alert's daily monitoring functionality or line list placement. The information is provided to help inform monitoring decisions made by users.

A **Public Health user, Public Health Enroller, Contact Tracer,** or **Super User** may add the following vaccination data elements for a vaccination dose (see **page 104** for how to add vaccinations):

- **Vaccine Group** (Required): A "Vaccine Group" groups multiple vaccines that vaccinate against a single disease together.
- **Product Name** (Required): The Product Name reflects the manufacturer's "trade name" of the vaccine.
- **Administration Date:** The date that the dose was administered.
- **Dose Number:** The sequential dose number of this vaccine administration, if the vaccine product requires multiple doses.
- **Notes**: Free-text field for any related notes about the vaccination.

5.6 Close Contacts

This section of the record is used to document a list of close contacts identified by monitoree during an interview and is available to **Public Health** users, **Public Health Enrollers, Contact Tracers,** and **Super Users**. Sara Alert™ allows users to quickly document basic information about these close contacts so they can later follow-up with them to determine if public health monitoring is required. These close contacts can then be enrolled into the system for monitoring, if appropriate, after information required for enrollment is collected during follow-up.

NOTE: Public Health users do not have the ability to **enroll** individuals directly from the close contacts lists. Only **Public Health Enrollers, Contact Tracers, and Super Users** have this ability. See **page 104** for more details on how to add a close contact to a record, and **page 57** for how to enroll close contacts as monitorees in Sara Alert.

5.7 History

This section includes a history of changes made to the record by users, automated system actions, and comments added by users and is available to **Public Health** users, **Public Health Enrollers, Contact Tracers,** and **Super Users**. Record actions are tagged by type. The history section records the user who made the change and the date and time it occurred. The date/time is displayed in the time zone of the user's web browser. Users can filter history by the creator that initiated the action and by the type of action.

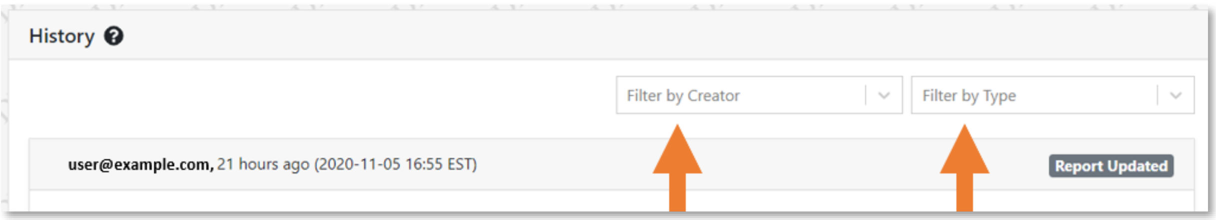


Figure 22: User can filter History by Creator and Type

5.7.1 History Tag Type Descriptions

- **Close Contact:** Notes when a Close Contact was added to the monitoree's record
- **Close Contact Edit:** Notes when a close contact was edited or deleted
- **Comment:** A comment was added to the record History
- **Contact Attempt:** Notes that the system sent a **Report Reminder** to a monitoree but the system did not receive a response during the allowed response time. More information on this history tag is included the section below. SMS opt-out notifications are also tagged with this history type.
- **Enrollment:** Notes the date and time a monitoree was enrolled into the system
- **Follow-up Flag:** Notes when a Follow-up Flag was added to or cleared from the monitoree's record
- **Lab Result:** Notes when a lab result was added to the monitoree's record
- **Lab Result Edit:** Notes when a lab result was edited or deleted
- **Manual Contact Attempt:** Notes when a user logs a Manual Contact Attempt
- **Monitoree Data Downloaded:** Notes when a user downloaded a monitoree's data and which export template was used
- **Monitoring Change:** Notes any changes to fields in the Monitoring Actions section of a record, when notifications were paused/resumed, changes to Household Status, and changes to Symptom Onset Date or Last Date of Exposure
- **Monitoring Complete Message Sent:** Notes the date and time the Sara Alert monitoring complete message was sent to the monitoree
- **Record Automatically Closed:** Notes the date and time the record was automatically closed by the system
- **Report Created:** Notes when a user added a report
- **Record Edit**: Notes any changes made to a Monitoree's Details (i.e., DOB, Age, Language, etc.)

- **Report Email Error:** Notes when a **Report Reminder** sent to a monitoree via E-mailed Web Link fails to deliver for any reason. See Appendix D for additional guidance on this history item.
- **Report Note:** Notes when a user added a note to a report
- **Report Reminder:** Notes when the system sent a notification to a monitoree. More information on this history tag is included the section below.
- **Report Reviewed:** Notes when a user marked a single report as "Reviewed"
- **Reports Reviewed:** Notes when the Mark All As Reviewed button was used in the Exposure workflow Reports section
- **Report Updated:** Notes when a user made modifications to an existing report
- **System Record Edit:** Notes when the system makes a change to a monitoree's record.
- **Unsuccessful Report Reminder:** Notes when a **Report Reminder** sent to a monitoree via SMS or Telephone Call fails to be delivered, as well as an explanation for why the attempt failed. See Appendix D for a full description of error messages that may appear for Unsuccessful Report Reminders
- **Vaccination:** Notes when a new vaccination was documented
- **Vaccination Edit:** Notes when a vaccination was edited or deleted
- **Welcome Message Sent:** Notes the date and time the Sara Alert welcome message was sent to the monitoree

5.7.2 Timing of Report Reminder and Contact Attempt History Entries

For monitorees reporting via SMS-Text Message or Telephone Call, there is a delay between when an automated report is sent to the monitoree (**Report Reminder**) and when the failed contact attempt is documented (**Contact Attempt**). This gives the monitoree time to respond.

The **Response Time Allowed** for each of these contact methods is listed below:

- **SMS-Text Message**: “Contact Attempt” message posted to History 18 hours after report reminder was sent.
- **Telephone Call**: “Contact Attempt” message posted to History 1 hour after automated phone call. (Since the system will attempt to call the monitoree again if they do not pick up, there may be multiple “Contact Attempt” history messages per day.

If a monitoree is set to receive SMS-Text Messages and their preferred contact time is “Morning,” the following scenario might occur:

- The system sends the monitoree the automated daily report text message at 10am.
- The system adds a “**Report Reminder**” entry to the record history to show a SMS Text-message was sent (with a 10am timestamp)
- The monitoree does not respond to the daily report within **18 hours**
- At 4am **the next day,** the system adds a “**Contact Attempt”** entry to the record history, indicting the monitoree did not respond to the reminder sent at 10am the previous day.

As a result, there may be multiple history items per contact attempt.

Figure 23: Sara Alert™ may create multiple history items per contact attempt

NOTE: Sara Alert™ will never initiate a call or text to a monitoree to collect a daily report before 8am or after 8pm local time.

6 EXPOSURE WORKFLOW LINE LIST OVERVIEW

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

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

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

The Exposure Workflow and line lists are viewable by the following types of users:

- Public Health users
- Public Health Enrollers
- Contact Tracers
- Super Users

Monitorees on the line lists below may receive messages from the system; eligibility criteria are described on **page 162**. The timing of these messages is described on **page 165.**

6.1 Active Monitoring Line Lists

The active monitoring line lists are for monitorees that are currently being monitored. Records where **Monitoring Status** is set to "**Actively Monitoring**" may only appear on one of the following line lists. Monitorees who require public health follow-up are located on either the **Symptomatic**, **Non-Reporting**, or **PUI (Person Under Investigation)** line lists. Follow-up with these monitorees should be based on current guidelines and available resources (i.e., CDC, etc.).

6.1.1 Symptomatic Line List

Monitorees who reported symptoms that require review by a public health user to determine if disease is suspected; requires public health follow-up. The system checks the **Symptom Onset Date** field to determine if a monitoree should appear on the Symptomatic line list. If the monitoree has a **Symptom Onset Date** specified, they will appear on the Symptomatic line list. A monitoree's **Symptom Onset Date** is generated in one of two ways:

- **Used-Defined** if a user manually enters a **Symptom Onset Date** in the record.
  - **IMPORTANT:** A Symptom Onset Date should only be entered by a user in the exposure workflow if the monitoree is under investigation for the disease of interest and the reported Symptom Onset Date differs from what is available in the reports table. If a user sets a Symptom Onset Date in the exposure workflow, the record will appear on the symptomatic line list.
  - The system will not overwrite or clear (if the "Review" function is used) a Symptom Onset Date manually entered by a user while the record is in the exposure workflow or if the record is moved to the Isolation Workflow. If disease is ruled out after investigation and the monitoree should continue to be monitored in the

Tip: Any changes to the "Symptom Onset Date" by the system or a user will be captured in the record "History" and tagged as a "Monitoring Change."

Exposure Workflow, a user must clear the Symptom Onset Date to move the record off the **Symptomatic** line list.

- A "person" icon indicates that the date is user-defined:

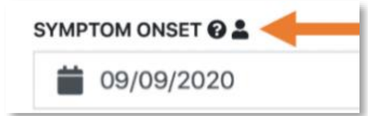


Figure 24: A person icon indicates that the date is user-defined

- **Auto-Populated** by the system as the date of the earliest report that needs review because the report submitted meets the symptomatic logic (unless a date was specified by a user).
  - **Symptomatic Logic:** This defines when a report will be flagged by the system as meeting the symptomatic logic. The default symptomatic logic is configured at the system level and conforms to the latest guidance available from CDC. Jurisdictions may add additional symptoms to the system defined symptomatic logic.
  - For COVID-19, the logic is currently based on [CSTE position statement Interim-20-ID-02]. A report will meet the symptomatic logic if the following symptoms are reported:

One or more of the following:
- Cough
- Difficulty Breathing
- New Loss of Taste
- New Loss of Smell
- Shortness of Breath

OR at least two of the following:
- Chills
- Congestion or Runny Nose
- Diarrhea
- Fatigue
- Fever
- Headache
- Muscle Pain
- Nausea or Vomiting
- Repeated Shaking with Chills
- Sore Throat

Tip: For monitorees who were enrolled in Sara Alert before v1.12 (9/10/20), New Loss of Taste and New Loss of Smell appear as a single column in the Reports table as "New loss of taste or smell."

- A "computer" icon indicates that the date is auto-populated by the system.

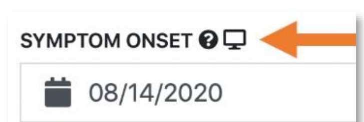


Figure 25: A computer icon indicates that the date was auto-populated by the system

- **NOTE**: To learn more about the "Review" functionality and how to move a record off of the symptomatic line list, please see **page 88.**

6.1.2 Non-Reporting Line List

Monitorees who have not submitted a daily report within the expected time period (e.g., 24 hours) **and** do not have a **Symptom Onset Date**; require public health follow-up.

6.1.3 Asymptomatic Line List

Monitorees who submitted a report within the expected time period (e.g., past 24 hours) **and** do not have a **Symptom Onset Date;** do not require public health follow-up unless otherwise indicated. Monitorees who submit a report indicating they are not experiencing symptoms on their last day of monitoring (e.g., eligible to appear on the Asymptomatic line list) are automatically moved to the Closed line list by the system. The reason for closure will appear as "Completed Monitoring (system)." See **page 42** for more information on system closed records.

6.1.4 PUI Line List

Monitorees currently under investigation by public health to determine case status. Monitorees on the PUI line list will receive messages from the system. Since public health will be actively investigating and communicating with this individual, the monitoree may receive a system notification and be contacted directly by the health department on the same day.

6.2 Closed Line List

The closed line list is for monitorees who are no longer being monitored (e.g., completed monitoring period, lost to follow-up, etc.) by public health. 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.

- Records will remain on the closed line list for a defined period before being purged (the exact period may differ based on the disease of interest). The closed line list shows the expected purge date (see **page 9**). These records can be exported if that information needs to be retained (see more info about exporting purge eligible monitorees on **page 135**).
    - For COVID-19, records on the closed line list that have not been updated for 14 days will be purged.
- Records on the closed line list are accessible to users until purged. Monitorees that may require additional monitoring can be moved back to an Active Monitoring line list by setting the Monitoring Status back to "Actively Monitoring."

6.2.1 User-Selected Reasons for Closure

Whenever a record is manually closed by a user, a reason for ending monitoring should be selected. A list of available reasons for closures and suggestions for use are described below. Some of these reasons may be more applicable to monitorees in the Isolation workflow and others may be more applicable to monitorees in the Exposure workflow.

- **Completed Monitoring:** Select if a monitoree has completed their monitoring according to jurisdiction protocol
- **Meets criteria to shorten quarantine:** Select if a monitoree is being closed out in accordance with CDC's shortened (i.e., 7- or 10-day) COVID-19 quarantine guidance

- **Does not meet criteria for monitoring:** Select if monitoree was determined to not need monitoring in Sara Alert.
- **Meets Case Definition:** Select if the monitoree was confirmed as a case and the user's jurisdiction is not using Sara Alert™ to monitor cases in the Isolation Workflow.
- **Lost to follow-up during monitoring period:** Monitoree meets jurisdiction criteria for being considered lost to follow-up.
- **Lost to follow-up (contact never established):** Monitoree meets jurisdiction criteria for being considered lost to follow-up and contact was never established.
- **Transferred to another jurisdiction**: Monitoree has been transferred to a jurisdiction that is not participating in Sara Alert™ and the transfer functionality cannot be used.
- **Person Under Investigation (PUI)**: Monitoree is a PUI and the user's jurisdiction manages the investigation in another system.
- **Case Confirmed:** Monitoree meets the confirmed case definition and user's jurisdiction is not using Sara Alert™ to monitor cases in the Isolation Workflow.
- **Meets criteria to discontinue isolation**: Public health has determined a case in the Isolation Workflow can safely discontinue isolation.
- **Fully Vaccinated:** Monitoree is fully vaccinated for the disease being monitored.
- **Deceased:** Monitoree is deceased.
- **Duplicate:** Identifies a record that is duplicative of another in Sara Alert™. This record is not considered the master record.
- **Other**

6.2.2 System-Defined Reasons for Closure

Sara Alert™ automatically moves records in the exposure workflow that meet specific criteria to the Closed line list. The system checks every half hour for monitorees that meet these criteria:

- **Completed Monitoring (system)**: The record was closed because the monitoree was asymptomatic and submitted a report indicating they were not experiencing symptoms on their last day of monitoring or any subsequent day.
- **Enrolled more than 14 days after last date of exposure (system):** The record was closed because it was created with a Last Date of Exposure more than 14 days prior to enrollment, Continuous Exposure is not selected, and the monitoree submitted at least one asymptomatic report. This means that the monitoree was added to Sara Alert after the end of the calculated monitoring period. Since the monitoring period has already passed, and the record is on the asymptomatic line list, the system will close these records. In previous releases, this reason for closure as recorded as "Past Monitoring."
- **Enrolled on last day of monitoring period (system):** The record was closed because it was created with a Last Date of Exposure equal to 14 days prior to the enrollment date, Continuous Exposure is not selected, and the monitoree submitted at least one asymptomatic report. This means that the monitoree was added to Sara Alert on the calculated end of monitoring date. Since a monitoree appears on the Asymptomatic line list immediately after enrollment, the record will meet the criteria for closure described above (e.g. on the asymptomatic line list on the end of monitoring date). The reason recorded for records that meet this criteria differentiates them from records automatically closed for other reasons.

- **No record activity for 30 days (system):** The record was closed because the monitoree was on the Non-Reporting line list, the End of Monitoring date has passed, and no changes were made to the record in the past 30 days prior to close, including user changes and submitted reports. **Note:** report notifications sent by the system are not considered a change to the record.

6.3 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 their jurisdiction. If you need to maintain complete record data, we recommend exporting records for these individuals before transferring to a new jurisdiction.
  - Monitorees on this list will no longer appear after the record has been purged from the system. Once transferred, you will not have any visibility into when the record is expected to be purged. See **page 9** for more details about record retention.
  - 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.

6.4 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.

7 ISOLATION WORKFLOW LINE LIST OVERVIEW

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

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

The Isolation Workflow and line lists are viewable by the following user roles:

- Public Health
- Public Health Enrollers
- Contact Tracers
- Super Users

Monitorees on the line lists below may receive messages from the system; eligibility criteria are described on **page 162**. The timing of these messages is described on **page 165.**

7.1 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. 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 and available resources (i.e., CDC, etc.).

7.1.1 Records Requiring Review Line List

Cases who meet the recovery logic will appear on the Records Requiring Review line list. Any cases that appear on this line list require follow-up by public health to validate that it is safe to discontinue isolation. The system logic has been designed to be sensitive. As a result, cases that that have not recovered completely may appear.

- The recovery logic is configured at the system level and conforms to the latest guidance.
    - For COVID-19, the logic is currently based on the *CDC Guidance for Discontinuation of Isolation for Persons with COVID-19 Not in Healthcare Setting* (updated July 20, 2020).
- A case meets the criteria to appear on the requiring line list if any of the following conditions are met (logic below is for COVID-19):
    - Symptomatic non-test-based recovery definition:
        - >24 hours since last reported fever; **AND**
        - >24 hours since last reported use of fever-reducing medicine; **AND**
        - >10 days since onset of symptoms (based on Symptom Onset Date); **AND**
        - Monitoree has submitted at least one report that is at least 24 hours old; **AND**
        - The **Extend Isolation To** date has passed or is blank.

- Asymptomatic non-test-based recovery definition:
  - > 10 days have passed since the first Specimen Collection Date of a laboratory test where the result is “positive;” **AND**
  - Monitoree has no Symptom Onset Date and no daily reports that are flagged as “Symptomatic” (i.e., meet the case definition); **AND**
  - Monitoree has at least one report; **AND**
  - The **Extend Isolation To** date has passed or is blank.
- Test-based recovery definition (not recommended except to discontinue isolation or other precautions earlier than would occur under the symptom-based strategy):
  - 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; **AND**
  - The **Extend Isolation To** date has passed or is blank.

NOTE: Monitorees that reply “yes” to a text or phone call may be eligible to appear on the Records Requiring Review line list if other conditions above are met (like time since symptom onset). See **page 33** for more information about how Sara Alert interprets responses for non-specific reporting methods.

7.1.1.1 Cases that are Ineligible for a Recovery Definition

If a case does not have a Symptom Onset Date or a positive lab result with a Specimen Collection Date, their record may never be automatically moved to the Records Requiring Review line list (unless additional information is added to the record). This could result in an elongated isolation monitoring period for the case. Sara Alert will provide warnings in the case’s record if they are missing both a Symptom Onset Date and a positive lab result with a Specimen Collection Date. Additionally, users can apply the “Ineligible for any recovery definition” Advanced Filter to identify these records (see **page 66** for how to apply Advanced Filters).

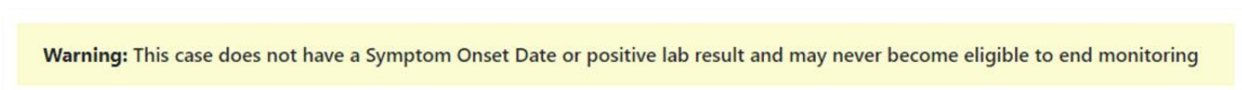


Figure 26: System warning if a record may never become eligible for the Records Requiring Review line list

7.1.2 Non-Reporting Line List

Cases who have not reported (e.g., presence or absence of symptoms) within the expected time period (e.g., 24 hours) **AND:**

- Have not yet met the recovery definition; **OR**
- Have an **Extend Isolation To** date that has not passed or is blank.

7.1.3 Reporting Line List

Cases on this line list typically do not require follow-up. Cases who have reported within the expected time period (e.g., 24 hours), regardless of symptom status, **AND**:

- Have not yet met the recovery definition; **OR**

- Have an **Extend Isolation To** date that has not passed or is blank.

7.2 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.

- Unlike Exposure monitorees, Isolation monitorees are not automatically closed at the end of their monitoring period. If you determine it is safe for a monitoree to end isolation, you must manually close their record.
- Records will remain on the Closed line list for a defined period before being purged (the exact period may differ based on the disease of interest). The Closed line list shows the expected purge date (see **page 9**). These records can be exported if that information needs to be retained (see info about exporting purge eligible monitorees on **page 135**).For COVID-19, records on the Closed line list that have not been updated for 14 days will be purged.
- Records on the Closed line list remain accessible to users until purged. Monitorees that may require additional monitoring can be moved back to an Active Monitoring line list by setting the Monitoring Status to "Actively Monitoring."

7.2.1 User-Selected Reasons for Closure

When you are ready to close an Isolation monitoree's record, you can choose from any of the options listed in the reasons for closure drop-down menu. See **page 41** for the list of user-selected reasons for record closure.

7.2.2 System-Defined Reasons for Closure

Sara Alert™ will only automatically close a record in the Isolation workflow for the reason listed below:

- **No record activity for 30 days (system):** The record was closed because the monitoree was on the Non-Reporting line list, it has been at least two days since the "Extend Isolation To" date (if the monitoree has one) and no changes were made to the record in the past 30 days prior to close, including user changes and submitted reports (see page **5.3.3** for more information on the "Extend Isolation To" field). **Note:** report notifications sent by the system are not considered a change to the record.

Every half hour, the system will check to see if a record meets the above criteria. If it does, Sara Alert will close the record.

7.3 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:** 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:** 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.
    - Monitorees on this list will no longer appear after the record has been purged from the system. Once transferred, you will not have any visibility into when the record is expected to be purged. See **page 9** for more details about record retention.
    - 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.

7.4 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.

8 GLOBAL DASHBOARD LINE LIST OVERVIEW

All monitorees across the Exposure and Isolation workflow dashboards can be viewed using the Global Dashboard. The Global Dashboard and line lists are viewable by the following user roles:

- Public Health
- Public Health Enrollers
- Contact Tracers
- Super Users

8.1 Active Monitoring Line Lists

The active monitoring line lists are for monitorees that the health department is currently monitoring, across both the Exposure and Isolation Workflows. Records where **Monitoring Status** is set to "**Actively Monitoring**" may only appear on one of the following line lists. Monitorees who may require public health follow-up are located on either the **Priority Review** or **Non-Reporting** tab. Follow-up with these cases should be based on current guidelines and available resources (i.e., CDC, etc.).

The active monitoring line lists include a column that is unique to the Global Dashboard: the **Reporter ID** column. This column shows the Sara Alert ID of the monitoree's Head of Household. Clicking on the ID number will navigate the user to the reporter's record. If the monitoree is the Head of Household or if they self-report, their own Sara Alert ID is shown in this column.

Monitorees on the line lists below may receive messages from the system; eligibility criteria are described on **page 162**. The timing of these messages is described on **page 165.**

8.1.1 Active Line List

Monitorees in both the Exposure and Isolation Workflow where Monitoring Status is set to "**Actively Monitoring**" will appear on the Active line list in the Global Dashboard.

8.1.2 Priority Review Line List

Monitorees on the Symptomatic line list in the Exposure Workflow (**page 39**), and the Records Requiring Review line list in the Isolation Workflow (**page 44**) will appear on the Priority Review line list in the Global Dashboard.

8.1.3 Non-Reporting Line List

Monitorees on the Non-Reporting line lists in the Exposure (**page 41**) and Isolation (**page 45**) Workflows will appear on the Non-Reporting line list in the Global Dashboard. These monitorees have not reported (e.g., presence or absence of symptoms) within the expected time period (e.g., 24 hours), and do not meet the criteria to appear on any other line lists in their respective workflows.

8.2 Closed Line List

The Closed line list is for monitorees who are no longer being monitored and are on the Closed line lists in the Exposure (**page 41**) and Isolation Workflows (**page 46**).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.

- In both the Exposure and Isolation workflows, some records meeting specific criteria are automatically moved to the Closed line. View the system defined reasons for closure for **Exposure** on page **42**, and for **Isolation** on page **46**.
- Records may also be closed manually after review from public health. View the user selected reasons for closure on page **41**.
- Records will remain on the closed line list for a defined period before being purged (the exact period may differ based on the disease of interest). The closed line list shows the expected purge date (see **page 9**). These records can be exported if that information needs to be retained (see info about exporting purge eligible monitorees on **page 135**).
    - For COVID-19, records on the closed line list that have not been updated for 14 days will be purged.
- Records on the closed line list are accessible to users until purged. Monitorees that may require additional monitoring can be moved back to an Active Monitoring line list by setting the Monitoring Status back to "Actively Monitoring."

8.3 All Monitoree Line Lists

The All Monitorees line list (located on the far right) shows all records in the jurisdiction across both the Exposure and Isolation workflow. Use this view to search across all your jurisdiction's records in the system.

9 HOW TO ADD MONITOREES TO SARA ALERT

This section covers all the ways users can add monitorees to Sara Alert for daily automated monitoring. The table below shows the different ways users can add monitorees to Sara Alert, as well as the different user roles that have access to these capabilities.

Table 9-1: Availability of enrollment capabilities by user type

Capability	Enroller	Public Health	Public Health Enroller	Contact Tracer	Analyst	Adminis-trator	Super User	Page #
Manually Enroll a new Monitoree (through the Enrollment Wizard)	✓		✓	✓			✓	50
Import one or more Monitorees		✓	✓				✓	52
Enroll Monitorees from a Record's Close Contacts List			✓	✓			✓	57

9.1 How to Manually Enroll New Monitoree (Contact or Case)

Manual enrollment through the Enrollment Wizard is available to the following user roles:

- Enrollers
- Public Health Enrollers
- Contact Tracers
- Super Users

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

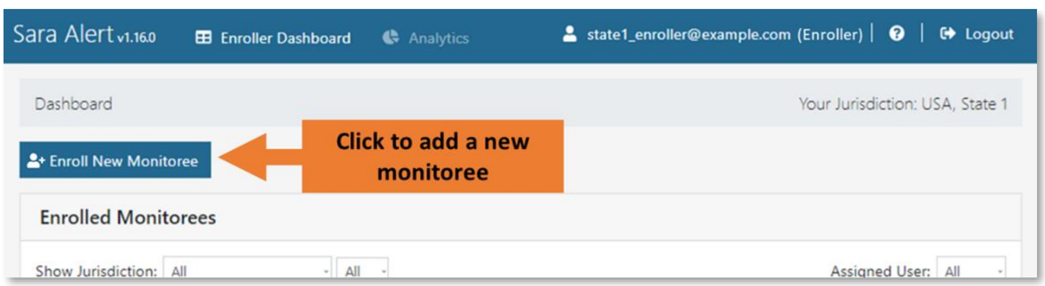


Figure 27: Enroll new monitoree

2) Select the appropriate workflow to enroll the monitoree in:

- **Exposure (contact):** Use this workflow if the new monitoree was potentially exposed
- **Isolation (case):** Use this workflow if the monitoree is a confirmed or probable case

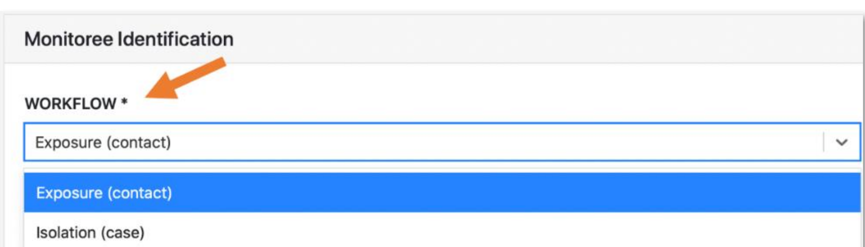


Figure 28: Select Exposure or Isolation workflow

3) 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.

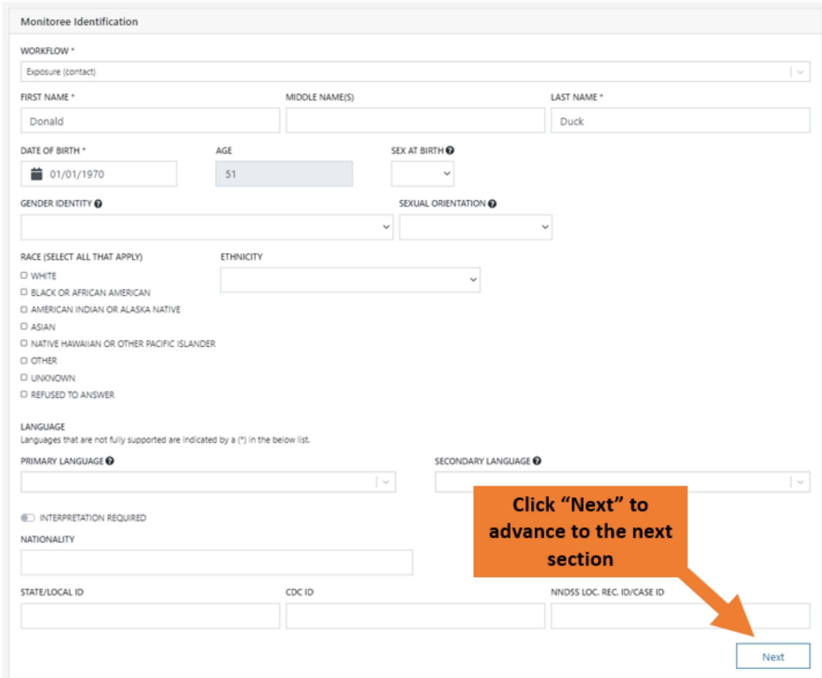


Figure 29. Enter new monitoree enrollment information

4) The final page of the Enrollment Wizard differs based on workflow:

- **Exposure workflow**: Exposure Risk factor data elements. Users must either input a Last Date of Exposure or check Continuous Exposure to advance.
- **Isolation workflow**: Symptom Onset Date, positive Lab Result, and Case Status. Users must input either a Symptom Onset Date or positive Lab Result to advance.

5) 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 30. Click "Finish" to save the record

NOTE: If the monitoree's **Preferred Reporting Method and corresponding contact information (i.e., phone number or email address)** matches that of an existing record among records you have access to, the two records will be linked as a reporting household. See **page 126** for instructions on how to remove a record from a household.

6) Sara Alert identifies potential duplicates based on exact match of First Name, Last Name, Sex at Birth (if not blank), and Date of Birth (if not blank) **OR** an exact match of the State/Local ID at the time of enrollment. If the record is flagged as a potential duplicate, a message will appear informing the user which match criteria were met and asking if you want to create a potentially duplicate record.

- If a monitoree is imported or enrolled without a DOB and/or Sex at Birth, Sara Alert will now flag existing monitorees with the same First Name and Last Name (and DOB or Sex, as available) as potential duplicates. Sara Alert will continue to flag State/Local ID matches for the monitoree.
- A record will not be flagged as a potential duplicate if there is an exact match on First Name and Last Name, but different inputted values in the Sex at Birth or DOB fields.
- If a monitoree is imported without a First Name or Last Name, Sara Alert will only look at their State/Local ID when checking for potential duplicates.

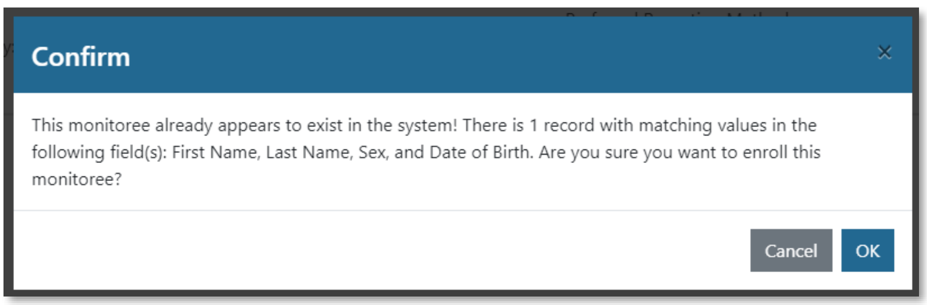


Figure 31: A confirmation box will appear for potential duplicate records

9.2 How to Import One or More Monitorees Into Sara Alert

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 monitorees. The following user types can import monitorees into Sara Alert:

- Public Health Users
- Public Health Enrollers
- Super Users

9.2.1 Epi-X Import Format Description

Sara Alert™ can import data from the spreadsheets distributed to jurisdictions via Epi-X notifications. The Epi-X import feature populates a limited subset of Sara Alert enrollment data elements. After import, enrollment can be completed by a public health user by adding additional information. Please contact the Sara Alert team at sarasupport@aimsplatform.com if you are interested in the specific data elements that are supported and the required format to import Epi-X notification spreadsheets.

9.2.2 Sara Alert™ Import Format Description

The Sara Alert™ import template populates all enrollment data elements in either workflow. The most current import template and formatting guidance is available in the user interface under the **"Import"** button. Refer to the "**Guidance**" and "**Value Sets**" tabs for further detail on requirements for import.

Add monitoree data that will be imported into the **"Template"** tab. The "**Template**" tab must be the first tab listed for the import to be successful. The system will ignore the "Guidance", "Value Sets", "Example", and "Updates" tabs.

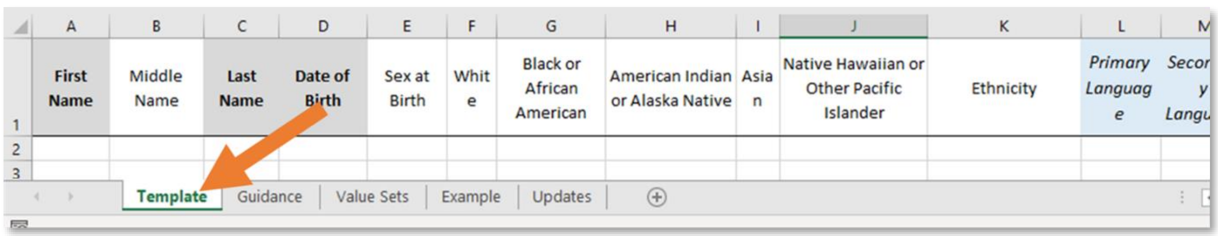


Figure 32: The "Template" tab must be listed first for the import to be successful. The system will ignore all other tabs.

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. For more information on when monitorees will receive a message from the system after import, see **page 165**.

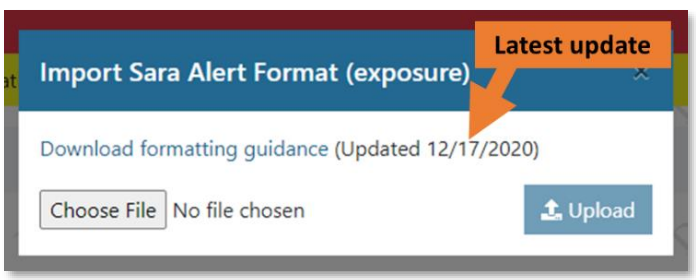


Figure 33: The Sara Alert Format import window notes when the template was last updated

Updates to the import template are noted in the "**Updates**" tab of the document, and the latest date changes were made is noted on the import pop-up window.

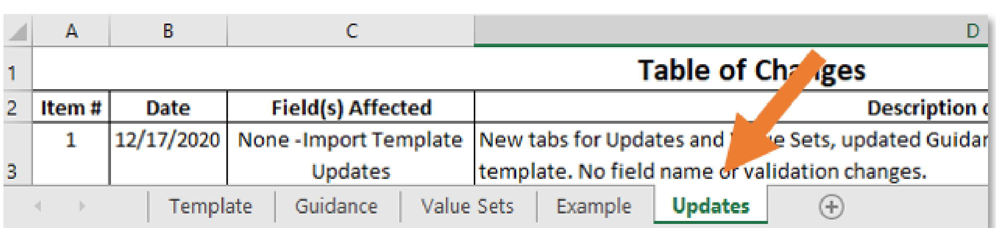


Figure 34: The "Updates" tab notes any changes to the import template

9.2.2.1 Requirements for Symptom Onset Date and Last Date of Exposure

The Sara Alert import template is designed to allow a user to use the same template for importing records into either the exposure or isolation workflow. The workflow that a user chooses to import records into (e.g., exposure, isolation) impacts which fields are required or supported on import. The **fields that differ by workflow** are listed below (and shaded in yellow in the import template):

- **Exposure Workflow**
  - **Required:** Last Date of Exposure – used to define monitoring period
  - **Not Required:**
    - Symptom Onset Date – this field will be ignored on import and the Symptom Onset Date field will be blank after the record is created. See page **39** for more information about how Symptom Onset Date is used in the Exposure Workflow.
    - Case Status – this field will be ignored on import and the Case Status field will be blank after the record is created. See page **27** for more information on how Case Status is used in the Exposure Workflow.
- **Isolation Workflow**
  - **Required:**
    - Symptom Onset Date AND/OR a Positive Lab Result (Lab 1 Specimen Collection Date, Lab 1 Result) – may be used by the system to determine eligibility for a record to appear on the Records Requiring Review line list.
  - **Not Required:**
    - Last Date of Exposure – this field will be populated if any data is provided.
    - Case Status – this field is used by the system to move monitorees between workflows. Records in the Isolation workflow are strongly recommended to have a case status of either "Confirmed" or "Probable".

Fields not listed above are fully supported when importing records into either workflow.

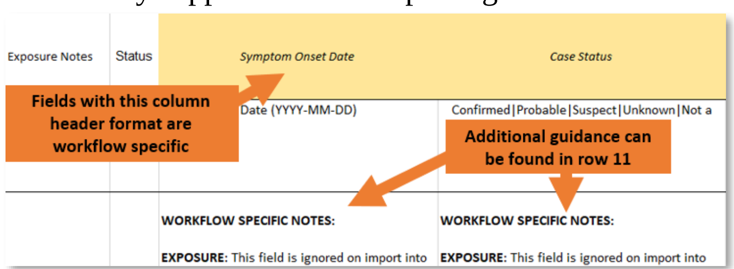


Figure 35: Follow workflow specific notes for italicized and shaded yellow fields

9.2.2.2 Optional Import Fields Constrained in the User Interface

Fields that are italicized and shaded blue in the import template are not currently validated on import but are constrained in the User Interface (UI) to a defined value set. The "Value Sets" tab shows the options available in the UI and are strongly recommended for user on import. If other values are entered, unexpected behavior may occur.

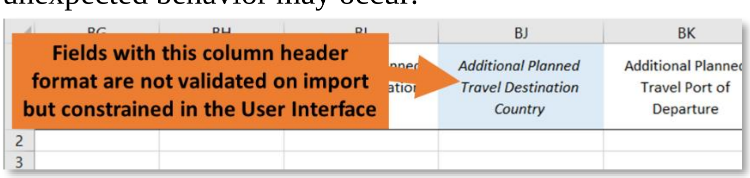


Figure 36: Use the recommended value sets for italicized and shaded blue fields to avoid unexpected behavior in the system

9.2.2.3 Format for Dates and Phone Numbers

Sara Alert™ accepts a different slightly format for dates and phone numbers when someone is enrolled via import versus the Enrollment wizard. The purpose of this is to optimize usability of the user interface while minimizing import errors that may occur (e.g., month and day reversal) whenever the date format differs between systems. Note the differences in format below. Using the enrollment wizard format during import may cause import errors.

Table 9-2: Data formats for Dates and Phone Numbers

Data Type	Import Format	Enrollment Wizard Format
Date	YYYY/MM/DD	MM/DD/YYYY
Phone Number	+1##########	##########

9.2.3 How to Import Multiple Records

1) Prepare a file for import according to the appropriate template guidelines; if you have any questions about the requirements, email sarasupport@aimsplatform.com.

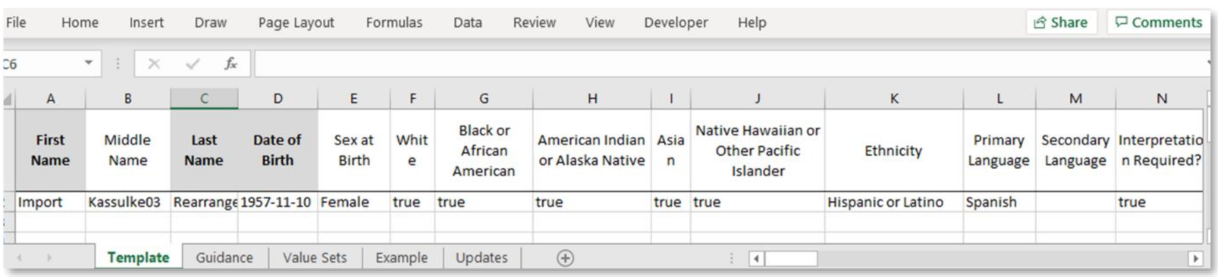


Figure 37: The Sara Alert import format

2) Select the monitoring workflow that you wish to import the records into. You can import contacts into **Exposure Monitoring** from the Exposure dashboard, or cases from the **Isolation Monitoring** from the Isolation dashboard. Importing is not supported from the Global dashboard view. 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.

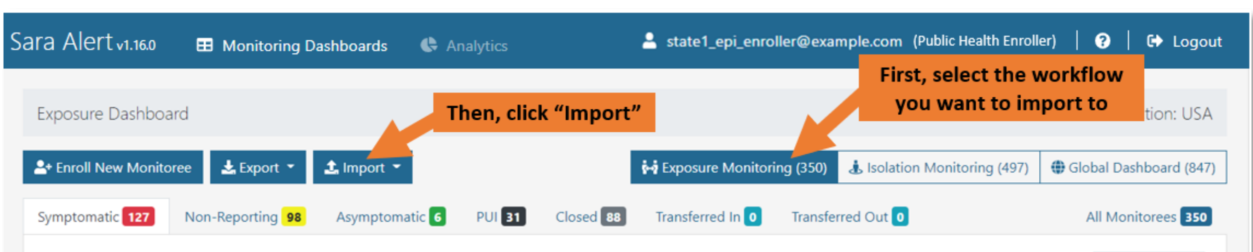


Figure 38: Click the Import Button and choose your file type

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

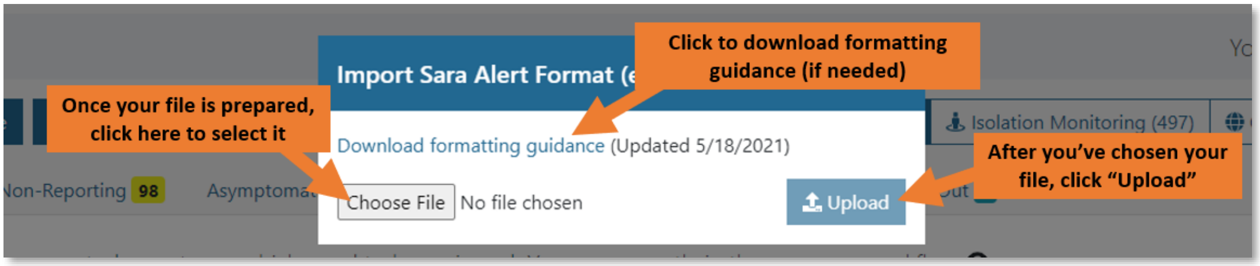


Figure 39: Select a File to Upload; Sara Alert Format shown

3) 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 at Birth (if not blank), and Date of Birth (if not blank) **OR** an exact match of the State/Local ID. Null or blank fields are handled as follows:

- If a monitoree is imported or enrolled without a DOB and/or Sex at Birth, Sara Alert will now flag existing monitorees with the same First Name and Last Name (and DOB or Sex, as available) as potential duplicates. Sara Alert will continue to flag State/Local ID matches for the monitoree.
- A record will not be flagged as a potential duplicate if there is an exact match on First Name and Last Name, but different inputted values in the Sex at Birth or DOB fields.
- If a monitoree is imported without a First Name or Last Name, Sara Alert will only look at their State/Local ID when checking for potential duplicates.

The system will inform the user which match criteria was met to identify the potential duplicate. 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.

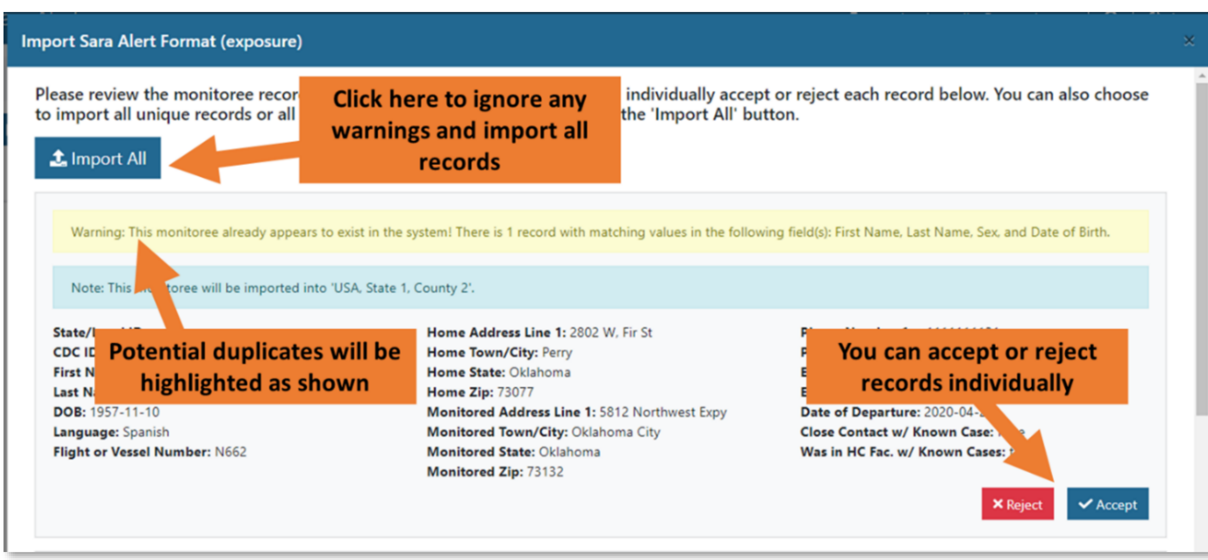


Figure 40: Sara Alert™ import screen (Note how duplicate records are marked)

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 potential duplicates, check the box and click "OK." If no potential duplicates are found, a check box will not appear.

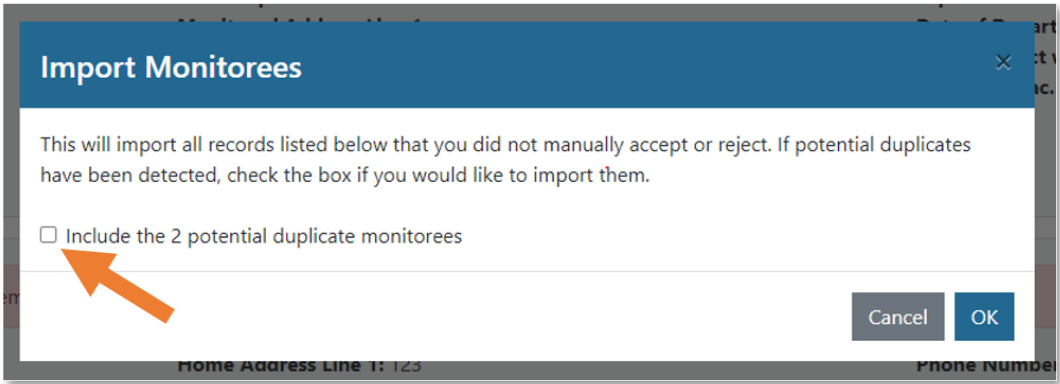


Figure 41: Selecting "Accept All" gives the option to include remaining duplicates

6) Large files may take several minutes to import. A bar at the top indicates progress of record creation from the import file. The "**Stop Import"** button halts additional record creation. However, this function does not delete records that have already been added during import session. For smaller import files, a user may not see the progress bar or "Stop Import" button.

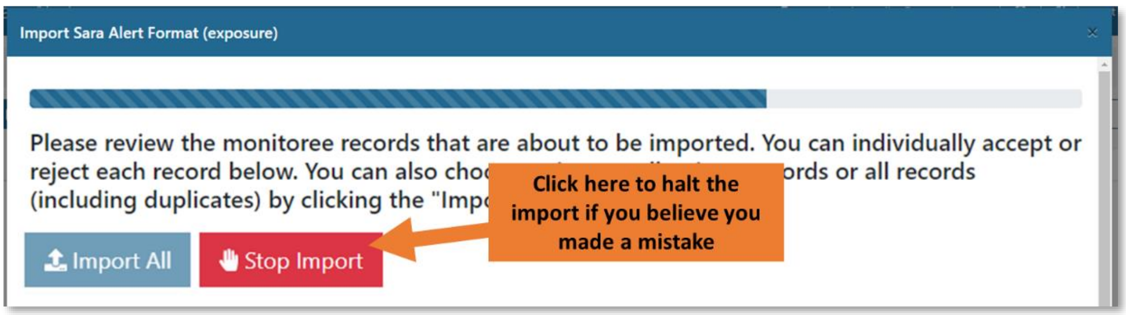


Figure 42: Click "Stop Import" to end the import

NOTE: The upper limit allowed 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.

9.3 How to Complete Enrollment of Close Contacts Saved in a Record as New Monitorees in the System

For monitorees who were exposed and later become a case, users may wish to add to Sara Alert the individuals listed in the Close Contacts table of that monitoree's record. The following user roles can enroll monitorees from a record's Close Contacts list:

- Public Health Enroller
- Contact Tracer
- Super User

1) Open the monitoree's record and scroll to the "Close Contacts" section. The "Enrolled?" column shows whether or not a Close Contact has been enrolled into the system. Under **"Actions"** click **"Enroll"** for the individual you would like to complete enrollment as a monitoree in Sara Alert™.

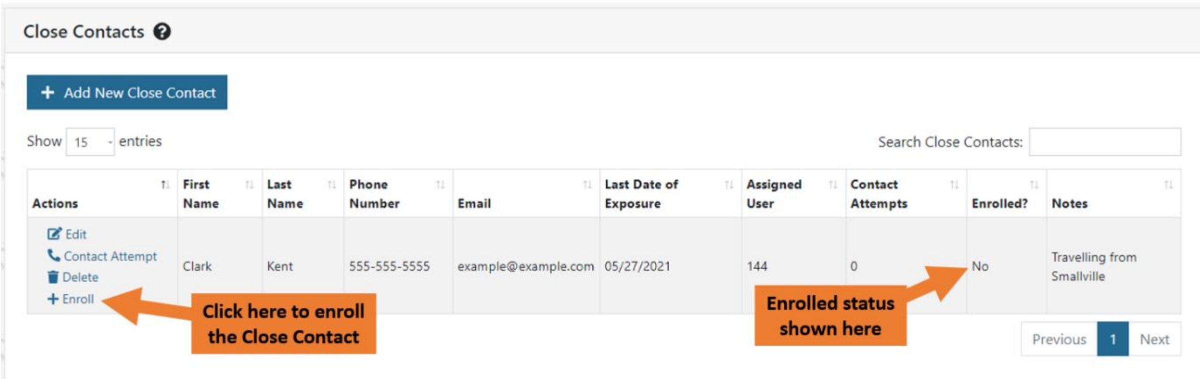


Figure 43: Click "Enroll" to add a specific contact as a new monitoree

2) This will automatically open the enrollment wizard so you can enroll the contact as a new monitoree.

The following fields will pre-populate with data available in the close contact record:

- First Name
- Last Name
- Phone Number
- Email
- Last Date of Exposure
- Assigned User
- Notes (populated on the final page of the Enrollment Wizard)
- Close Contact of Known Case (populated with the initial monitoree's Sara Alert ID)

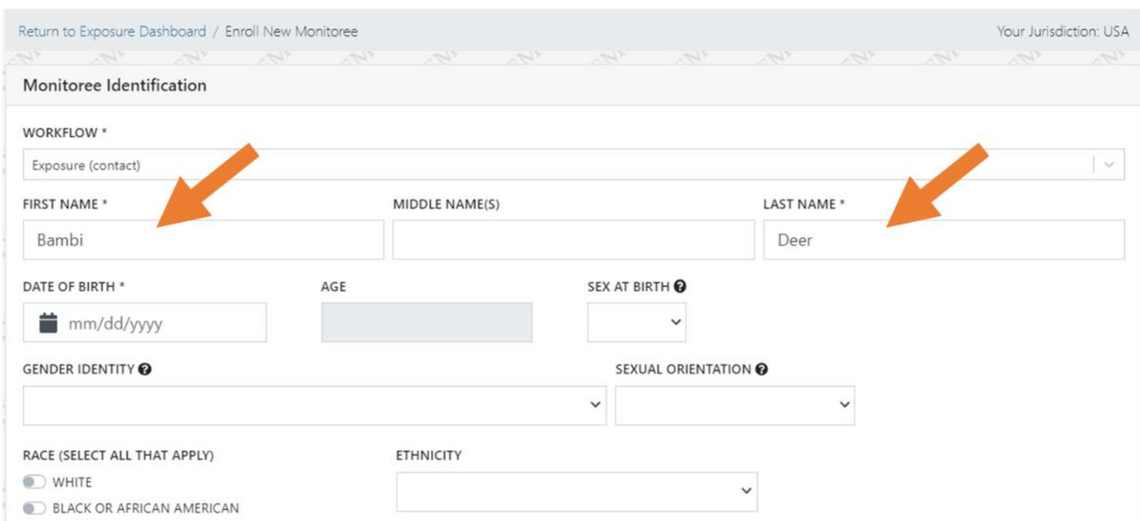


Figure 44: The enrollment wizard will pre-populate with information from the close contacts list

3) Complete enrollment to begin monitoring in Sara Alert. See **page 50** for more information on enrollment.

10 HOW TO MANAGE MONITOREES IN SARA ALERT

The following section contains information on how to manage monitorees in Sara Alert. This includes information about how to:

- View and edit records
- Perform basic dashboard functions
- Perform dashboard functions specific to Exposure Monitorees
- Perform dashboard functions specific to Isolation Monitorees
- Manage individual monitoree records

The primary audience for this section is **Public Health Users, Public Health Enrollers, Contact Tracers,** and **Super Users.** Enrollers have limited capabilities to manage monitorees in Sara Alert.

Table 10-1: Monitoree Management Capabilities by Role

Capabilities	Enroller	Public Health	Public Health Enroller	Contact Tracer	Analyst	Adminis-trator	Super User	Page #
View Records	✓	✓	✓	✓			✓	60
Edit Monitoree Details	✓	✓	✓	✓			✓	61
View the Monitoring Dashboard		✓	✓	✓			✓	61
Toggle Between Workflows		✓	✓	✓			✓	62
Navigate Line Lists		✓	✓	✓			✓	62
Monitoree Search	**pg 75***	✓	✓	✓			✓	63
Identify Heads of Households		✓	✓	✓			✓	77
Move Monitorees between Exposure Line Lists		✓	✓	✓			✓	88
Move Monitorees Between Isolation Line Lists		✓	✓	✓			✓	93
Apply and Save Advanced Filters		✓	✓	✓			✓	66
Transfer a Record		✓	✓				✓	95
Log a Manual Contact Attempt		✓	✓	✓			✓	97
Add a Report		✓	✓	✓			✓	98
Modify an Existing Report		✓	✓	✓			✓	99
Add a Note to a Report		✓	✓	✓			✓	101
Add Lab Results		✓	✓	✓			✓	102
Add Vaccinations		✓	✓	✓			✓	104
Add a Close Contact		✓	✓	✓			✓	104
Add a Comment to a Record		✓	✓	✓			✓	107
Filter Record History		✓	✓	✓			✓	109
Change Case Status		✓	✓	✓			✓	113
Flag a Record for Follow-Up		✓	✓	✓			✓	80
Close Records		✓	✓	✓			✓	114

* Enrollers have different search capabilities from the other user types. See **page 75** for more details.

10.1 Viewing and Editing Records

The following sections describe basic record viewing and editing functions that an **Enroller, Public Health** user**, Public Health Enroller, Contact Tracer, and Super User** can perform.

10.1.1 How to Open and View a Monitoree's Record

1) Open the monitoree's record by clicking on their name. View the record details.
NOTE: While **Enroller** users have a different view from what is shown below, they also open records by clicking on the monitoree's name.

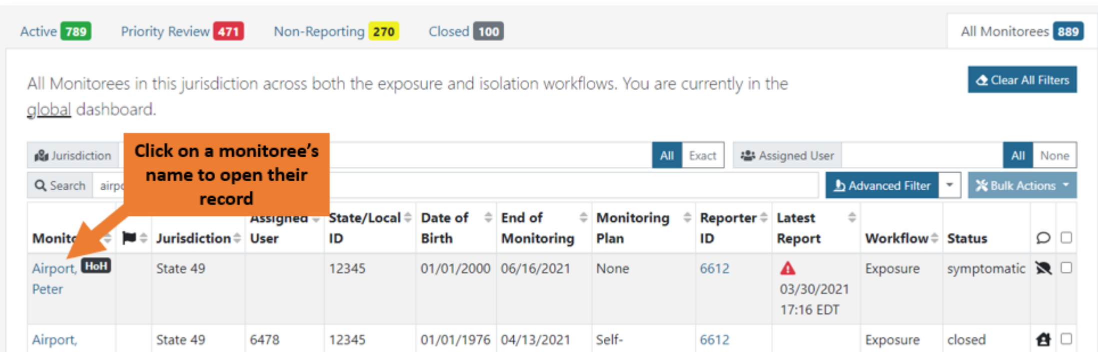


Figure 45: Click the monitoree's name to open their record

2) For **Public Health users, Public Health Enrollers, Contact Tracers, and Super Users,** the "**Monitoree Details**" section defaults to a collapsed view. Click "Show address, travel, exposure, and case information" to view the full record. If the monitoree is a Head of Household, their household members will appear at the bottom of this section.

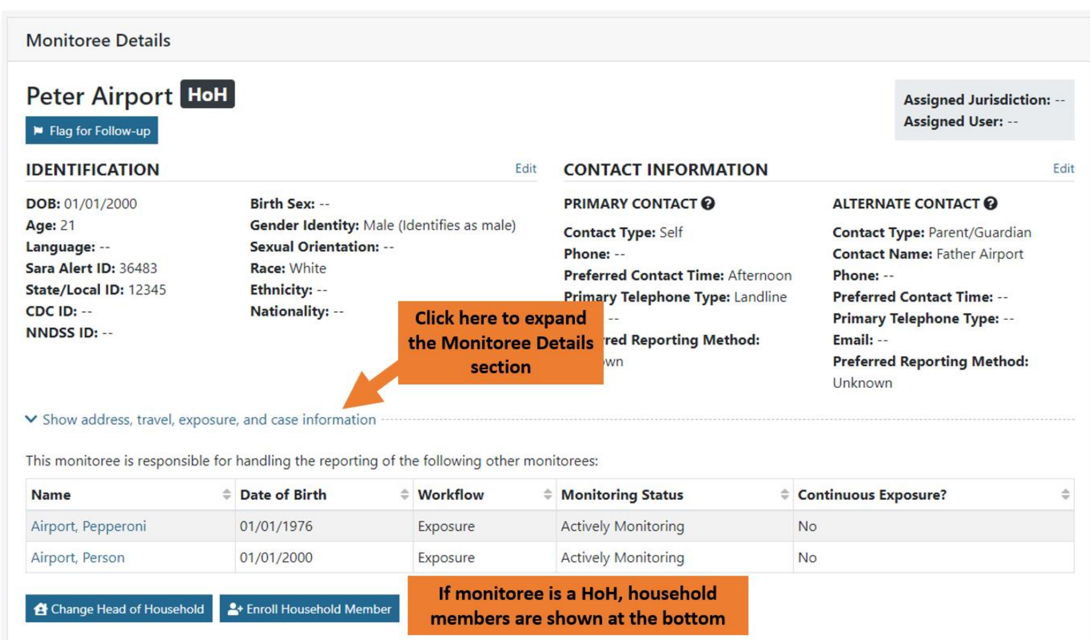


Figure 46: Monitoree Details shows household members and defaults to a collapsed view

NOTE: Navigating to a monitoree's record may clear some search fields (see **page 63**).

10.1.2 How to Edit Monitoree Enrollment Information

1) Find and open the monitoree record by clicking on their name in the **"Monitoree"** column.

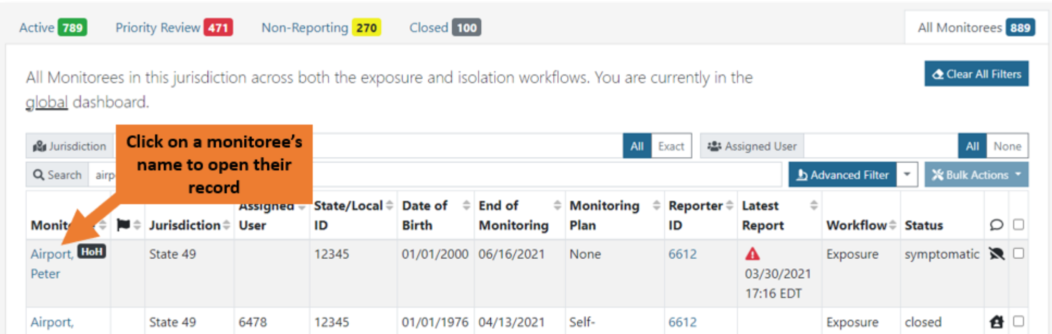


Figure 47: Select monitoree record

2) Click "Edit" on the corresponding Monitoree Details section. You may need to first show address, travel, exposure, and case information to reveal their "Edit" buttons.

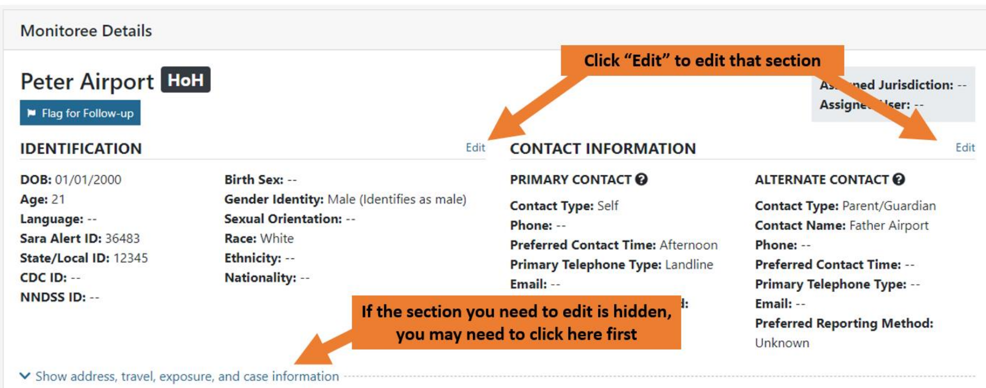


Figure 48: Modify monitoree record

10.2 Basic Dashboard Functions

The following sections describe information and features that a **Public Health, Public Health Enroller, Contact Tracer, and Super User** can access from any dashboard (exposure, isolation, or global). While this section shows images of the Exposure Workflow Dashboard, the same instructions apply to the Isolation Workflow Dashboard and Global Dashboard.

10.2.1 How to Navigate to the Monitoring Dashboards View

If you have access to multiple views, click "Monitoring Dashboards" at the top of your screen to navigate to the Monitoring Dashboards.

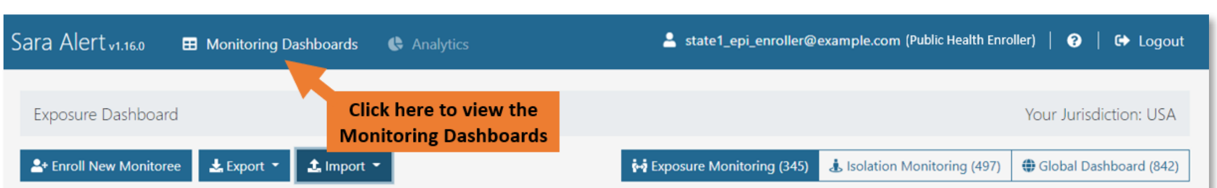


Figure 49: Click "Monitoring Dashboards" to navigate to the Monitoring Dashboards view.

10.2.2 How to Toggle Between Dashboards

Public Health, Public Health Enrollers, Contact Tracers, and Super Users have access to the Exposure, Isolation, and Global 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 whenever it is safe to discontinue isolation.
- **Global Dashboard:** Shows all monitorees in the user's jurisdiction, across both the Exposure and Isolation Workflows.

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

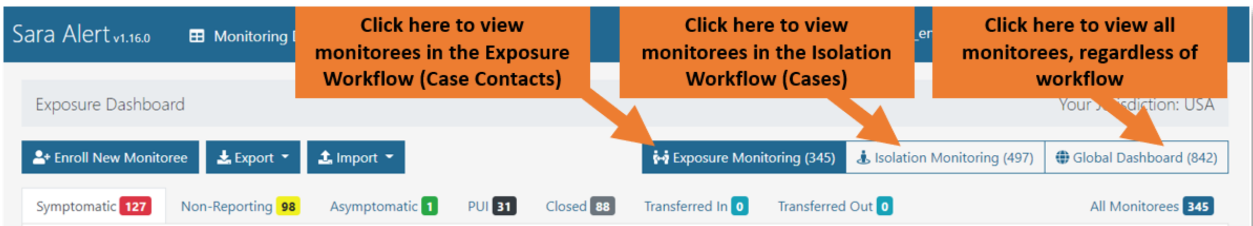


Figure 50: Toggle between the exposure and isolation monitoring dashboard views

2) The view will update. The button for the current workflow is colored blue and the dashboard titles are updated.

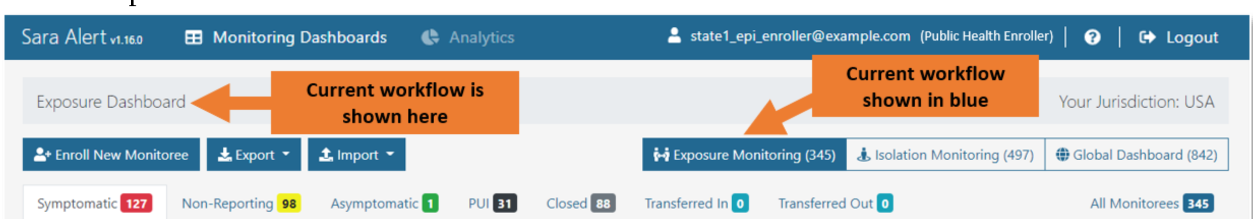


Figure 51: The current view is highlighted in two places

10.2.3 How to Navigate Monitoring Dashboard Line Lists

A video tutorial for navigating the line lists in the exposure workflow is available at: [saraalert.org/public-health/tutorial-videos/.](saraalert.org/public-health/tutorial-videos/) Navigation between the line lists works the same in the exposure and isolation workflows (though the line list names are different).

1) Click a tab to view monitorees on that line list. To view all records in the exposure workflow, select the "All Monitoree" line list or the "All Cases" line list in the isolation workflow.

Figure 52: Click through the tabs to view the monitoree line lists

2) Sort columns by clicking on the arrow icons.

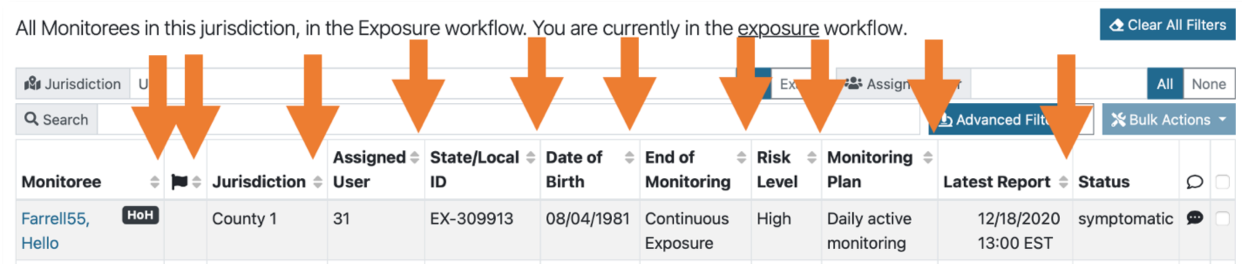


Figure 53: Sort monitoree records by one or more columns

10.2.4 How to Search for One or More Monitoree Records

Public Health users, Public Health Enrollers, Contact Tracers, and **Super Users** can use three different types of searches to find monitorees of interest on a Sara Alert line list:

1. **Basic Search (page 64)**
2. **Dashboard Quick Filters:** Users can filter records from the dashboard by Jurisdiction or Assigned user (without using Advanced Search) **(page 65)**
3. **Advanced Filters:** Allows users to search across multiple fields and to construct more complex search queries using the "Advanced Filter" feature **(page 66)**

NOTE: Enrollers have slightly different access to these search capabilities. See **page 75** for an explanation of how **Enrollers** search for monitorees.

Users can use these search features independently or in combination with each other (e.g., by setting up an advanced filter AND filtering by Assigned User on the dashboard). The dashboard will only show monitorees that meet ALL the active search parameters and filters.

When filters are applied, the number of records that meet the current parameters appears at the bottom of the page. The numbers on the line list tabs **will not** dynamically change based on search (see **Figure 71** on **page 71**).

To see all applied filters, users should check the following: Jurisdiction and Assigned User Quick Filters to see which criteria are applied (selected filter option and specified values), Search Bar for search terms, and name of current Advanced filter applied.

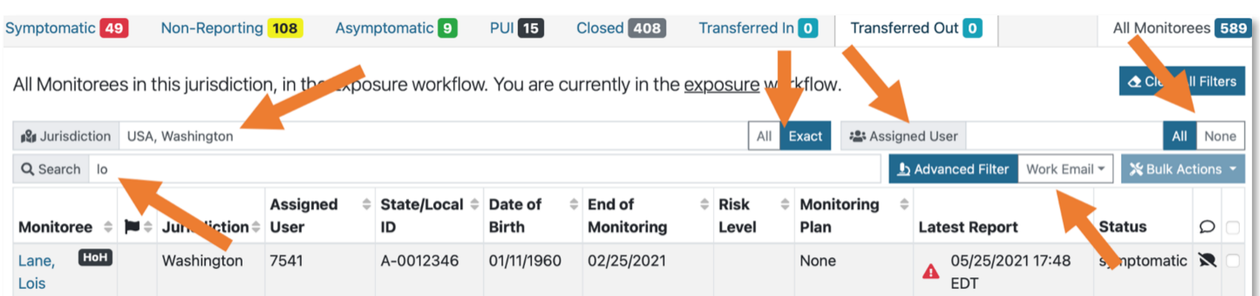


Figure 54: Check all filters to see what is currently active

Search terms and filters are "sticky" in most situations. This means that if a user has added search terms or filters, then navigates to a different view, the search terms and filters will remain active. For example if a user:

1. Applied a search term and/or filter to the monitoring dashboard to view the desired subset of monitorees.
2. Then, performed one of the following actions:
   - Navigate to a monitoree's record and later click "Return to Dashboard;" or
   - Perform a Bulk Action to edit monitorees in the current view; or
   - Refresh the page; or
   - Enroll a new monitoree/case and later click "Return to Dashboard;" or
   - Navigate from the Exposure workflow to the Analytics or Admin dashboard, then return to the Monitoring Dashboard; or
   - Change line lists in the same workflow; or
   - Navigate to the other workflow.
3. The original search term and/or filter applied in step 1 will usually remain active.

See **Appendix C: "Stickiness" of Monitoring Dashboard Filters, Searches, and Settings** for a complete list of filters/searches/settings that are "sticky" after specific actions are performed.

You can clear all active filters and searches by clicking the "Clear All Filters" button. This will also reset the number of records shown to 25.

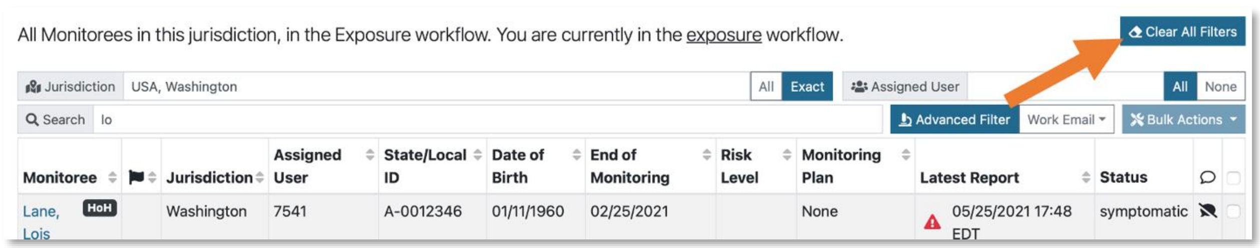


Figure 55: Click "Clear All Filters" to remove all filters

10.2.4.1 Basic Search

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

Users can use the "Search" bar on the dashboard to find records that match search terms in any of the following fields:

- First Name
- Last Name
- Date of Birth (format: YYYY-MM-DD)
- State/Local ID
- NNDSS/Case ID
- CDC ID

Basic search terms are remembered by the system when you change line lists and when you view a record then return to the dashboard. Basic search terms will be applied until cleared by a user.

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

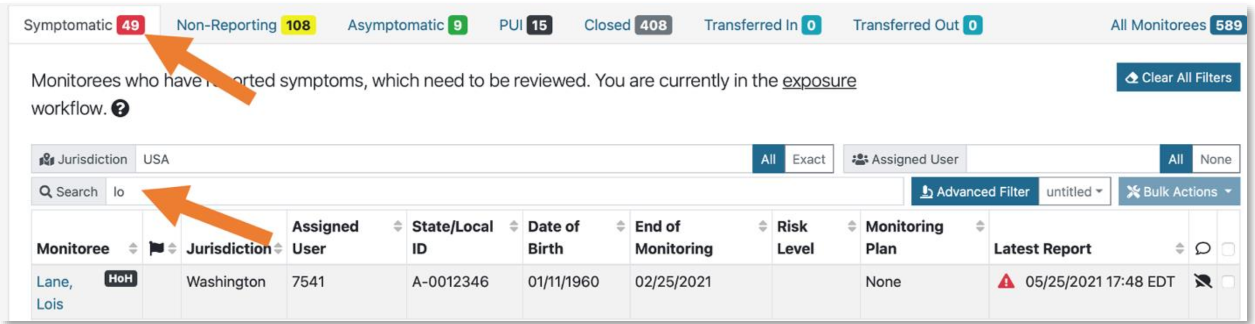


Figure 56: Search for a record within a specific line list by selecting that line list

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

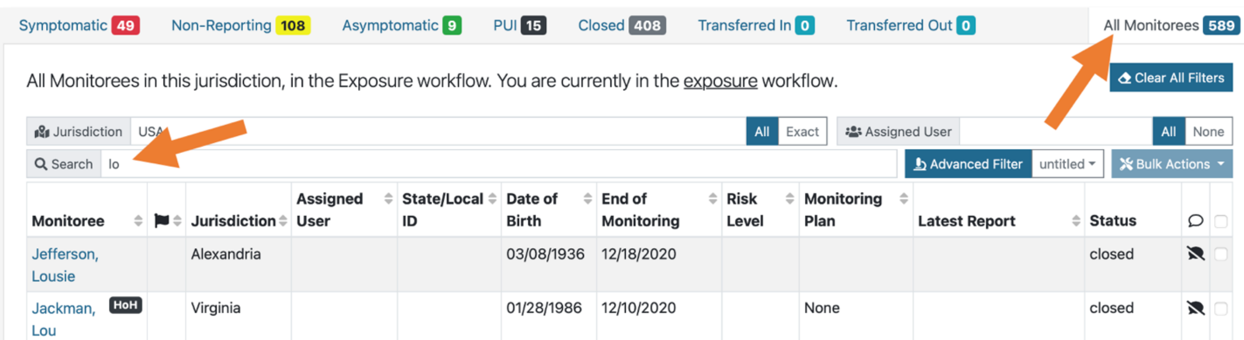


Figure 57: Search among all tabs by selecting the "All Monitorees" tab

10.2.4.2 Filter by Assigned User or Jurisdiction (Dashboard Quick Filters)

You can filter monitorees based on jurisdiction and user assignment directly from the dashboard.

NOTE: These filters are remembered by the system when you change line lists but are not remembered if you view a monitoree's record and then return to the dashboard. If you would like to maintain these filters on the dashboard while working through monitoree record updates, you should open a new internet browser tab to view and update monitoree record details.

Tip: To open a monitoree record in a new internet browser tab to maintain your dashboard view, right-click on the monitoree name from the dashboard and select "Open link in new tab."

To filter by Jurisdiction:

- Enter the Jurisdiction of interest in the **Jurisdiction** field, OR select the jurisdiction from the drop-down menu
    - The drop-down menu will auto-populate with sub-jurisdictions as you type
    - Click the **"All"** button to include all sub-jurisdictions within the jurisdiction you entered
    - Click the **"Exact"** button to filter for only monitorees in exactly the jurisdiction you select (i.e., does not include sub-jurisdictions)

To filter by Assigned User:

- Enter your Assigned User number in the **Assigned User** field, OR select the number from the drop-down menu
    - The drop-down menu will auto-populate with assigned user numbers that contain the value you entered
    - Click the "**All**" button to clear the current Assigned User filter
    - Click the "**None**" button to show only monitorees where the Assigned User field is blank

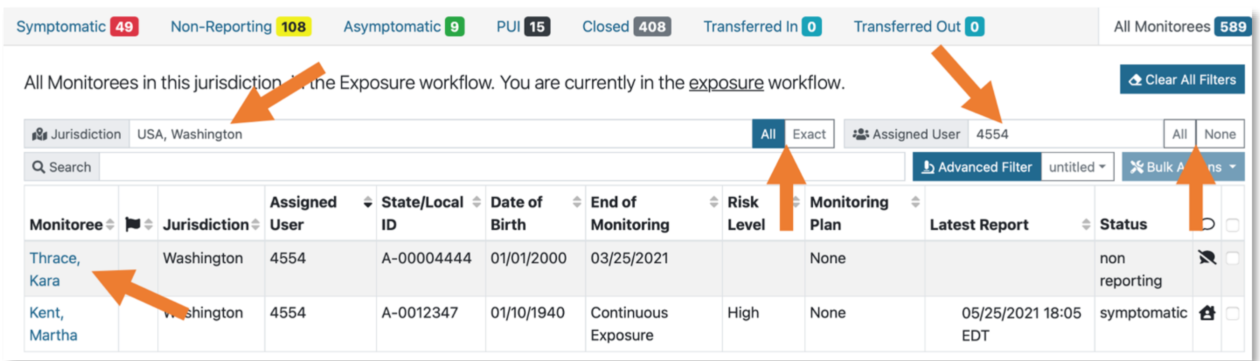


Figure 58: Search and/or sort by jurisdiction and user assignment

10.2.4.3 Advanced Filter

Sara Alert supports an Advanced Filter capability, which allows users to search across multiple fields and to construct more complex search criteria using the "Advanced Filter" feature. A user may set criteria for up to 5 fields for each filter.

When using the Advanced Filter feature, keep in mind these **helpful hints:**

- All filters are applied to the **current workflow**. You may navigate between line lists within a workflow to view records that meet the specified criteria on each.
    - Navigate to the **All Monitorees** line list (Exposure Workflow) or the **All Cases** line list (Isolation Workflow) to view all monitorees in each workflow that meet specified criteria.
    - **Saved**, applied filters will continue to be applied when toggling between workflows. See **page 71** for directions on how to save filters.
- Advanced Filters are applied in addition to Basic Search terms and Quick Filters **(Assigned User, Jurisdiction)**. See **page 64** for more information on the Basic Search
- For example, if a user has filtered by an assigned user and applied an advanced filter, the user will only see records that meet all criteria. See Appendix A (**page A-1)** for a full list and description of all advanced filter fields, along with accepted values.

10.2.4.3.1 Create a New Filter

1) Click the "**Advanced Filter**" button. If you want to search across all line lists in the workflow, first navigate to the "All Monitorees" or "All Cases" tab.

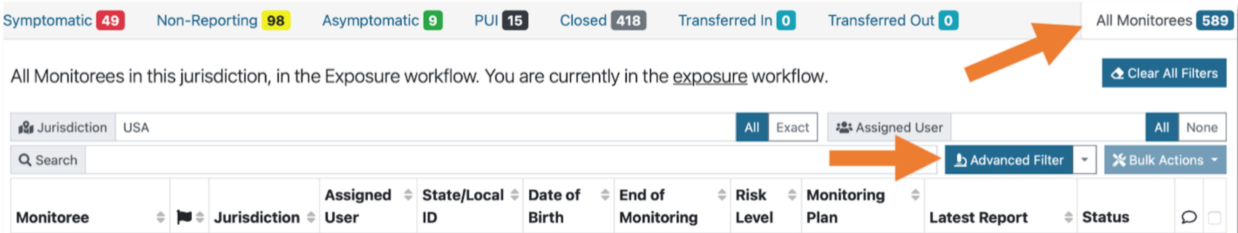


Figure 59: Click the "Advanced Filter" button

2) This will open the Advanced Filter window. Your current workflow is indicated at the bottom of the window.

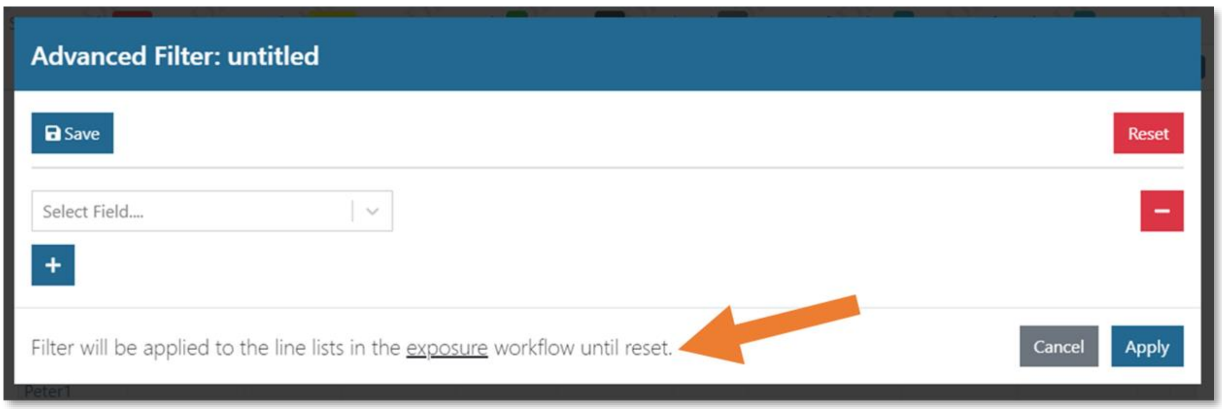


Figure 60: Select the filter field from the drop-down.

3) Choose the field(s) you want to filter by from the "**Select**" drop-down menu. See **Appendix A** for a full list and description of all fields that can be selected.

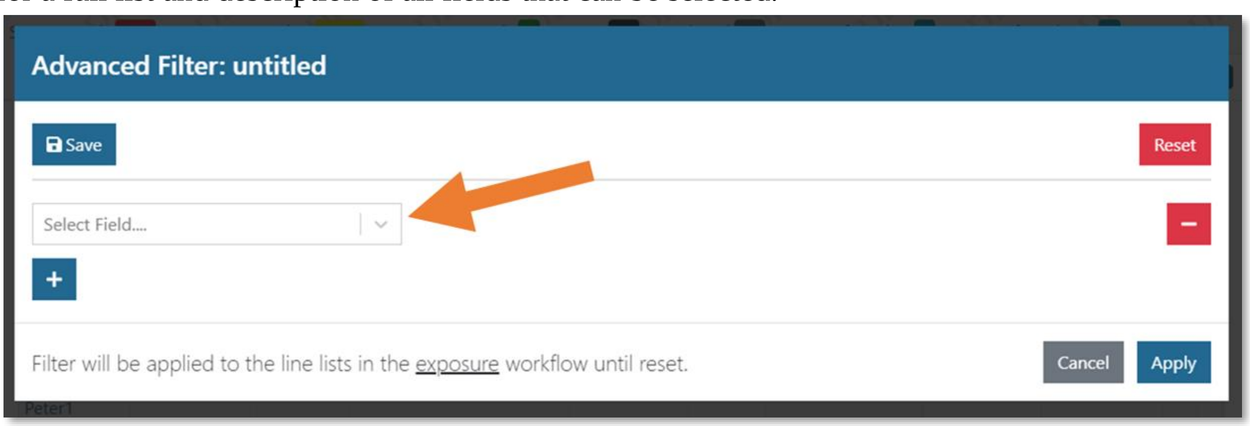


Figure 61: Select the filter field from the drop-down.

4) Adjust the variables to match your desired criteria.

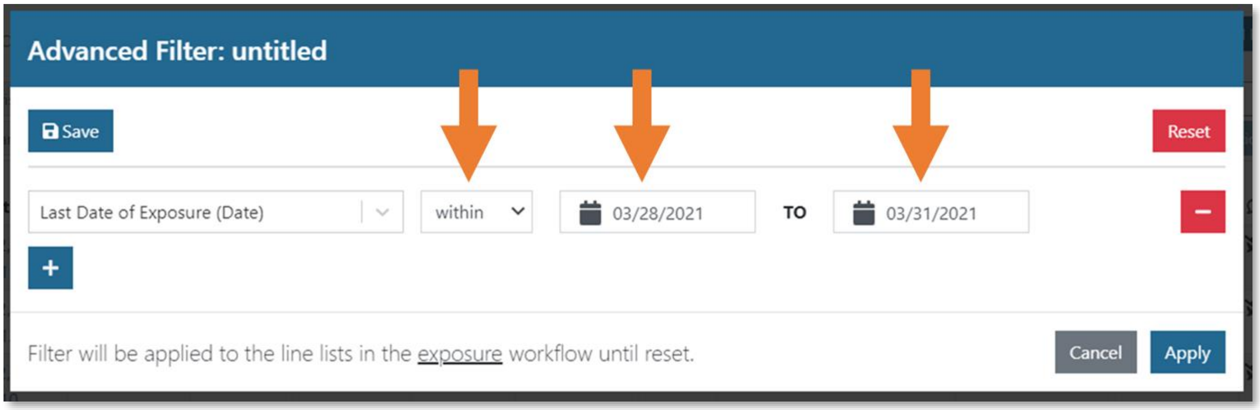


Figure 62: Adjust the parameters as appropriate

5) For multi-select filter types (e.g. Assigned User) multiple search values can be selected from the drop-down. Records containing any of the selected values will be shown.

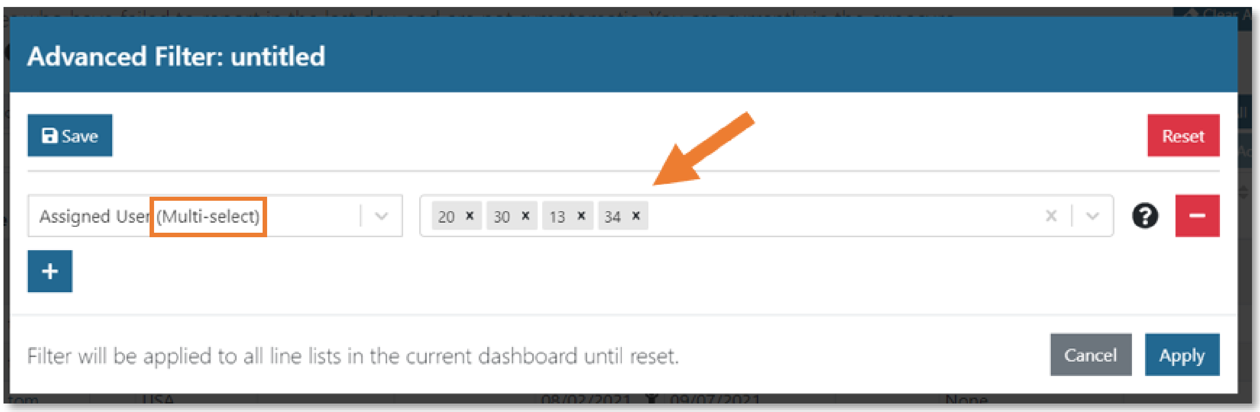


Figure 63: Multiple values can be selected using a "Multi-select" filter

6) For combination filter types (e.g., Lab Result), additional filter sub-parameters can be added by clicking the gray, circular "+" button on the right side of the window.

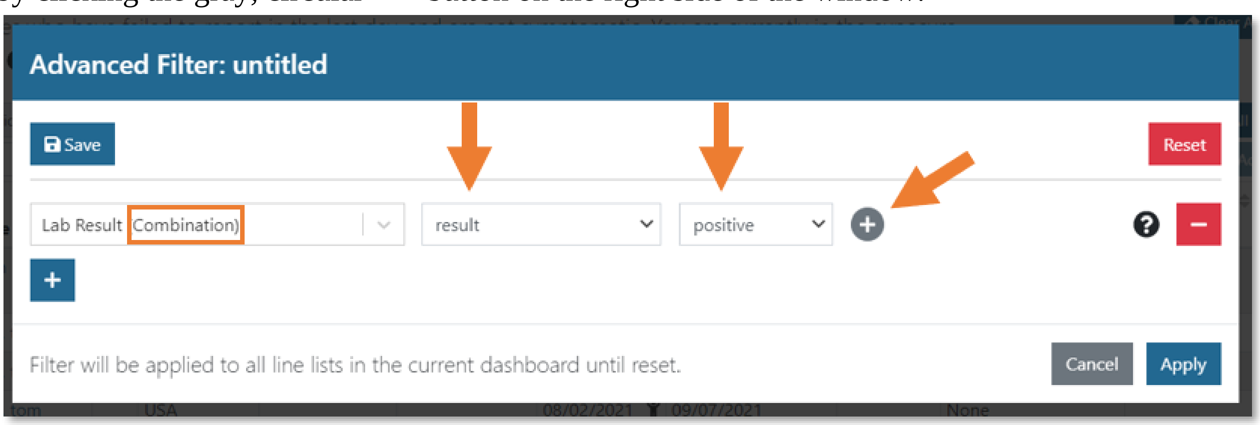


Figure 64: For Combination filter types, add additional sub-parameters with the gray "+" button

For combination filter types, each sub-parameter is linked by an "AND" statement. Only records that have a data element that meets ALL user-specified criteria will be displayed. For example, the filter shown below would only return records that have at least one positive PCR lab result.

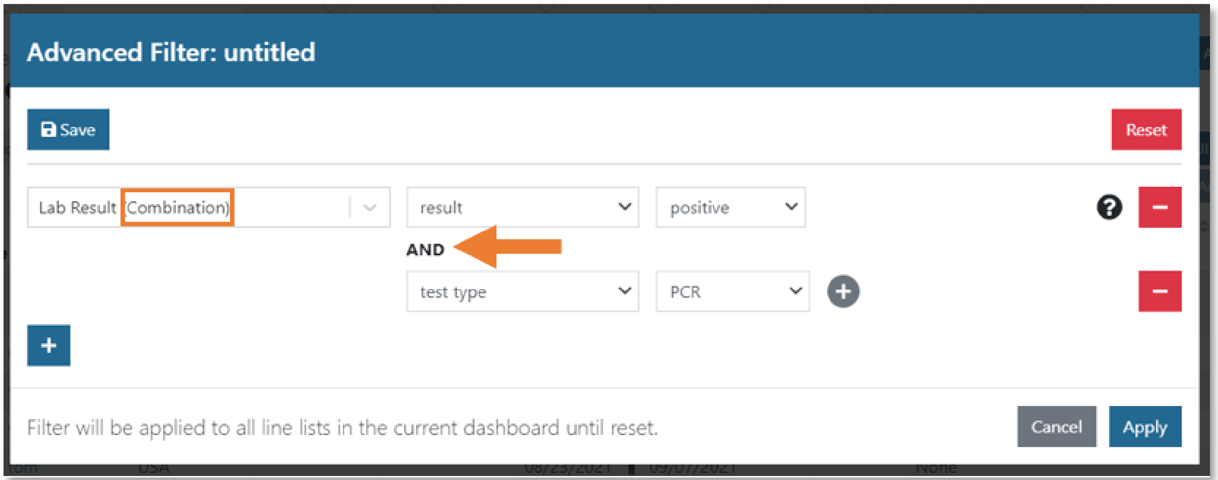


Figure 65: Additional Combination criteria are linked by an "AND" statement

7) Users can add additional filter parameters by clicking the blue "+" button on the left side of the window.

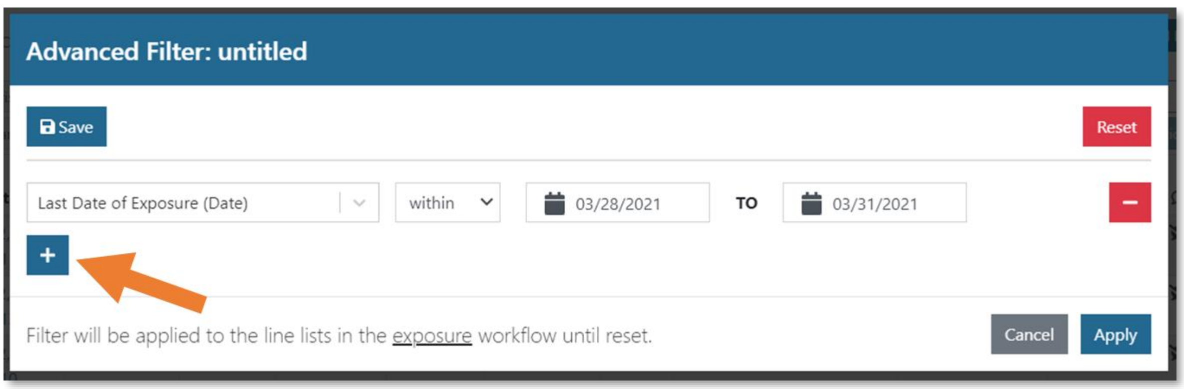


Figure 66: For all filter types, add additional parameters with the blue "+" button

8) Only records that meet ALL of the criteria included in the Advanced Filter (i.e., each parameter is linked by an "AND" statement) will be displayed. For example, the filter below would only show records with a Last Date of Exposure between 3/28/21 and 3/31/21 who had also reported in the last 24 hours.

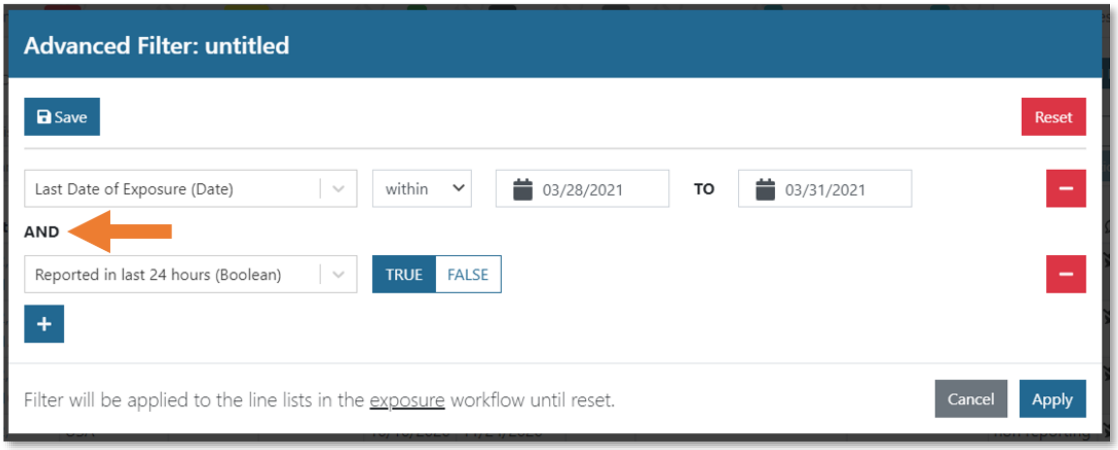


Figure 67: Additional criteria are linked by an "AND" statement

9) Click the "–" button on the right side of the window to remove a parameter from the filter.

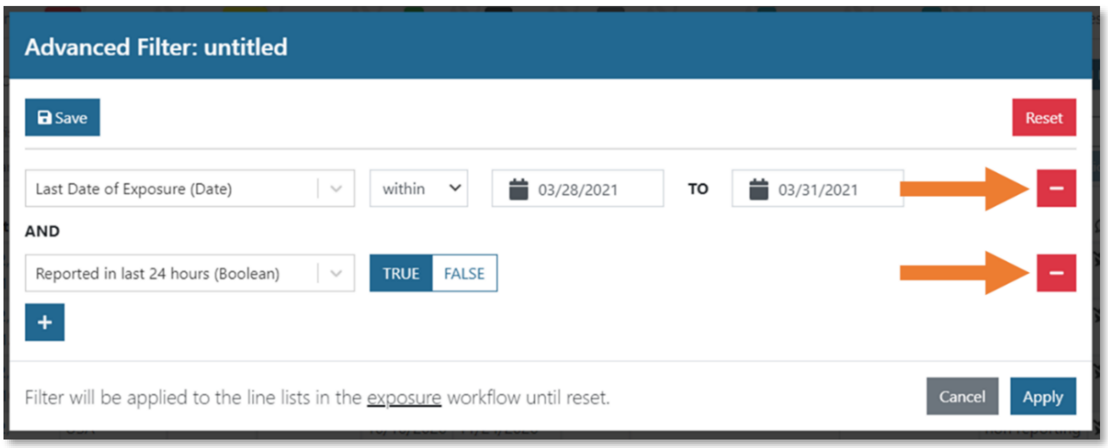


Figure 68: Remove individual parameters with the "–" button

10) You can remove all parameters by clicking **"Reset."** You will lose any unsaved filter changes.

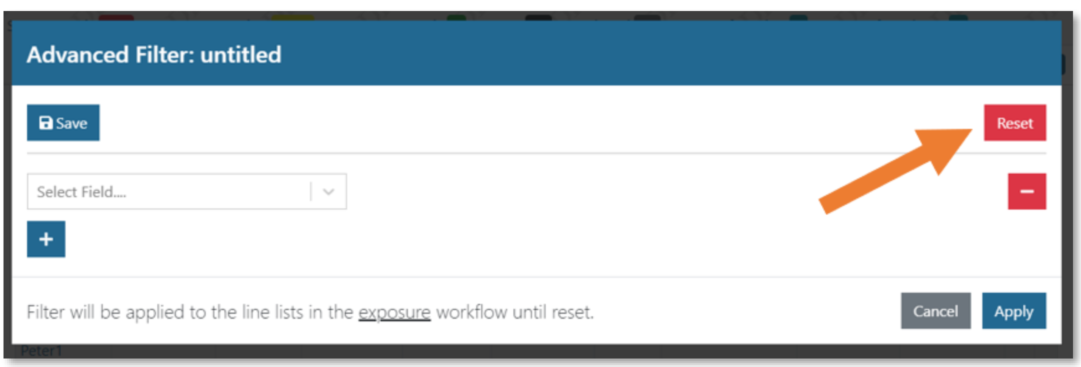


Figure 69: Click "Reset" to remove all parameters

11) Click "**Apply**" to apply the filter to the dashboard.

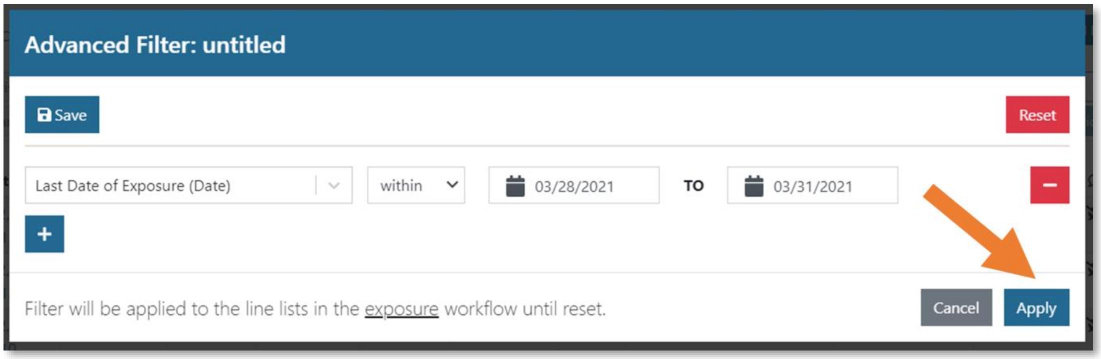


Figure 70: Click "Apply" to apply the filter

12) Only monitorees that meet the specified parameters will be shown. The number of monitorees in the current line list that meet the parameters is indicated at the bottom of the dashboard view; the numbers on the line list tabs will still show the total (unfiltered) numbers of monitorees on that line list.

Clicking "**Clear All Filters**" will clear all filters and search criteria.

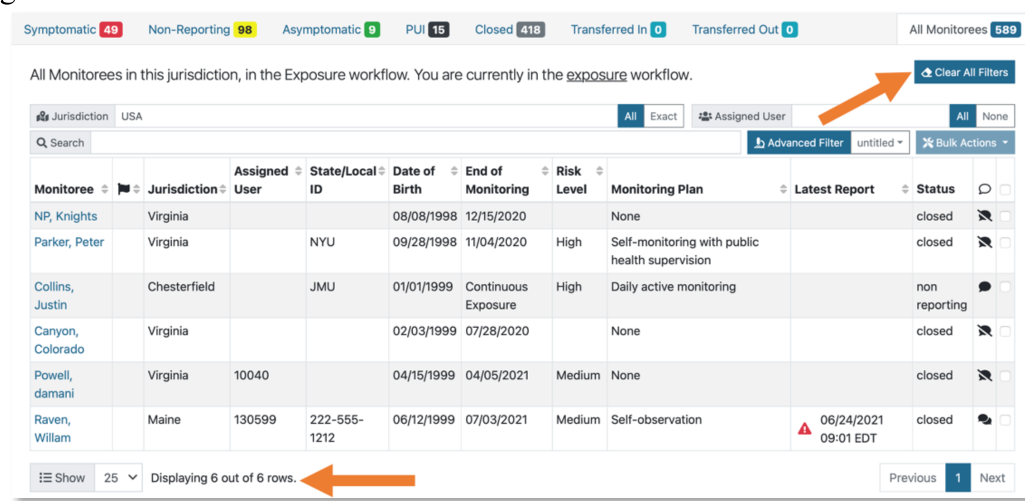


Figure 71: The total number of monitorees that meet the filter parameters is shown at the bottom of the page. The "Clear All Filters" button will clear the filter

10.2.4.3.2 Save the Current Filter

Users can save custom filters for future use. To save a filter:

1) Click the "**Advanced Filter**" button to show the current filter parameters.

Figure 72: Click "Advanced Filter" to open the filter window

2) After setting the desired parameters, click "**Save**" to save the filter.

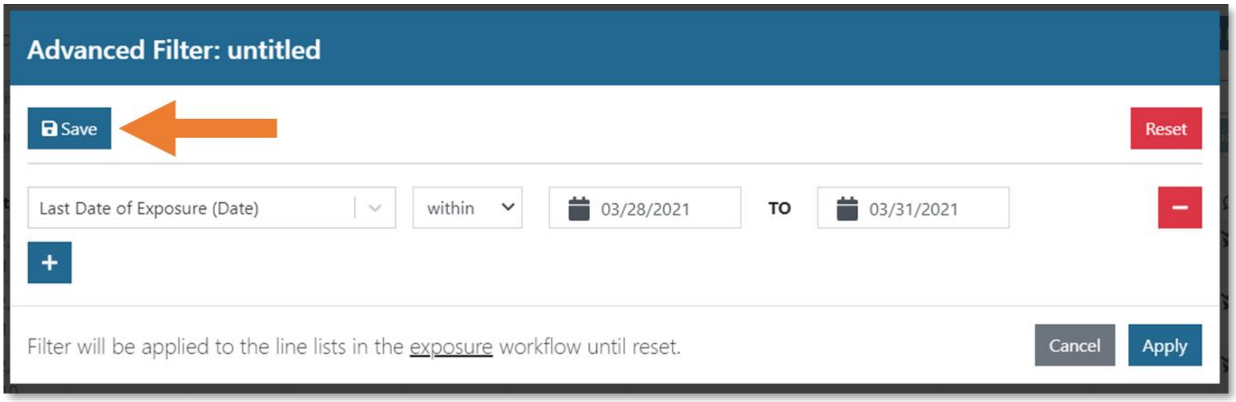


Figure 73: Click "Save" to save the filter

3) You will be prompted to name the filter. Enter a name and click "**Save**" to complete the process. **NOTE:** Filters cannot be renamed once saved.

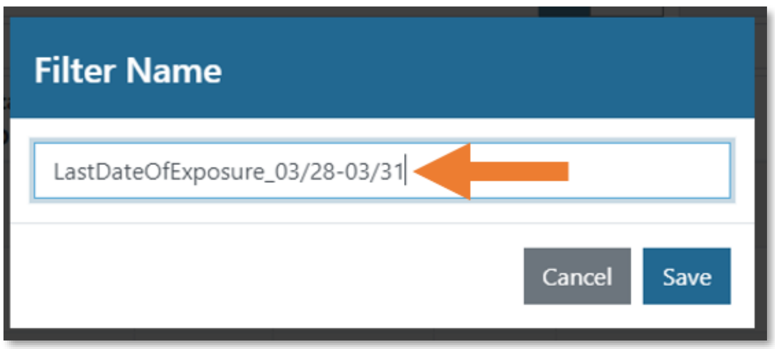


Figure 74: Name your filter

4) Note where the current filter name is displayed in the Advanced Filter window.

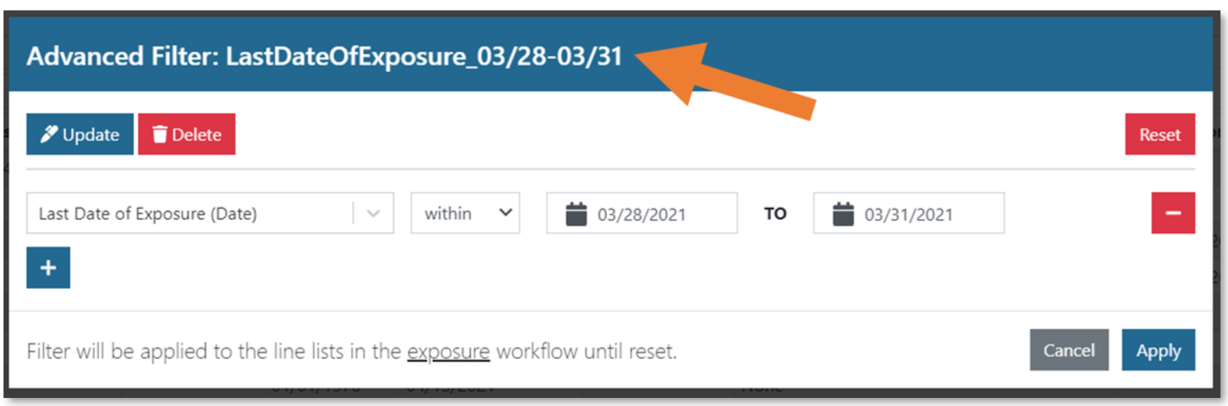


Figure 75: Note where the filter name is displayed

10.2.4.3.3 Apply, Update, or Delete a Saved Filter

1) You can see all saved filters by opening the Advanced Filter drop-down menu from the dashboard. Click the filter name to open the filter.

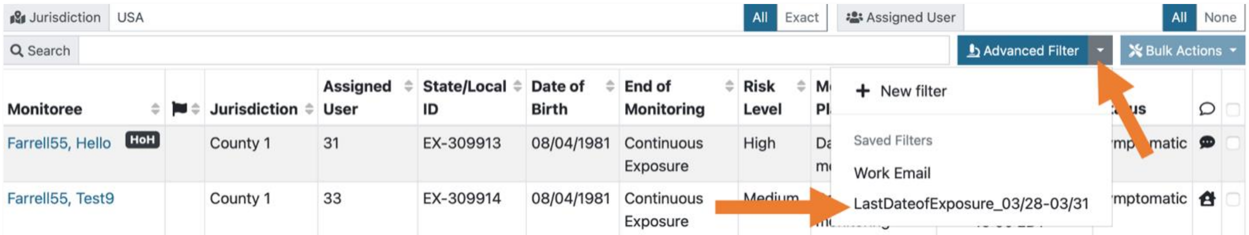


Figure 76: Open the Advanced Filter drop-down menu

2) Click “**Apply**” to apply the filter.

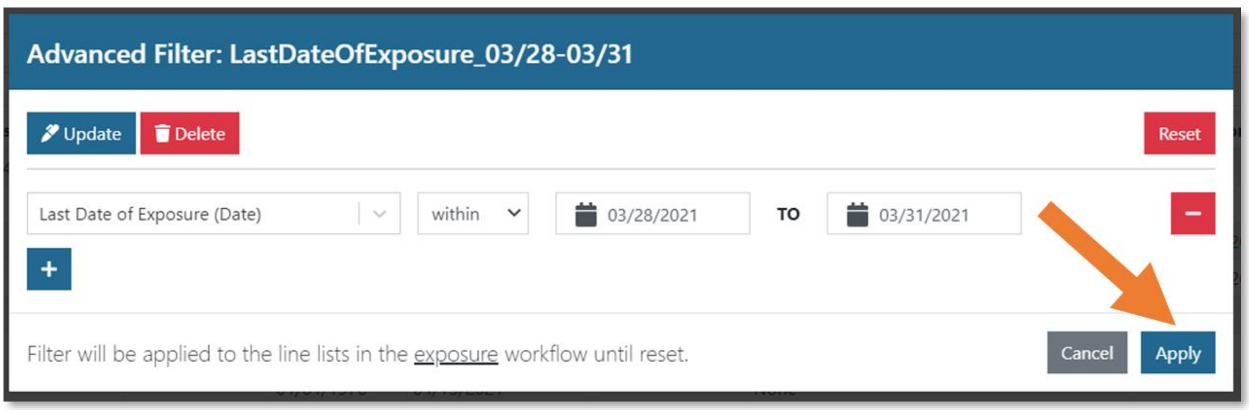


Figure 77: Apply the filter

3) The current advanced filter name is displayed on the dashboard. **An unsaved filter’s name will appear as “untitled.”**

NOTE: Advanced filters that have not been saved (appear as “untitled”) are remembered by the system when you change line lists but are not remembered if you view a monitoree’s record and then return to the dashboard. If you would like to maintain these filters on the dashboard while working through monitoree record updates, you should open a new internet browser tab to view and update monitoree record details.

Tip: To open a monitoree record in a new internet browser tab to maintain your dashboard view, right-click on the monitoree name from the dashboard and select “Open link in new tab.”

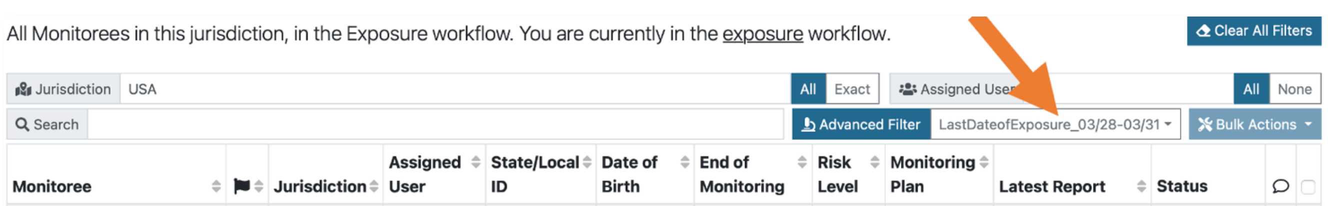


Figure 78: The filter name is visible in the dashboard

4) To update a saved filter, make the desired changes to the filter parameters and click "**Update**."

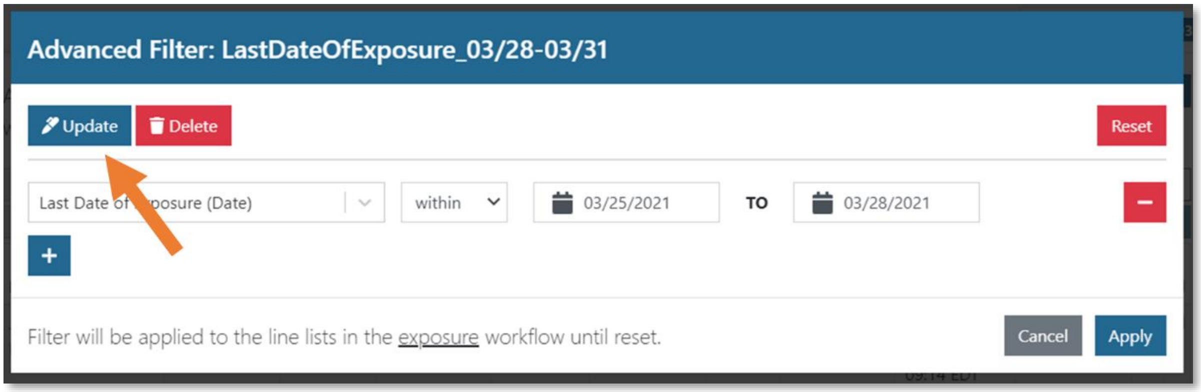


Figure 79: Update a saved filter

5) Click "**Delete**" to delete a saved filter.

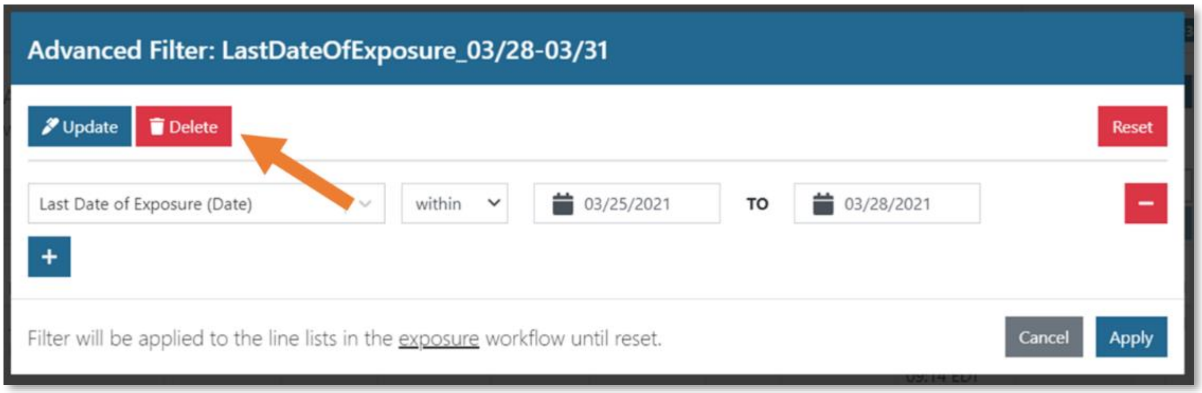


Figure 80: Delete a saved filter

10.2.4.3.4 Find Records with Blank Values in Certain Fields

You can use the Advanced Filter feature to find records where certain fields are blank or have no data. This may be helpful to your workflow and/or may help with data quality control.

The following Advanced Filters support a "blank" option:

- Close Contact With a Known Case ID
- Common Exposure Cohort Name
- Email
- First Name
- Last Date of Exposure
- Last Name
- Latest Report
- Lab Result (Specimen Collection Date, Result, Type, Report Date)
- Sara Alert ID
- Symptom Onset Date
- Telephone Number
- Vaccination (Administration Date, Dose Number)

For "Text" type Advanced Filters, leaving the text field blank and applying the filter will show records where that field is blank. Applying the filter in the example below would show only records where Common Exposure Cohort Name is blank.

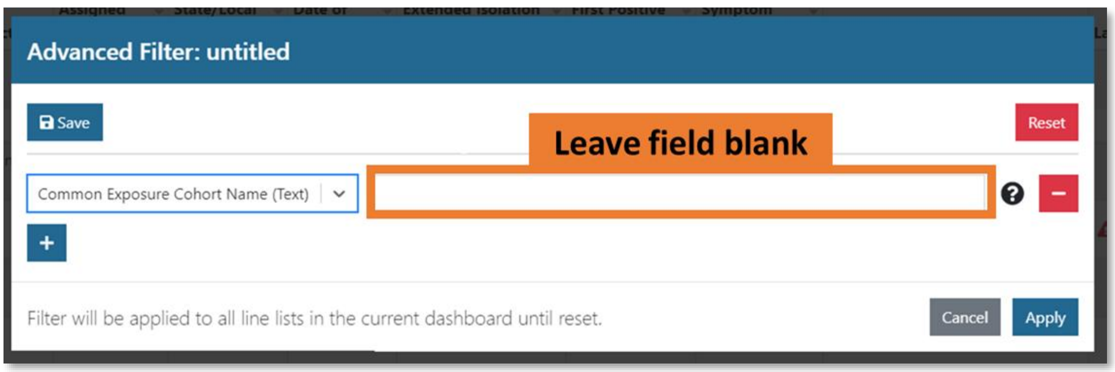


Figure 81: For "Text" Advanced Filters, leave the text field blank to search for records where that field is blank.

For "Date" type Advanced Filters, choose the "(Date)" option (not the "(Relative Date)" option) and choose the blank operator from the drop-down menu. Applying the filter below would show all records where the Last Date of Exposure is blank.

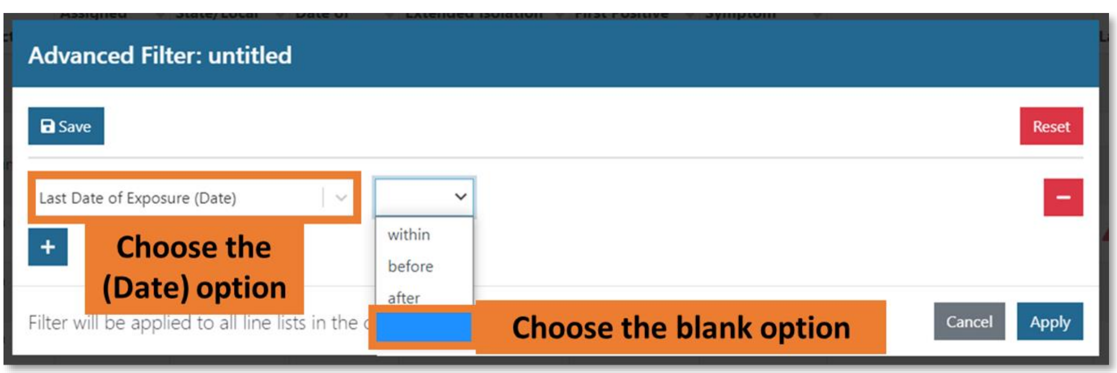


Figure 82: For "Date" Advanced Filters, choose the "(Date)" option, then choose the blank operator from the drop-down menu.

For "Combination" type Advanced Filters, you can also use the "blank" operator to filter for records that have a Lab Result or Vaccination that is missing that specific data element.

10.2.4.4 Searching for Monitorees as an Enroller User

Enroller users have more limited search options than other user types. **NOTE: Public Health** users**, Public Health Enrollers, Contact Tracers, and Super Users** have access to more advanced search capabilities. See **page 63** for more details.

1) Enrollers can use the "Search" bar on the dashboard to find records that match search terms in any of the following fields:

- First Name
- Last Name
- Date of Birth (format: MM/DD/YYYY)
- Enrollment Date (format: MM/DD/YYYY)
- State/Local ID

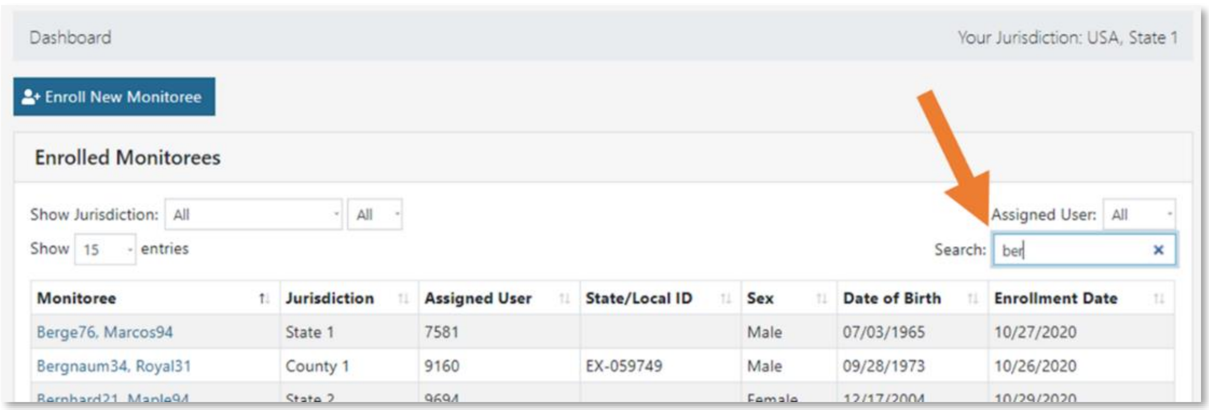


Figure 83: Search enroller dashboard

2) As with the other user types, Enrollers can also filter for monitorees based on their assigned jurisdiction (if applicable) or the user who has been assigned to their record.

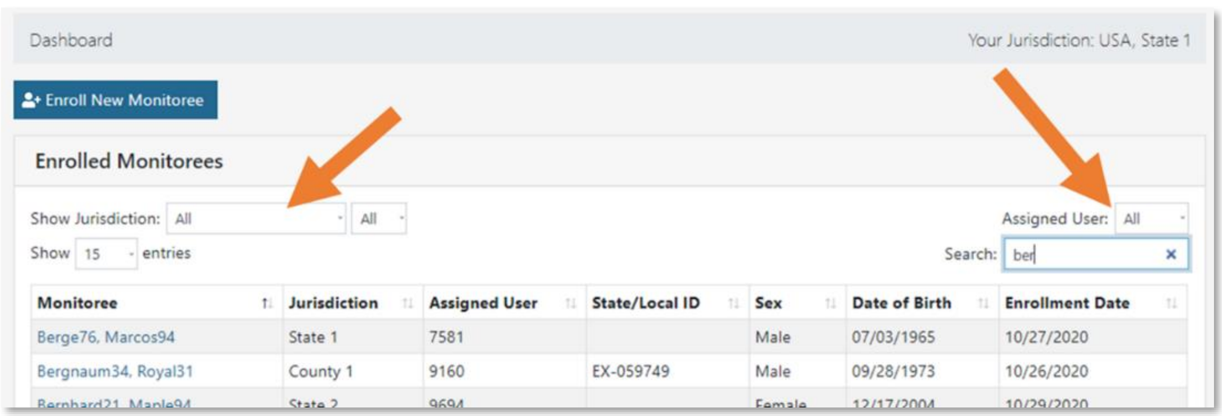


Figure 84: Filter by Jurisdiction or Assigned User

10.2.5 How to Identify Monitorees who may be Eligible to End Quarantine for COVID-19 Early (In Accordance with CDC's 12/2/20 Guidance)

In order to help users identify monitorees who may be eligible to end quarantine for COVID-19 before day 14, Sara Alert has two Advanced Filters that identify monitorees who may be eligible to end Quarantine after Day 7 or Day 10 (in accordance with CDC's Guidance: *Options to Reduce Quarantine for Contacts of Persons with SARS-CoV-2 Infection Using Symptom Monitoring and Diagnostic Testing* (Updated 12/2/20).

NOTE: Decisions about the quarantine period are made at the jurisdictional level. Please work with your top-level jurisdiction users to determine if or how your jurisdiction is using these filters.

The Advanced Filter names and a description are listed below. In both filters, Last Date of Exposure is counted as Day 0 of the monitoring period:

Candidate to Reduce Quarantine after 10 Days:

- Monitoree (or a user) submitted a daily report AND was on the asymptomatic list at any point on days 10, 11, 12, or 13 after Last Date of Exposure.

Candidate to Reduce Quarantine after 7 Days:

- Monitoree (or a user) submitted a daily report AND was on the asymptomatic list at any point on days 7, 8, or 9 after Last Date of Exposure; **AND**
- Monitoree has a documented negative PCR or antigen lab test where the Specimen Collection Date is on any of days 5, 6, 7, 8, or 9 after Last Date of Exposure

1) To view either set of monitorees, open the Advanced Filter and select the appropriate filter name from the drop down.

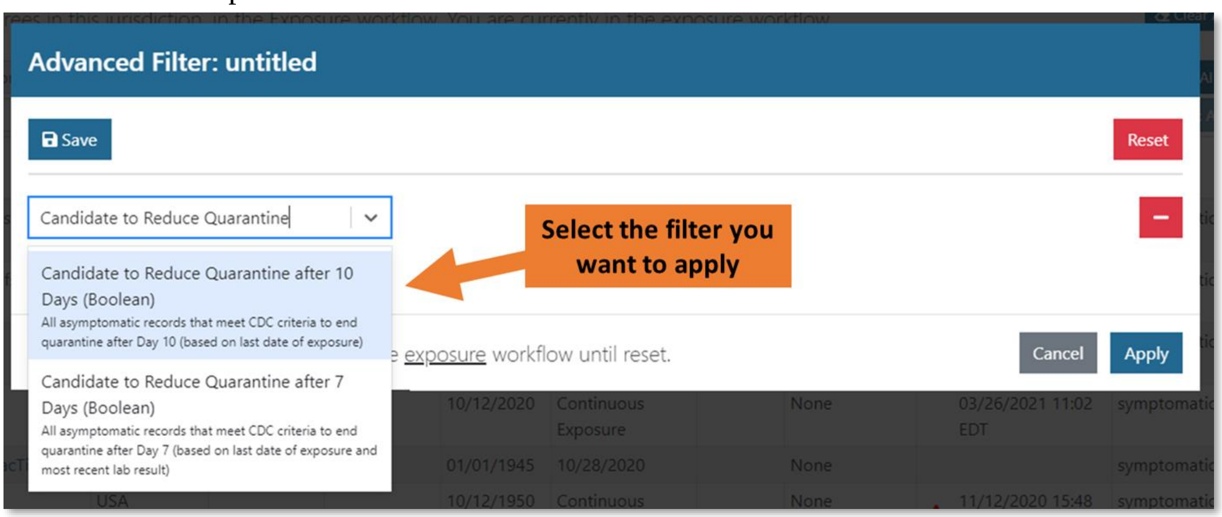


Figure 85: Set the Advanced Filter

2) To close out these monitorees you can:

- Close out records individually by opening the record and changing the monitoring status to "Not Monitoring" (see **page 114** for more details)
- Close out records in bulk by using the bulk update feature (see **page 80** for more details)

10.2.6 How to Identify Heads of Households on the Dashboard

Monitorees who are Heads of Households (HoH) are indicated by an “HoH” icon: HoH
This icon appears to the right of the monitoree’s name on the dashboard.

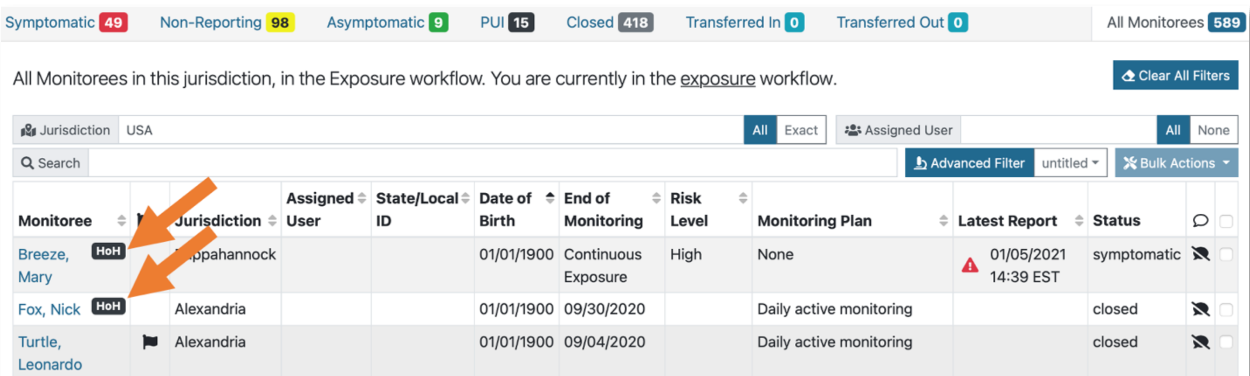


Figure 86: The “HoH” icon indicates Heads of Households

10.2.7 How to Identify Monitorees whose Latest Report is Symptomatic

Active monitorees (i.e., not on the “Closed” line list) whose latest report meets the symptomatic logic are flagged with a red “alert” icon in the Latest Report column. This means that the report with the timestamp listed under “Latest Report” is symptomatic **AND** has not been “reviewed” to remove the symptomatic flag (see **page 88** for more information about marking symptomatic reports as “reviewed”).

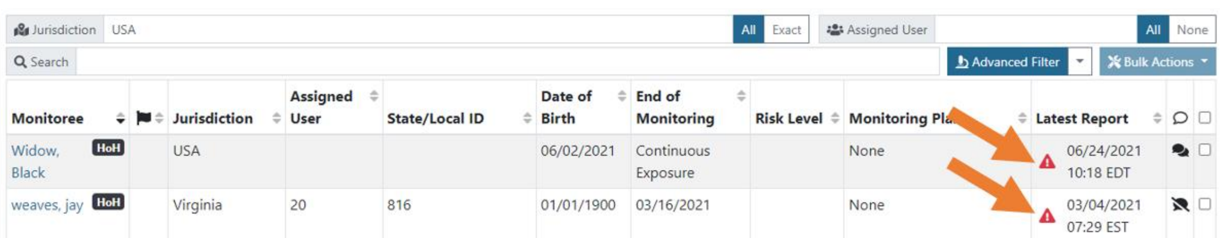


Figure 87: The “Alert” icon indicates that the monitoree’s latest report was symptomatic.

10.2.8 How to Identify Monitorees who are Minors

Monitorees who are minors (under 18 years of age) are identified by a “child” icon in the Date of Birth column on the Monitoring Dashboards.

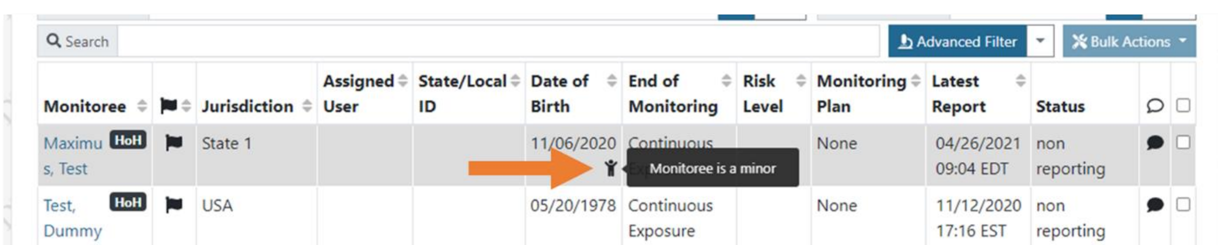


Figure 88: The “child” icon indicates that the monitoree is under 18 years old.

10.2.9 How to View Daily Notification Eligibility

A monitoree's notification status is shown as an icon on the monitoring dashboard as well as in the caption of a monitoree's report section. There are five possible icons:

Table 10-2: Monitoree Notification Status Icon Definitions

Icon	Meaning
	Monitoree is eligible to receive notifications from the system and is scheduled to receive one later today.
	The monitoree is eligible to receive notifications and has already responded today
	The monitoree is eligible to receive notifications and the system is waiting for a response.
	The monitoree is not eligible to receive notifications from the system
	The monitoree is in a Household, but not the Head of Household, so they will not receive notifications directly from the system. The Head of Household receives notifications instead.

View the icon in the notification column. If you hover your cursor over the icon for a specific monitoree, you will see a detailed explanation of why a monitoree has a given status.

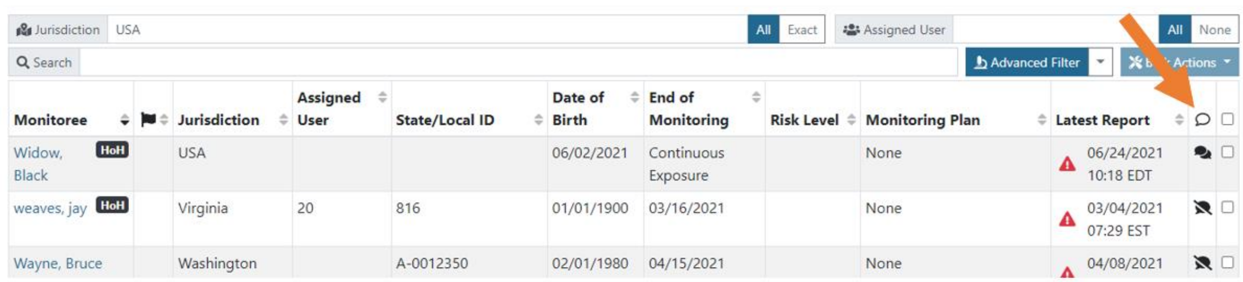


Figure 89: The notification column in the user dashboard

Hover your mouse over the icon to see more details.

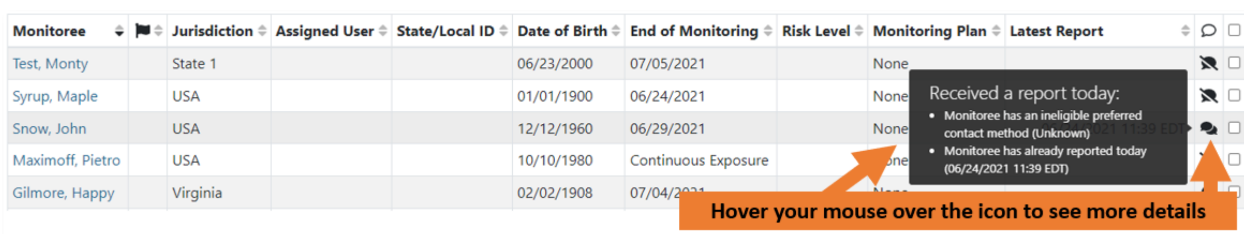


Figure 90: Hovering your mouse over the icon will reveal more details

You can also find a monitoree's Notification Status icon in the Reports section of their record.

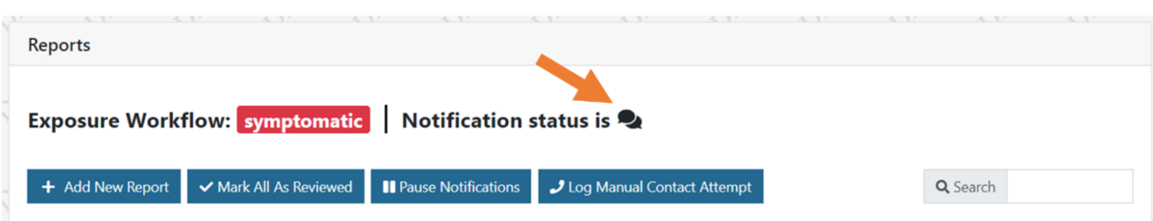


Figure 91: The notification column in the user dashboard

10.2.10 How to Flag a Record for Follow-up

Public Health users, **Public Health Enrollers**, **Contact Tracers**, and **Super Users** can manually flag records for follow-up for the reasons listed below. Always refer to your organization's guidelines on how to use the follow-up flag feature and how to use or interpret the different reasons for flagging a record.

- **Deceased**: Monitoree may be deceased
- **Duplicate**: Monitoree may have another record in Sara Alert
- **High-Risk:** Monitoree is part of a high-risk population for the disease of interest
- **Hospitalized:** Monitoree has been admitted to a hospital
- **In Need of Follow-up:** Monitoree needs follow-up
- **Lost to Follow-up:** Monitoree meets jurisdiction criteria for being considered lost to follow-up
- **Needs Interpretation:** Monitoree needs a language interpreter
- **Quality Assurance:** Monitoree's record data needs to be reviewed and corrected if necessary
- **Refused Active Monitoring:** Monitoree has refused monitoring from Sara Alert
- **Other**

Follow-up flags can be set from a record or from the dashboard using a bulk action (see **page 84** for more information about bulk actions). Records that have been flagged will show a icon in the Flag for Follow-up column on the Monitoring Dashboards. The Flag for Follow-up Advanced Filter (details on page **A-1)** can be used to find all monitorees on your current line list who have been flagged or who have been flagged for a specific reason.

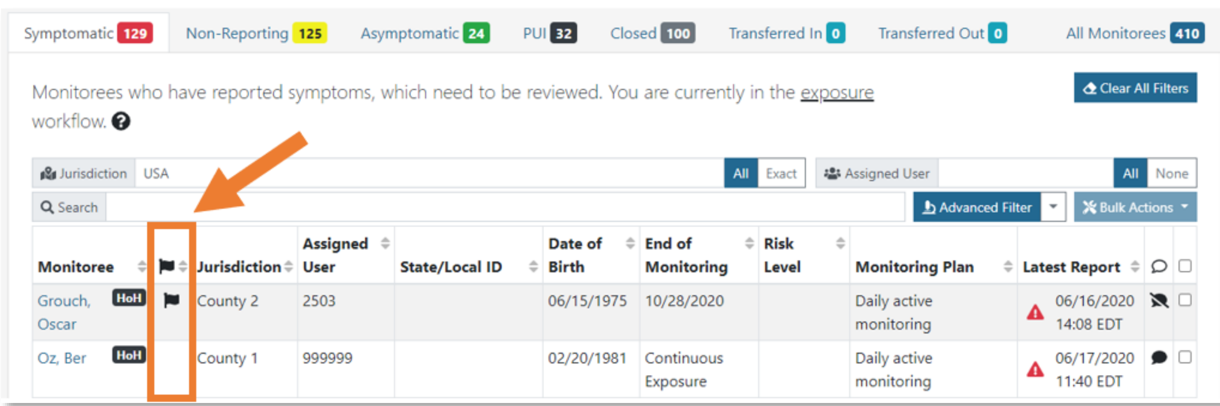


Figure 92: The Flag for Follow-up icon in the dashboard

Hover your mouse over the icon to see the Flag for Follow-up reason, and any associated notes.

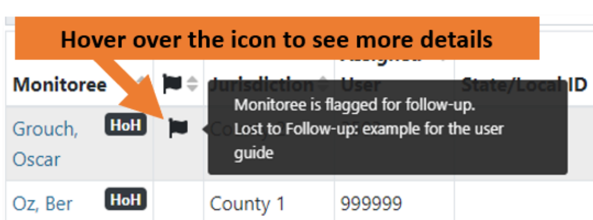


Figure 93: Hovering your mouse over the icon will reveal more details

You can also view whether monitoree has been flagged in the Monitoree Details section of their record.

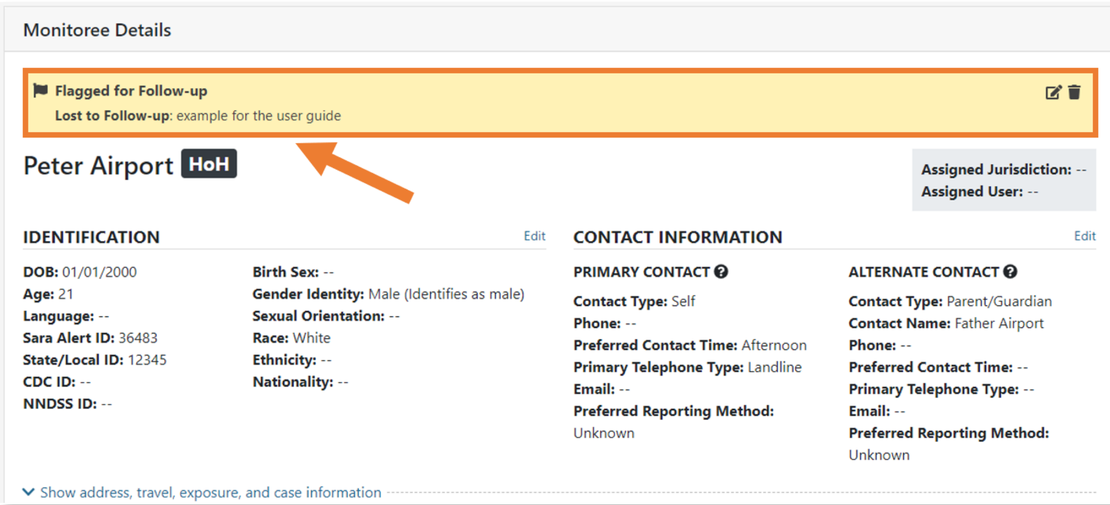


Figure 94: The top of the Monitoree Details section shows if a record is flagged

10.2.10.1 How to add a Flag for Follow-up from a Record

1) To add a flag from a monitoree’s record, select the “Flag for Follow-up” button located beneath the monitoree’s name in Monitoree Details:

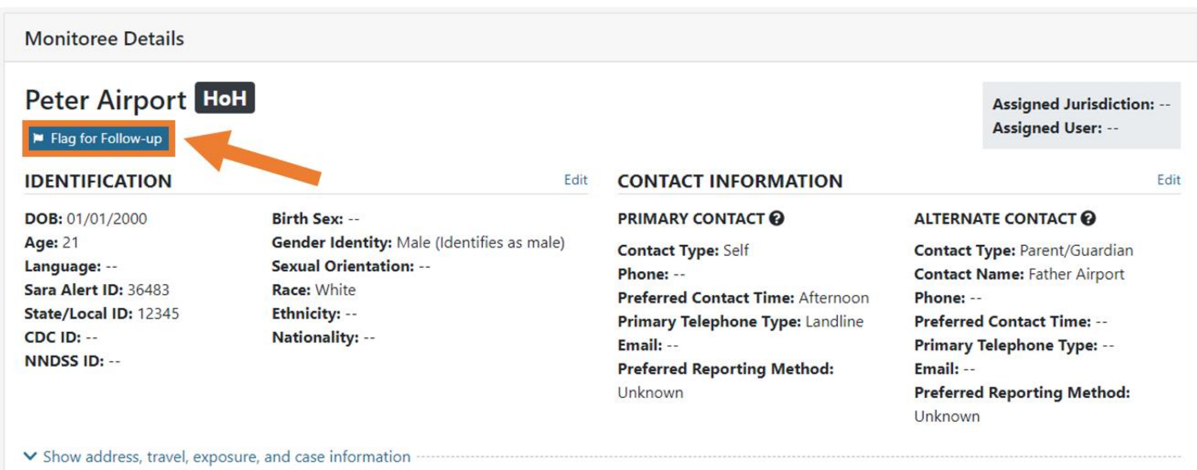


Figure 95: Select the “Flag for Follow-up” button

2) Select a reason for the flag, and add any additional details in the "Notes" field:

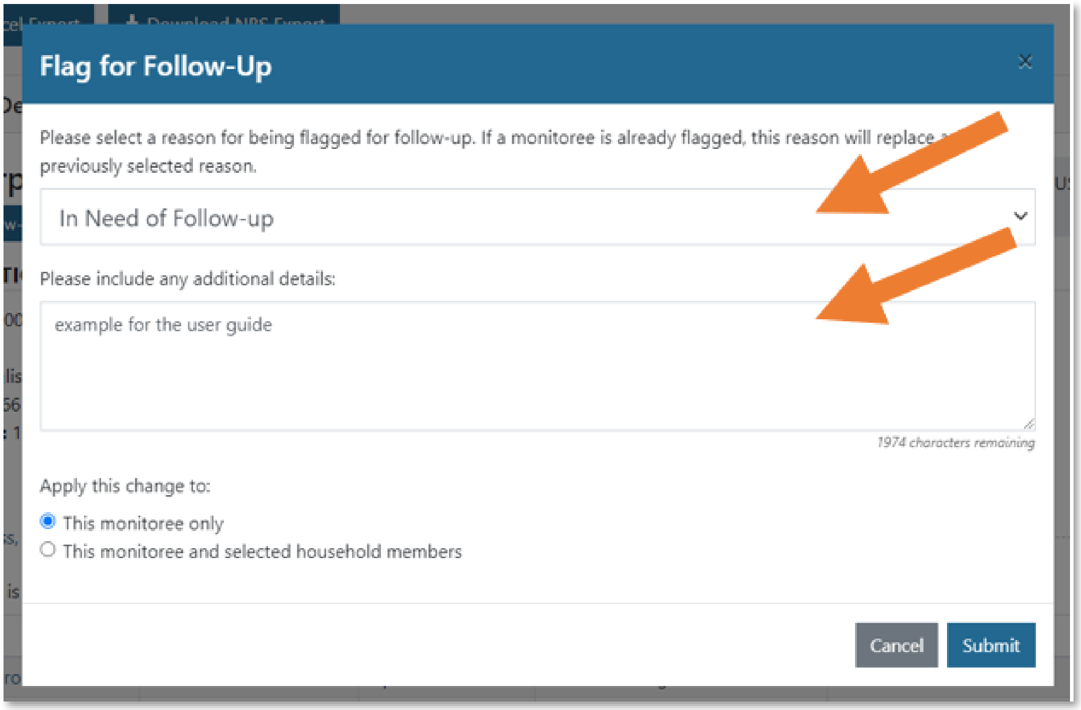


Figure 96: Select a reason for the flag, and add any notes

3) If the monitoree is in a household, you can choose to apply the flag to the selected monitoree, or to selected members of the monitoree's household.

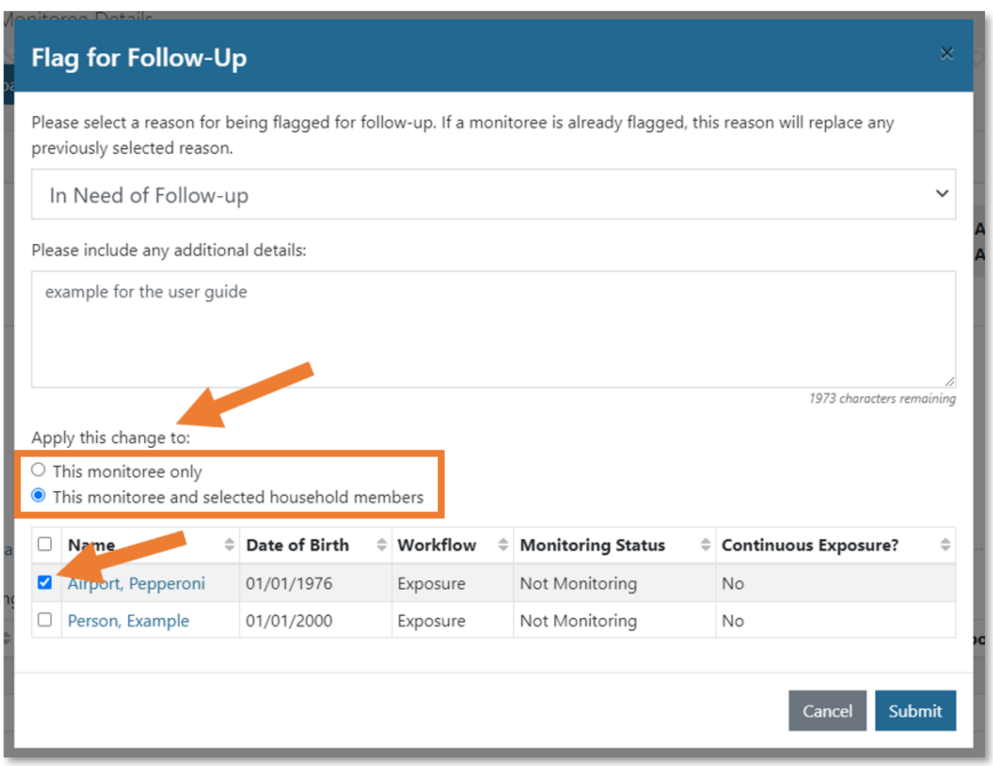


Figure 97: Choose which monitorees to apply the flag to

10.2.10.2 How to Edit or Clear a Flag for Follow-up from a Record

1) To update an existing flag from a monitoree's record, click the "Edit" icon in the upper-right corner of the flag for follow-up banner.

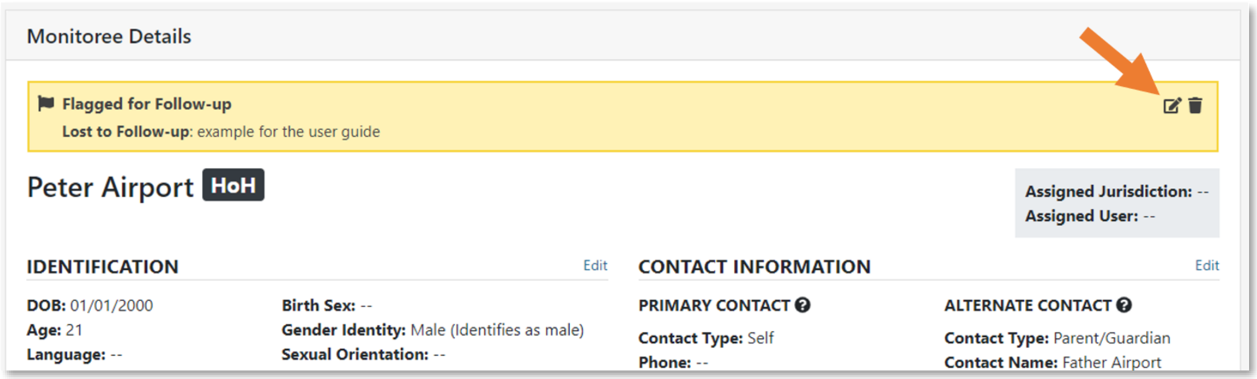


Figure 98: Select the "Edit" icon to update an existing flag.

2) The window will automatically show the existing reason for the flag and notes. After completing any desired changes, choose which household members to apply the change to (if applicable), and click "Update."

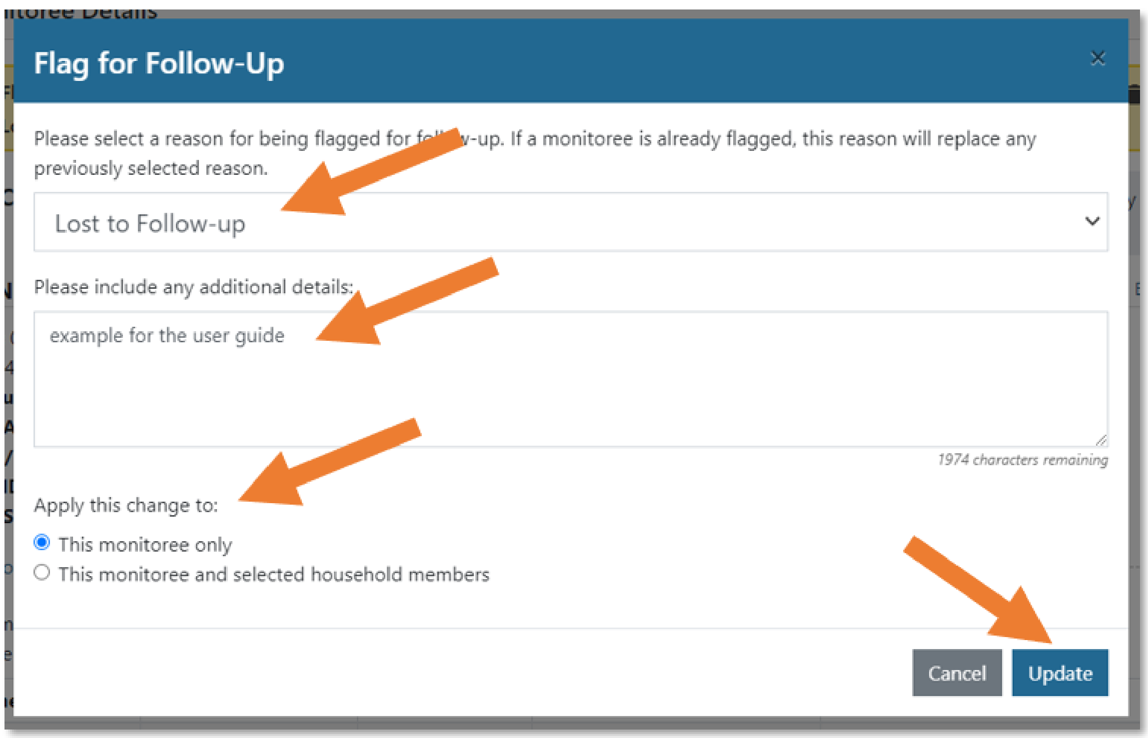


Figure 99: Make any desired changes, and click "Update" to save.

3) To clear an existing flag from a monitoree's record, click the "Delete" icon in the upper-right corner of the flag for follow-up banner.

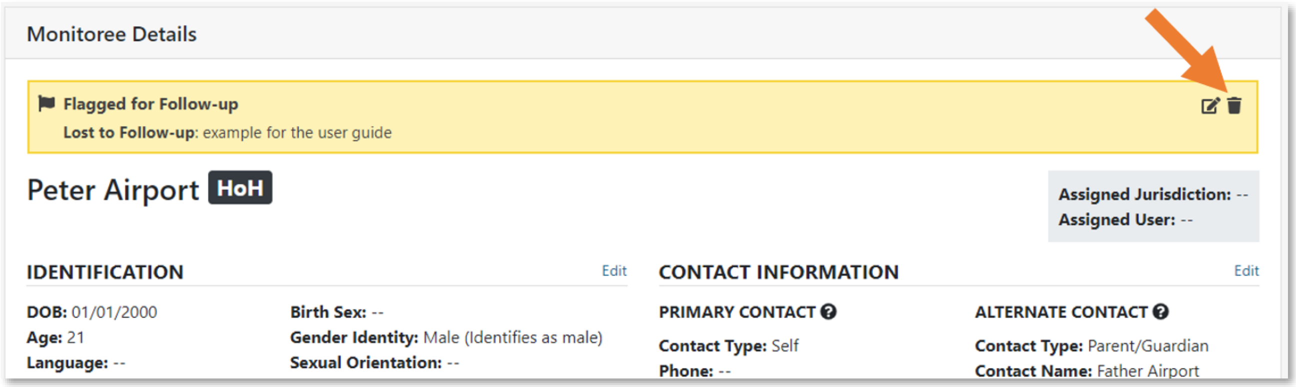


Figure 100: Select the "Delete" icon to clear an existing flag

4) Choose whether to clear the flag for just the monitoree or for selected household members (if applicable), add any relevant notes, and click "Clear."

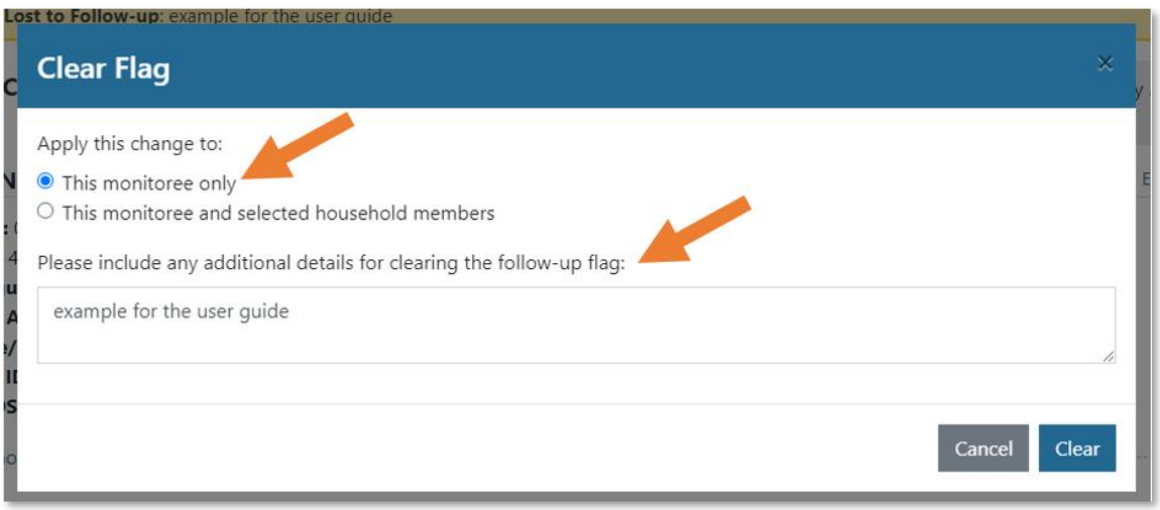


Figure 101: Select which monitorees you'd like to clear the flag for, and add any notes

10.2.11 How to Make Updates for Multiple Monitoree Records in the Same Line List from Dashboard

Public Health users, **Public Health Enrollers, Contact Tracers, and Super Users** can update multiple monitorees in a line list at a time using the Actions menu. The list of available actions will increase over time. Currently users can update the following fields using this feature:

- Monitoring Status (i.e., to "open" or "close" records)
- Case Status (i.e., to move monitorees between workflows)
- Assigned User
- Flag for Follow-Up

NOTE: The ability to update Case Status using a bulk action is not available from line lists in the Global dashboard.

1) Select the records to modify by clicking the checkbox located in the rightmost column.

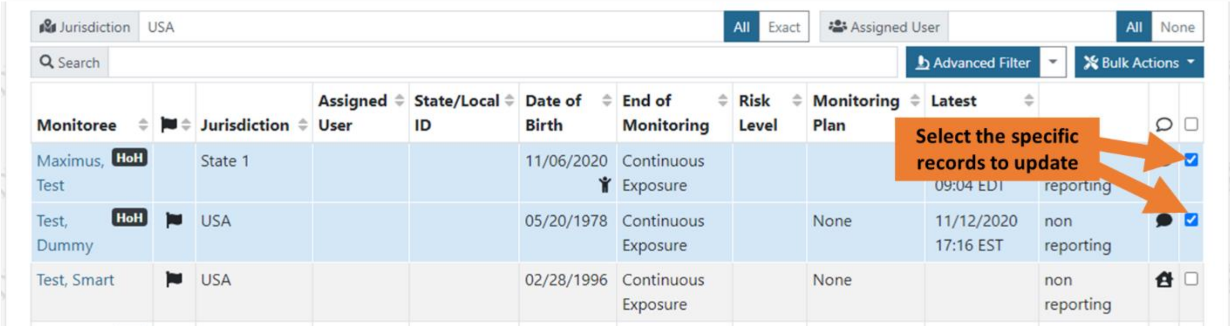


Figure 102: Select the records to modify

Select all records shown by clicking the topmost checkbox. Users can update up to 100 records at once by changing the "Show entries" box and clicking the checkbox at the top of the column.

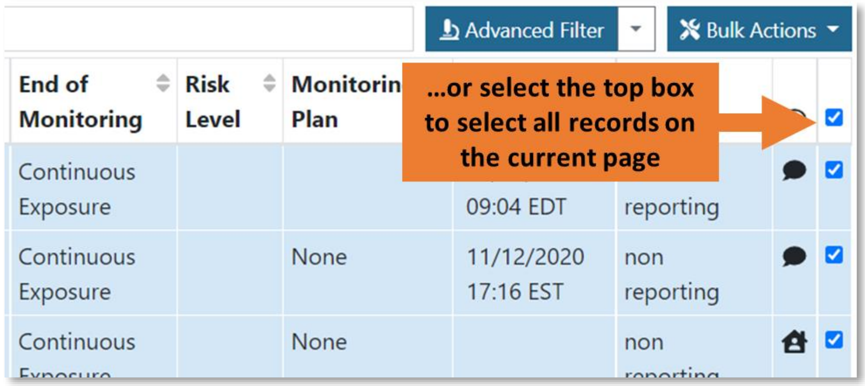


Figure 103: Click the topmost checkbox to select all records shown.

2) Click **"Bulk Actions"** and select the appropriate action that you would like to apply to the selected monitoree records.

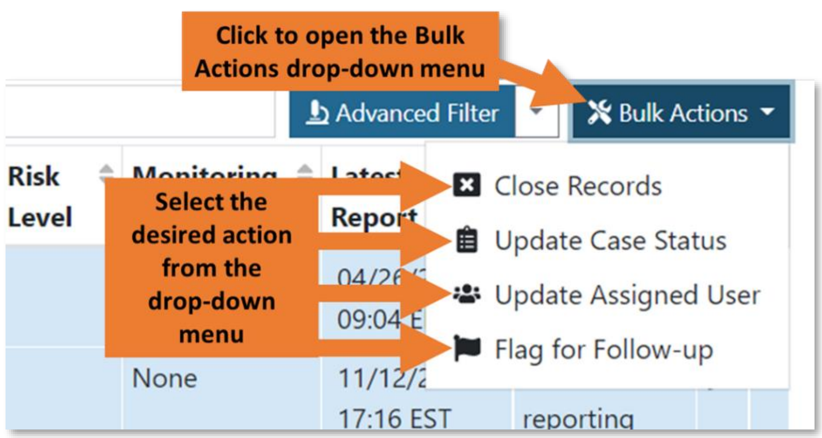


Figure 104: Click "Bulk Actions" to open the drop-down of potential actions, choose the desired action from the list.

3) You can then make updates to the selected monitorees. If any of the selected monitorees are Heads of Household, you can choose to also apply the changes to the other monitorees in their Household by clicking the toggle for "Apply this change to the entire household that this monitoree is responsible for, if it applies." This will apply the action to all selected records **AND** all household members of all selected records.

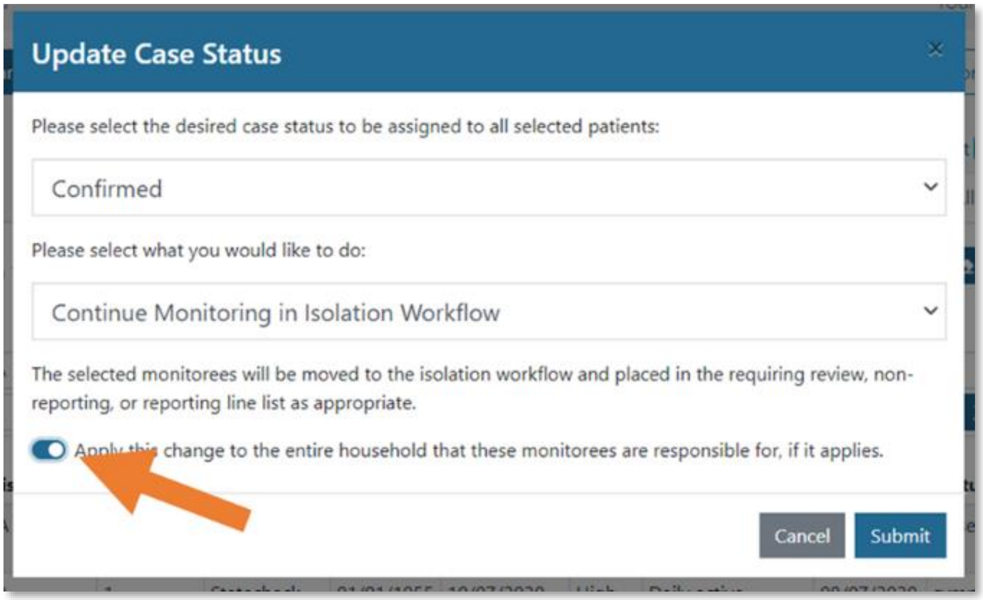


Figure 105: Click toggle to apply changes to the monitoree's entire household

4) Click "**Submit**" to save the changes and complete the action.

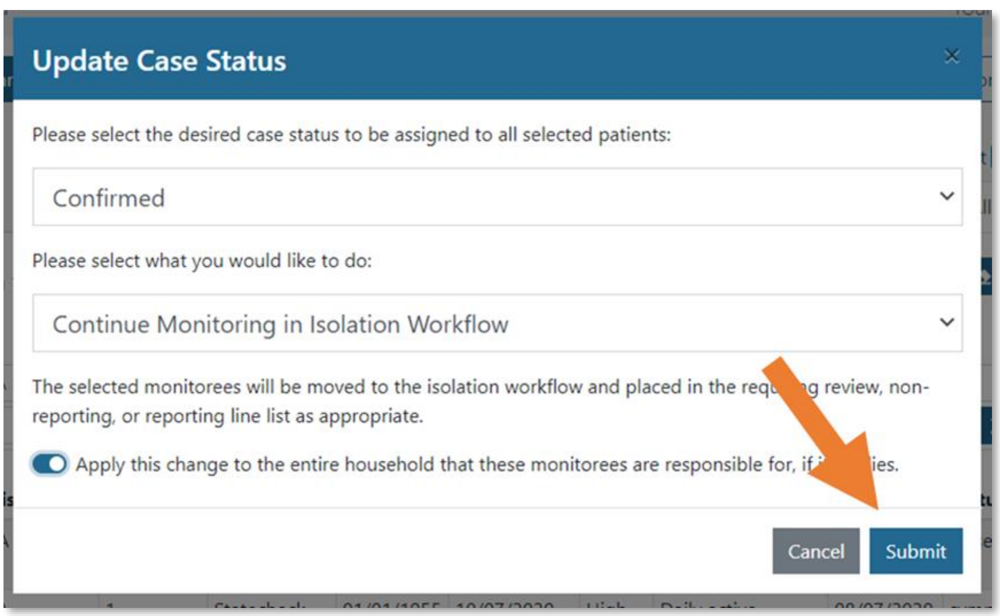


Figure 106: Click "Submit" to save the changes and close the window

10.2.11.1 Setting or Updating Follow-Up Flags Through a Bulk Action

1) To update or add a flag for follow-up for all selected monitorees, select "Set Follow-up Flag" and enter a reason and any notes. If the selected monitorees are already flagged for the same reason, that reason will appear by default. If the selected monitorees have not yet been flagged, or share different reasons for flag, the top field will instead default to blank, and any submitted information will overwrite the previous flag reason or notes.

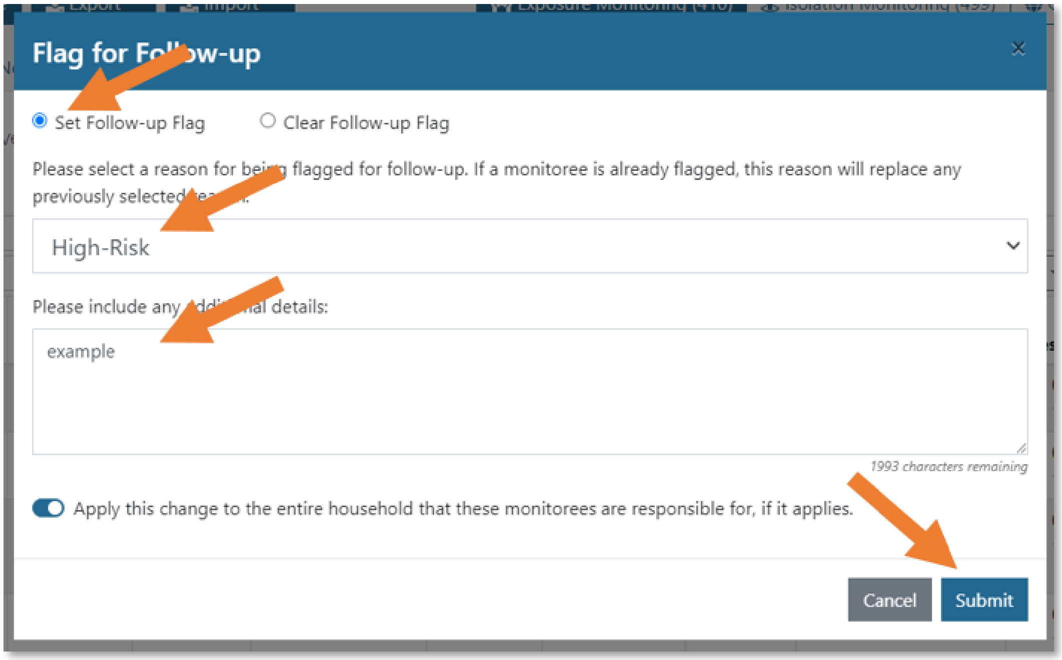


Figure 107: Enter Flag for Follow-up details and click Submit

2) To clear a flag for follow-up for all selected monitorees, select "Clear Follow-up Flag" from the modal and provide any applicable notes. This option will not be clickable if none of the selected monitorees have a flag for follow-up. Click "Submit" to save the changes and close the window.

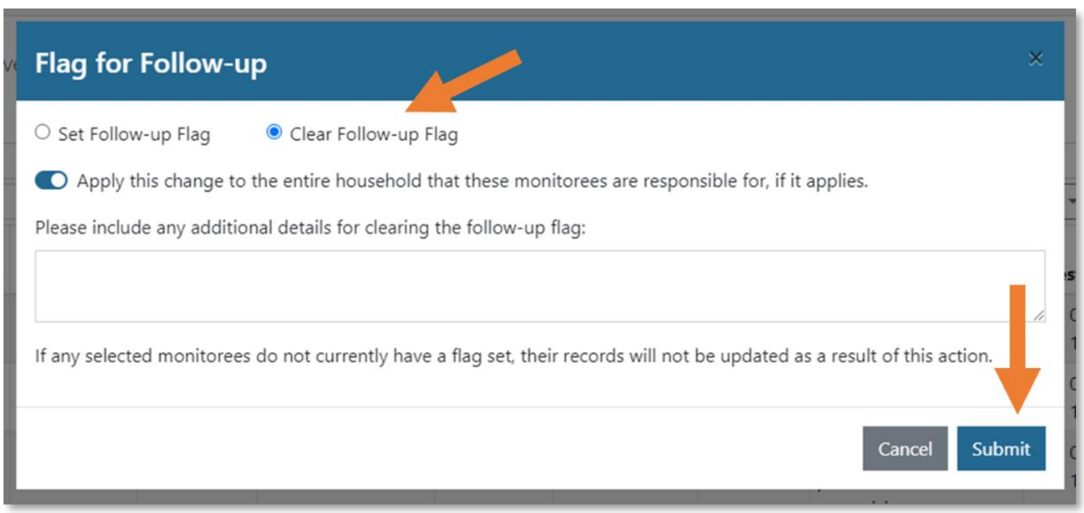


Figure 108: Select "Clear Follow-up Flag" to delete the follow-up flag for selected records.

10.3 How to Move Monitorees Between Line Lists on the Exposure Workflow Dashboard

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

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. This section covers the ways in which **Public Health** users**, Public Health Enrollers, Contact Tracers, and Super Users** can move monitorees between line lists in the Exposure Workflow.

A video tutorial for this section is available at: saraalert.org/public-health/tutorial-videos/

10.3.1 From the Symptomatic Line List to the Non-Reporting or Asymptomatic Line Lists

Monitorees who have a **Symptom Onset Date** appear on the Symptomatic line list. See **page 39** for a description of how **Symptom Onset Date** is generated. If a public health official follows up with a monitoree and determines that the symptoms connected to the **Symptom Onset Date** are not clinically compatible with the disease of interest, the user should take the following steps **in the following order** to move the monitoree off of the Symptomatic line list.

1) Remove the symptomatic flag from any reports of symptoms that are determined to be **unrelated** to the disease of interest by using the **"Review"** functionality.

2) If a **Symptom Onset Date** that was manually entered by a user is determined to not reflect the onset of symptoms related to the disease of interest, delete the **Symptom Onset Date** field.

These steps are explained in greater detail below. After making these changes, the system will move the monitoree out of the "Symptomatic" line list to either the "Asymptomatic" line list unless the most recent report is older than 24 hours, in which case they will move to the "Non-Reporting" line list.

10.3.1.1 Mark Symptomatic Reports as Unrelated to the Disease of Interest Using "Review"

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

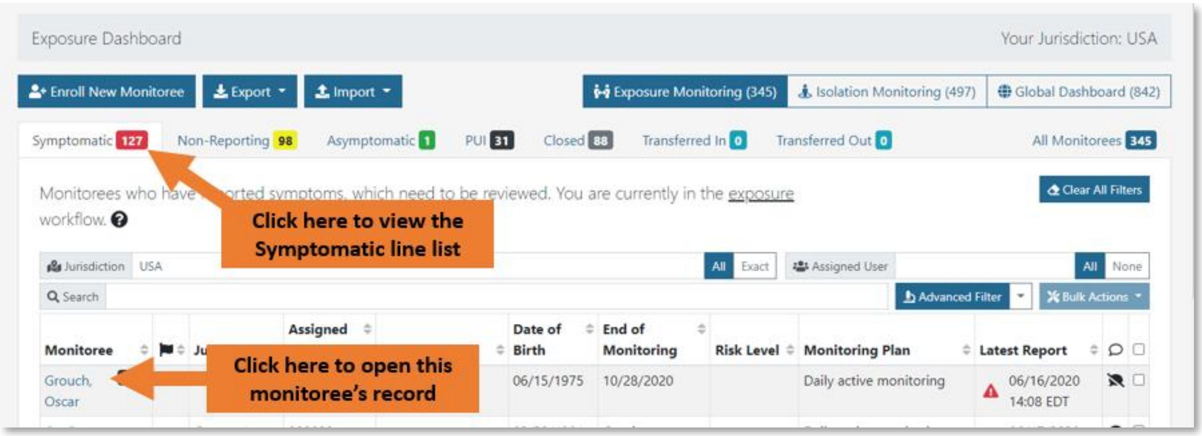


Figure 109: View a symptomatic monitoree's record

2) Scroll down to view "**Reports**." Reports flagged as "symptomatic" by the system are highlighted in red. The public health user should follow up with the individual to assess the 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 92**) or the isolation workflow (**page 113**).

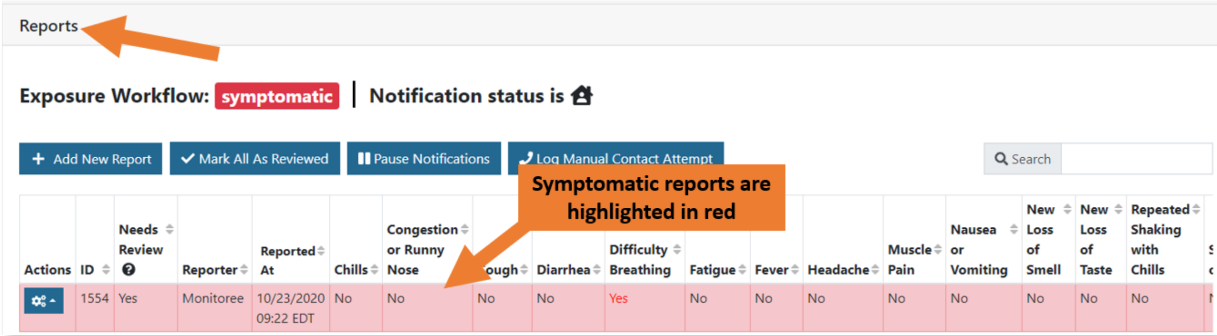


Figure 110: Monitoree reports table shows symptoms by report date and time

3) If after review, the disease of interest is **NOT** suspected (e.g., another clinical explanation or data entry error), clear the symptomatic flag from a specific report by first clicking that report's "**Actions**" button to open the drop-down menu. Then click "**Review**." If the earliest symptomatic report is **Reviewed** and the **Symptom Onset Date** was never manually entered, the **Symptom Onset Date** will change to match the date of the next earliest report.

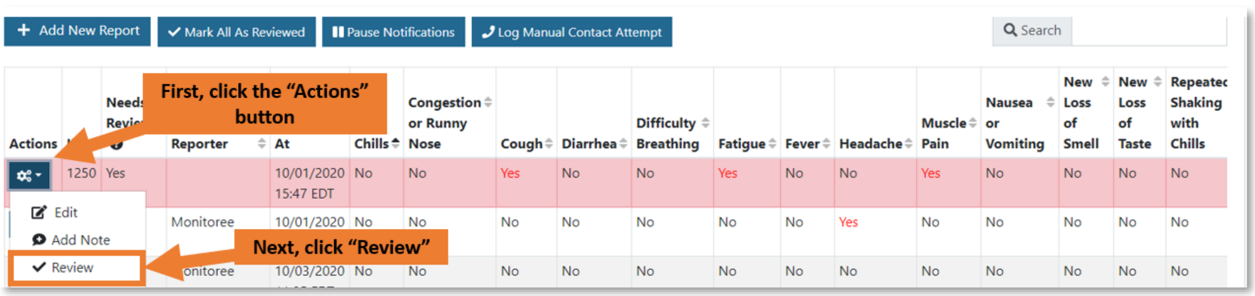


Figure 111: Mark a single report as reviewed

4) A user can also clear all symptomatic flags from all of a monitoree's reports by clicking "**Mark All As Reviewed**" to indicate that the disease of interest is not suspected after review of this monitoree's report(s). The symptom onset date field will also be cleared unless a date has been entered by a user. Any changes to **Symptom Onset Date** are logged in the record's history.

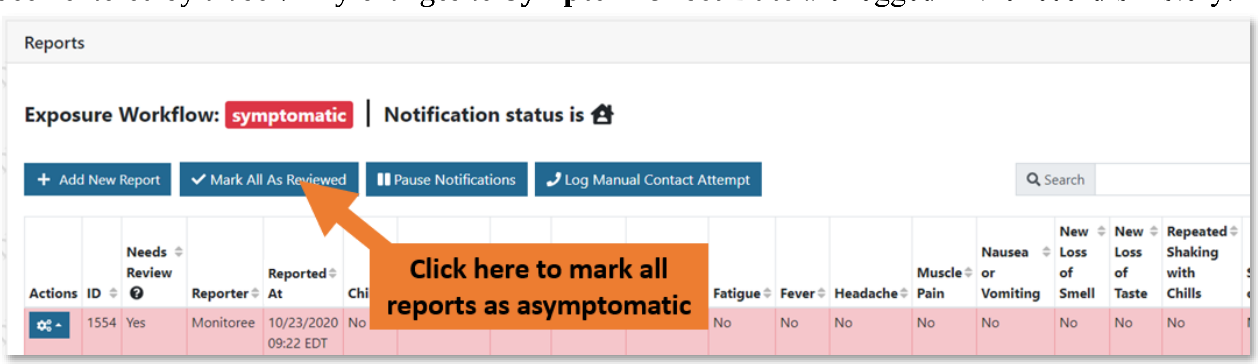


Figure 112: Mark the report as reviewed to move the monitoree out of the "Symptomatic" line list

5) If you choose to mark all records as reviewed, carefully note the resulting logic that is described in the confirmation window.

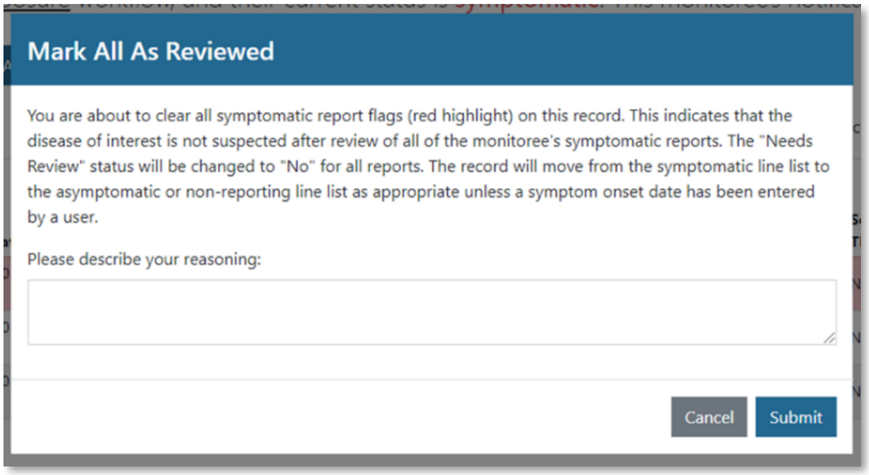


Figure 113: Note the logic for marking daily reports as reviewed

6) The symptom onset date will reset unless a date had been manually entered.

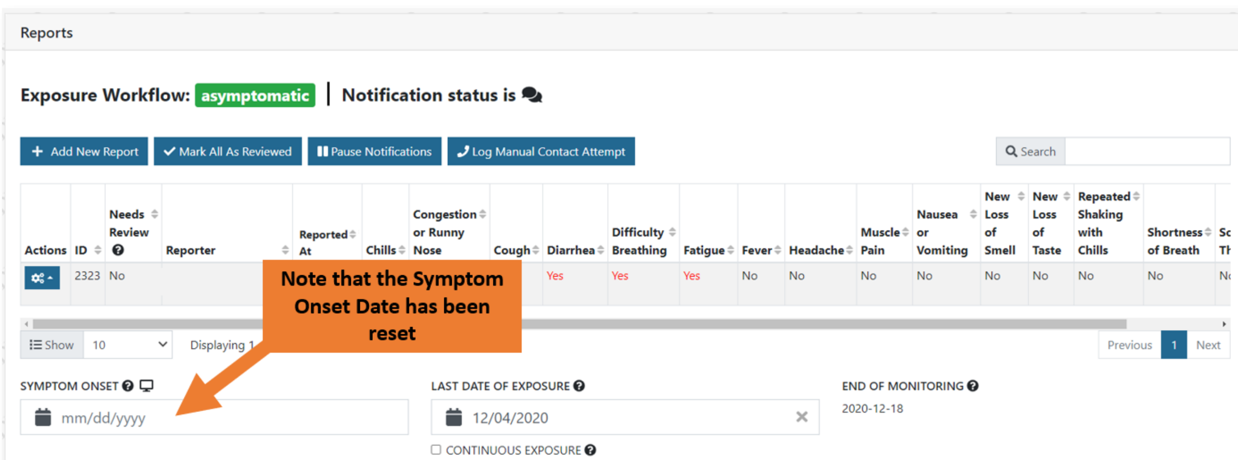


Figure 114: The symptom onset date has reset

10.3.1.2 Clear a Manually Entered Symptom Onset Date

If a user manually entered a **Symptom Onset Date** for the monitoree, using the **"Review"** functionality for symptomatic reports will not clear this date. The monitoree will remain on the symptomatic line list until the **Symptom Onset Date** is manually cleared by the user and all reports have been marked as reviewed.

NOTE: A symbol will appear to the right of the Symptom Onset Date field which indicates if the date has been auto-populated by the system or defined by a user.

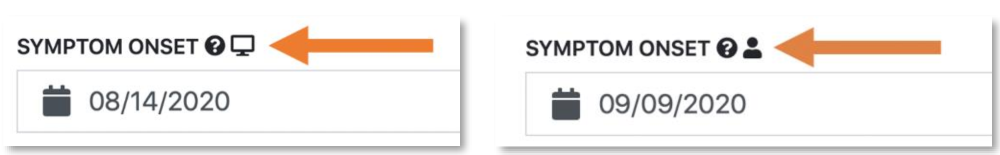


Figure 115: Symbols for System (left) and User-Defined (right) Symptom Onset Date

1) To clear the **Symptom Onset Date**, highlight the date and delete it.

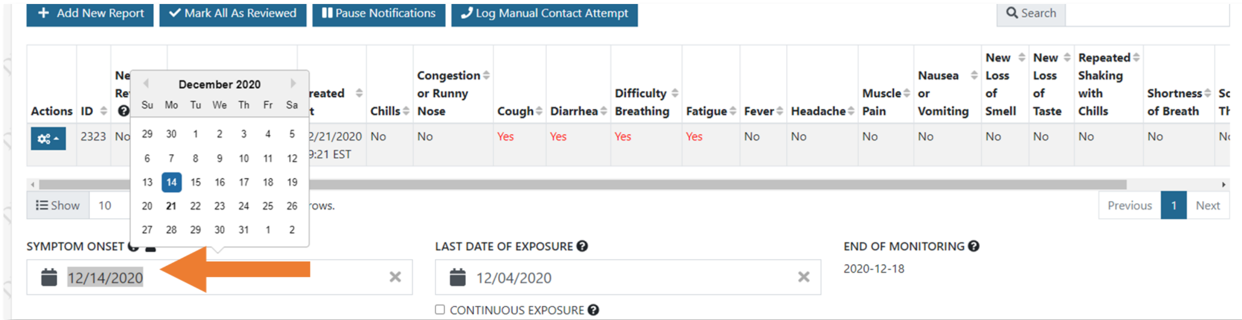


Figure 116: Highlight and Delete the Symptom Onset Date

2) The system will now auto-populate this field as the date of the earliest report that needs review, if any. If all reports have been marked as reviewed, this field will appear blank and will be auto-populated if a symptomatic report is received. The change will be noted in the History section and tagged as a "Monitoring Change."

3) Once the date has been cleared, either of the following results will occur, depending on whether the monitoree has symptomatic, unreviewed reports:

- If there **are** symptomatic, unreviewed reports for this monitoree:
  - The system will auto-populate Symptom Onset Date with the date of the earliest unreviewed symptomatic report.
  - To clear the new Symptom Onset Date, review all such reports (see **page 88**).
- If there **are not** symptomatic, unreviewed reports for this monitoree:
  - The monitoree will move to the Asymptomatic or Non-Reporting Line list.
  - The Symptom Onset Date will automatically re-populate with the date of any **subsequent** symptomatic reports.

4) The change will be captured in the "History" section of the monitoree's record.

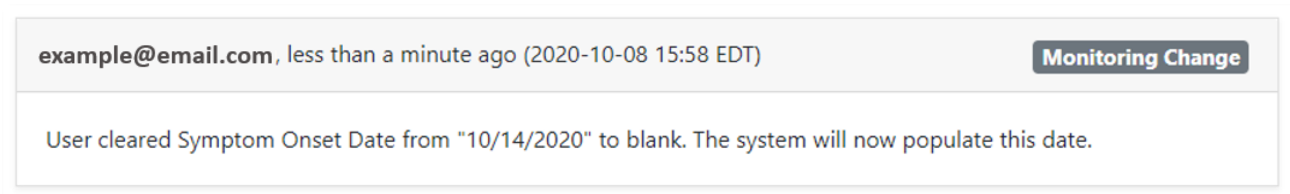


Figure 117: Changes will be captured in the History section

10.3.2 Moving a Monitoree to the PUI Line List

Monitorees who public health officials are investigating to determine if they meets the case definition can be moved from any Exposure line list to the PUI line list by documenting a public health action.

1) Click on the monitoree's name to open their record.

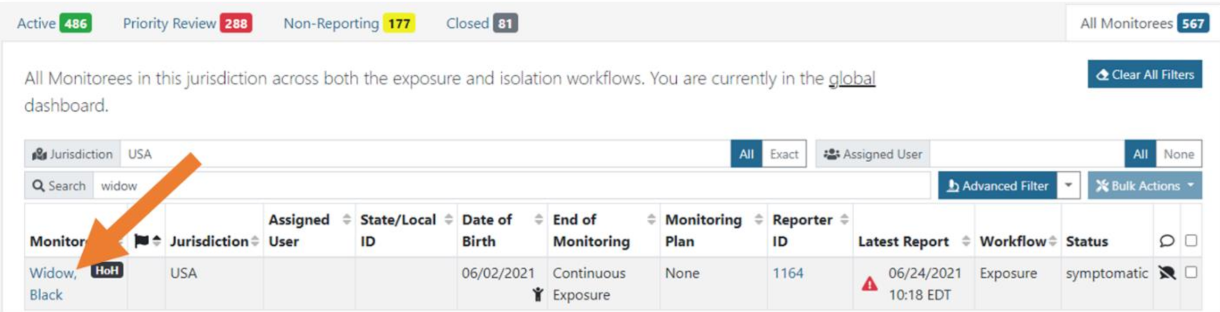


Figure 118: Click on a monitoree's name to open their record

2) Under "**Monitoring Actions**" change the "**Latest Public Health Action**" to anything other than "None." You will be prompted to include any additional details.

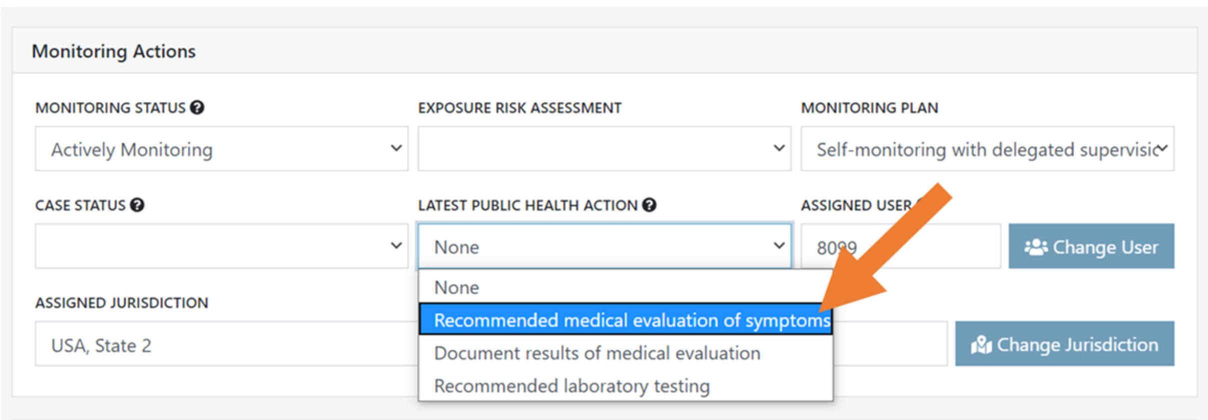


Figure 119: Select a public health action to move a monitoree to the "PUI" list

3) The monitoree record will be updated and moved to the "PUI" line list. This monitoree will continue to receive daily report requests from the system.

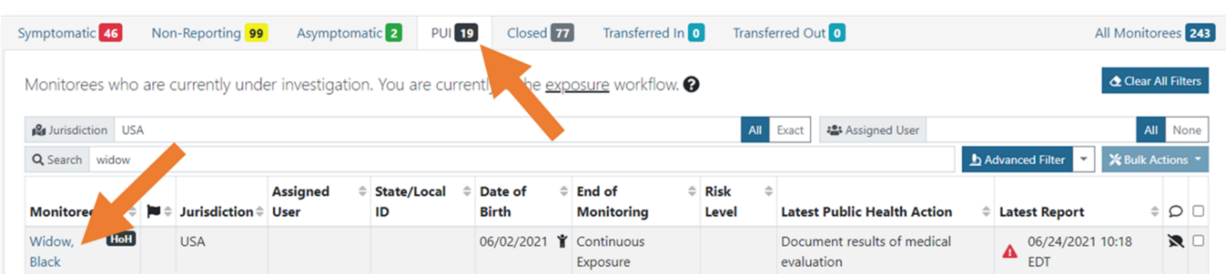


Figure 120: The monitoree now appears in the "PUI" line list

10.4 How to Move Monitorees Between Line Lists on the Isolation Workflow Dashboard

The isolation monitoring workflow allows public health to monitor cases daily to determine when they meet a recovery definition and it is safe to discontinue home isolation. This section covers the ways in which **Public Health users, Public Health Enrollers, Contact Tracers, and Super Users** can move monitorees between line lists in the Isolation Workflow.

A video tutorial for this section is available at: saraalert.org/public-health/tutorial-videos/

10.4.1 From the Reporting Line List to the Records Requiring Review Line List

Tip: See the **Possible Scenarios for Isolation Monitoring Quick Start Guide**

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 recovery definitions (configured specifically for the disease being monitored) are met. Any cases that appear on this line list require review by public health to validate that it is safe for the monitoree to discontinue isolation. Different recovery logic configurations may depend only on data supplied by the monitorees (like symptom history) or may depend on information inputted from public health users (like lab results).

The recovery definitions for COVID-19 can be found on **page 44**. The COVID-19 *symptom non test-based* condition relies only on data supplied by the monitorees, while the COVID 19 *test-based* and *asymptomatic based* recovery 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.

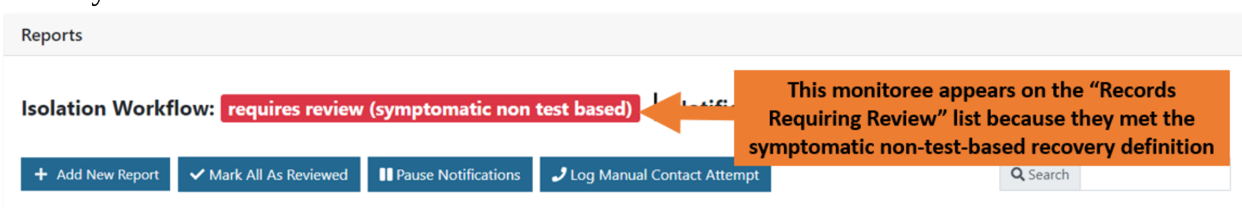


Figure 121: The recovery definition met is shown on each record that requires review

NOTE: For COVID-19, newly enrolled or imported cases for whom the Symptom Onset Date is >10 days ago AND who have at least one daily report that meets the recovery definition reporting requirements may show up on the "Records Requiring Review" list.

10.4.2 From the Records Requiring Review Line List to the Reporting or Non-Reporting Line List by Extending Monitoring

When a monitoree meets any of the system's recovery definitions (see **page 44**) they will automatically move from the Reporting or Non-Reporting line lists to the Records Requiring Review line list. This flags the monitoree as someone who may be able to be removed from isolation. If, after following up with the monitoree, a user determines this individual should not yet be removed from isolation, they can extend isolation by setting or updating the **Extend Isolation To** date in the monitoree's record.

If a user sets an **Extend Isolation To** date, the monitoree will not be eligible to appear on the Records Requiring Review list until that date has passed (and they again meet one of the system's recovery definitions).

1) Click on the monitoree's record and scroll to the Reports section. The **Extend Isolation To** field is located below the Reports table.

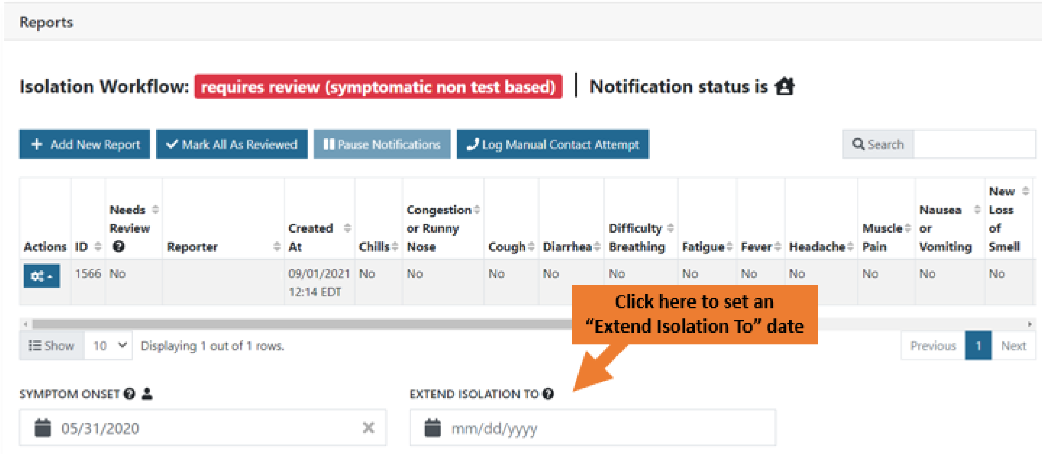


Figure 122: Update relevant information that system uses to determine if recovery is met

2) Adding a current or future **Extend Isolation To** date will move the monitoree to either the Reporting or Non-Reporting line list until that date has passed.

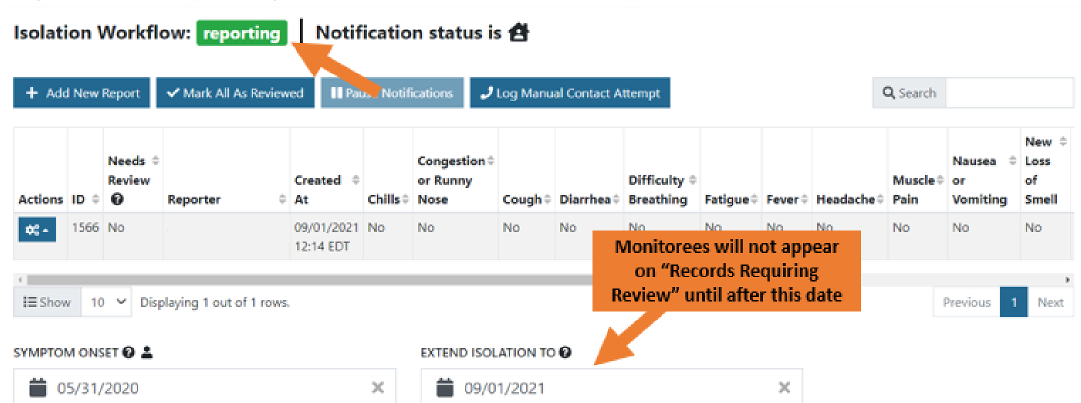


Figure 123: The record will be moved to appropriate line list

3) The monitoree's **Extend Isolation To** date is visible on the dashboard. This monitoree is not eligible to appear on the Records Requiring Review line list at least until this date has passed and a recovery definition is met.

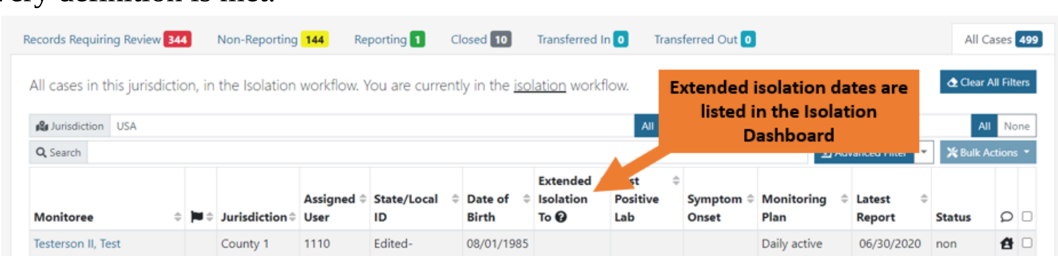


Figure 124: The Extend Isolation To date is visible on the dashboard

10.5 **Individual Monitoree Record Functions (All Dashboards)**

This section covers the ways in which **Public Health users, Public Health Enrollers, Contact Tracers, and Super Users** can manage monitoree records, not specific to either the Exposure or Isolation workflows.

10.5.1 How to Transfer a Monitoree Record

NOTE: Contact Tracers do not have the ability to transfer monitoree records.

A public health user can transfer a monitoree **to another jurisdiction that uses Sara Alert™** 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 export instructions on **page 134**).

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 who are 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.)

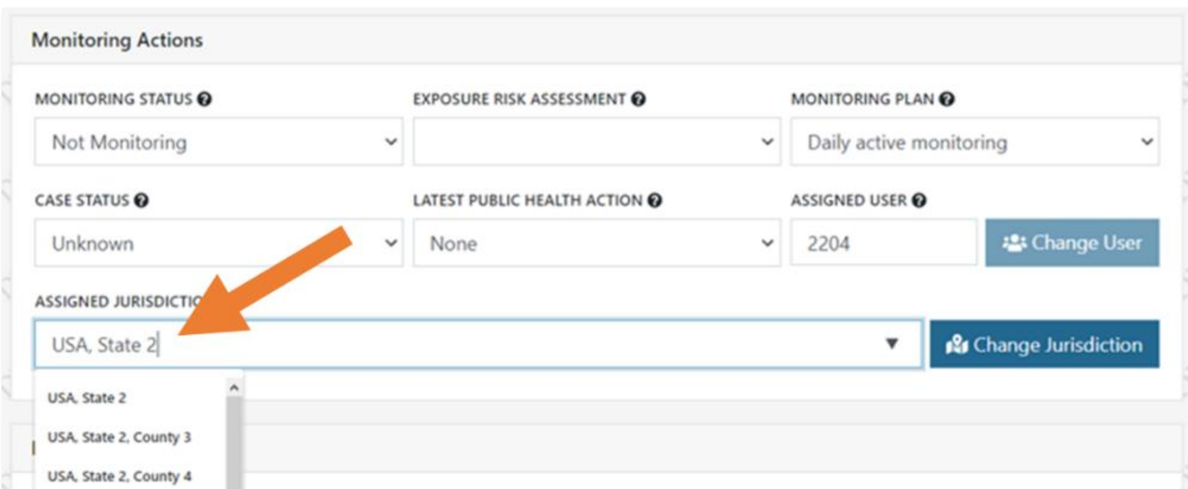


Figure 125: Start to type the name of the jurisdiction to view list of available jurisdictions

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

Figure 126: 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 "**Transferred In**" line list for 24 hours after the user clicks **"Submit."** The new jurisdiction is now able to modify the record.
- After transferring a record out of user's jurisdiction, the record will only be accessible by users in the new jurisdiction. Data from a limited set of fields for each transferred record will appear on the "**Transferred Out**" line list until the record is purged from the system, but the record will not be able to be accessed. If a record was transferred in error, the receiving jurisdiction should be contacted.

NOTE: If a record is transferred by mistake, you may need to contact a user at the new jurisdiction to have the record transferred back.

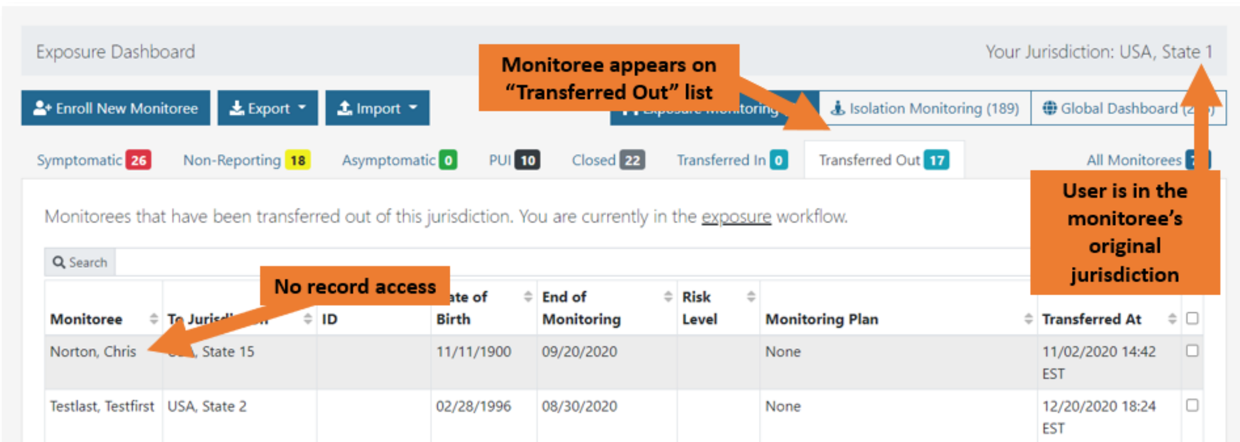


Figure 127: The monitoree now appears in the "Transferred Out" tab (Note that the monitoree's name is no longer clickable).

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").

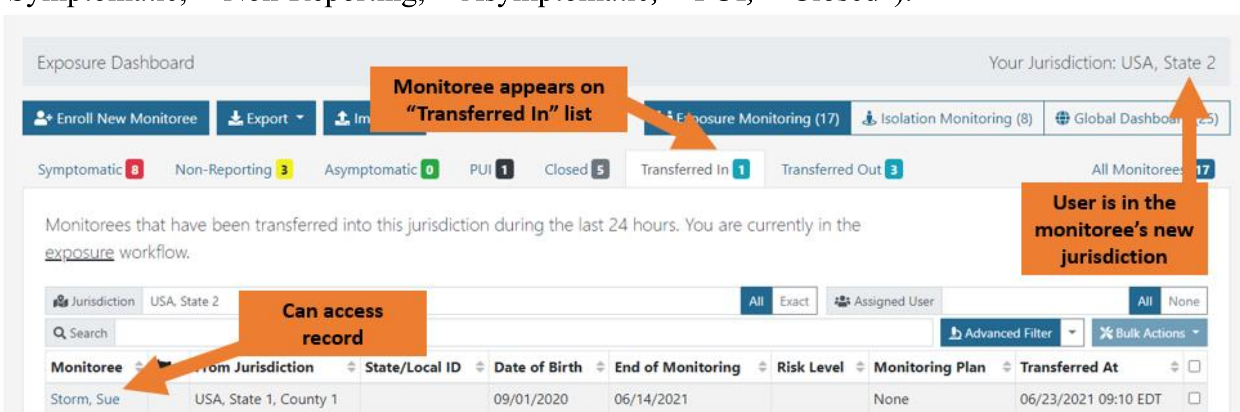


Figure 128: The monitoree has moved to the new jurisdiction.

10.5.2 How to Log a Manual Contact Attempt

For monitorees that require follow-up, users can now easily document manual contact attempts (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 114** for details on how to close a record**.**

1) Under **"Reports"** Select **"Log Manual Contact Attempt."**

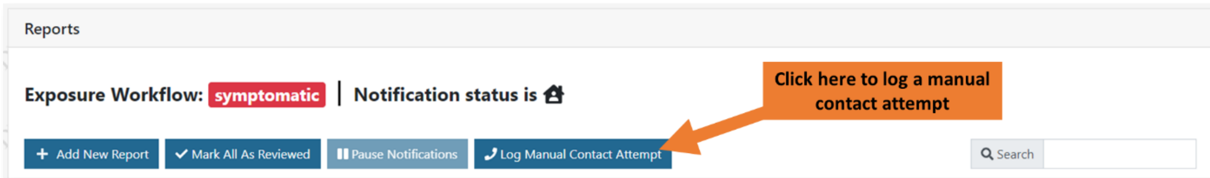


Figure 129: Select "Log Manual Contact Attempt."

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

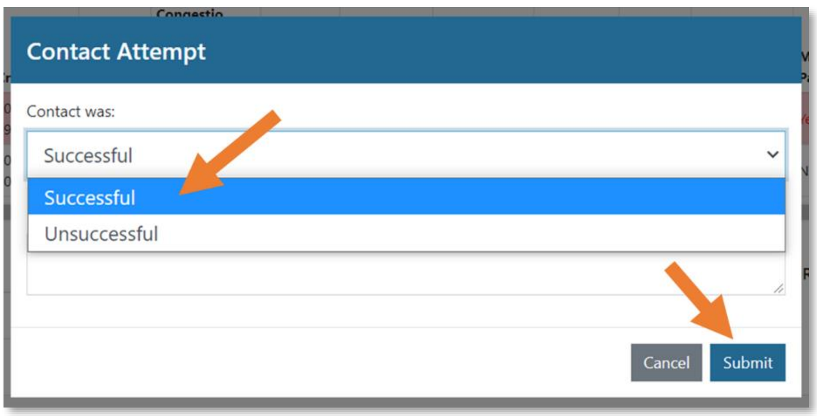


Figure 130: Document the results of the attempt.

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

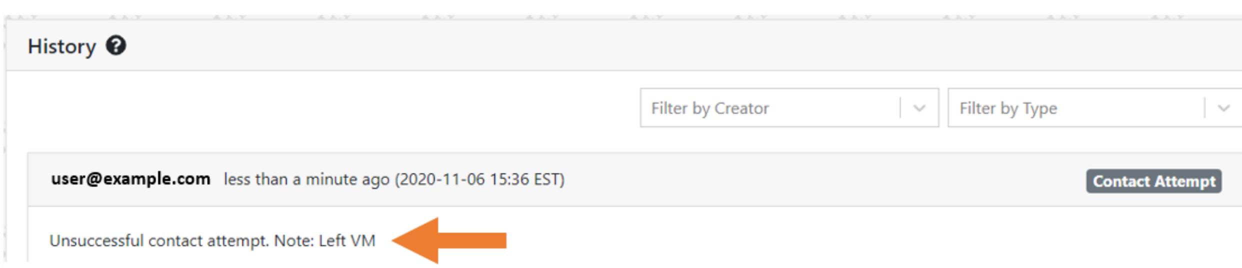


Figure 131: The outcome is logged in the History.

10.5.3 How to Add a Daily Report to a Monitoree Record

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

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

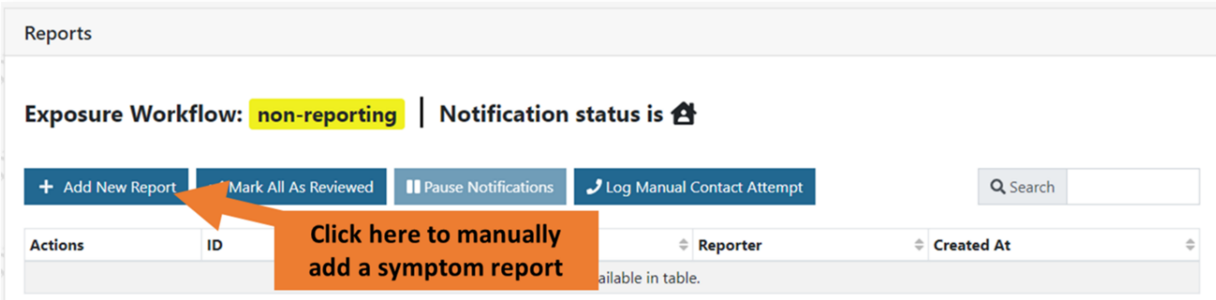


Figure 132: Users may submit report on behalf of the monitoree.

2) The "Symptom Report for Date" will auto-populate with the current date and time but may be edited to a past date/time. Complete the Daily Report and click "**Submit**." **NOTE:** The symptoms assessed on the daily self-report are subject to change based on latest CDC and CSTE guidance.

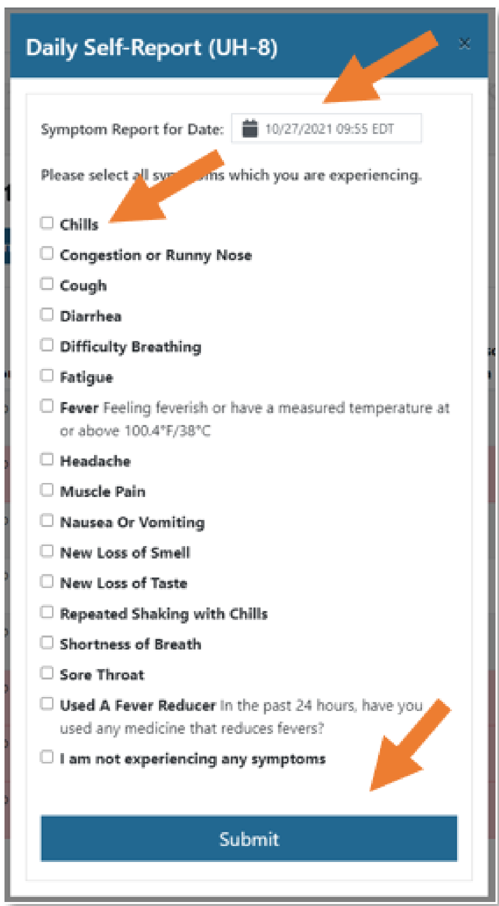


Figure 133: Complete the daily report of symptoms

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

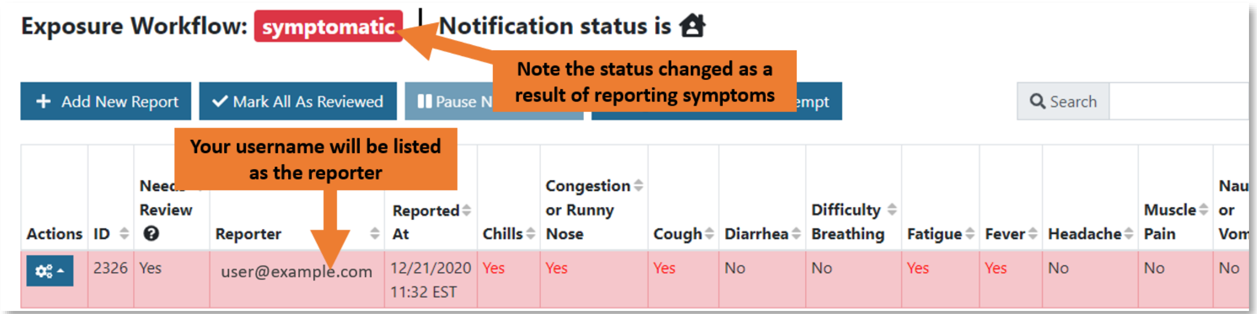


Figure 134: A public health user may manually add a report

If using the system in a small browser window or on a small screen, a user may need to side scroll to view the full list of symptoms. A scroll bar will appear if the system is unable to show the full list of symptoms at once:

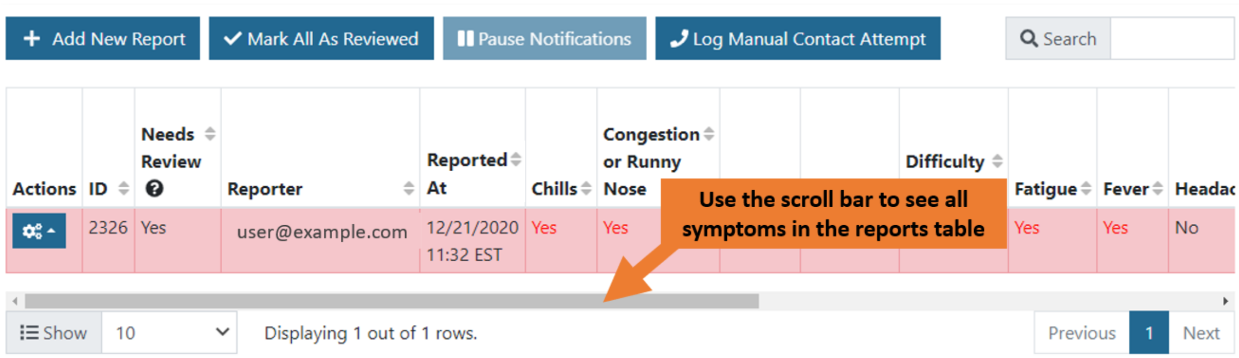


Figure 135: Use the scroll bar to see the full list of symptoms

10.5.4 How to Modify an Existing 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.

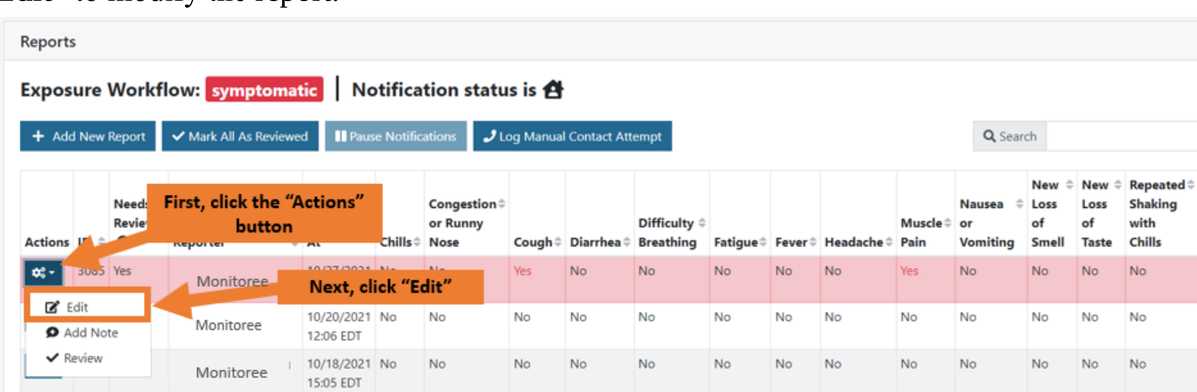


Figure 136: A public health user may modify an existing report

2) You can change the report date and time as well as the content. Update the daily report and click "**Submit.**" **NOTE**: The symptoms displayed in the daily self-report are subject to change based on latest guidance.

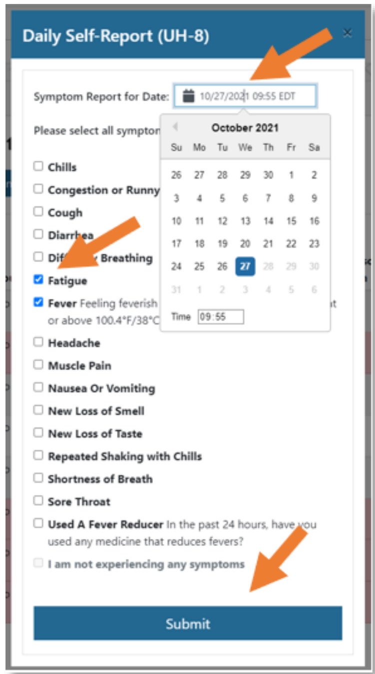
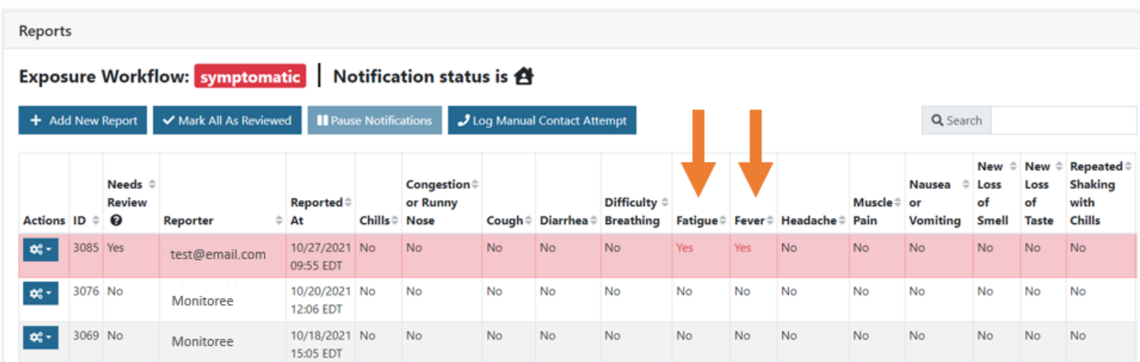


Figure 137: Update the daily report.

3) Note the changes to reported symptoms in the **"Reports"** table.



Actions	ID	Needs Review	Reporter	Reported At	Chills	Congestion or Runny Nose	Cough	Diarrhea	Difficulty Breathing	Fatigue	Fever	Headache	Muscle Pain	Nausea or Vomiting	New Loss of Smell	New Loss of Taste	Repeated Shaking with Chills
	3085	Yes	test@email.com	10/27/2021 09:55 EDT	No	No	No	No	No	Yes	Yes	No	No	No	No	No	No
	3076	No	Monitoree	10/20/2021 12:06 EDT	No	No	No	No	No	No	No	No	No	No	No	No	No
	3069	No	Monitoree	10/18/2021 15:05 EDT	No	No	No	No	No	No	No	No	No	No	No	No	No

Figure 138: The report has been updated.

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

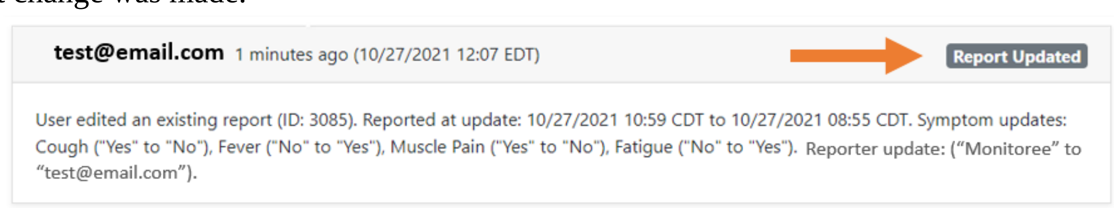


Figure 139: Changes are documented in History.

10.5.5 How to Add a Note About a Specific Report

A user can add a note for a specific report.

1) Click the actions button for the report. Then click “**Add Note**.”

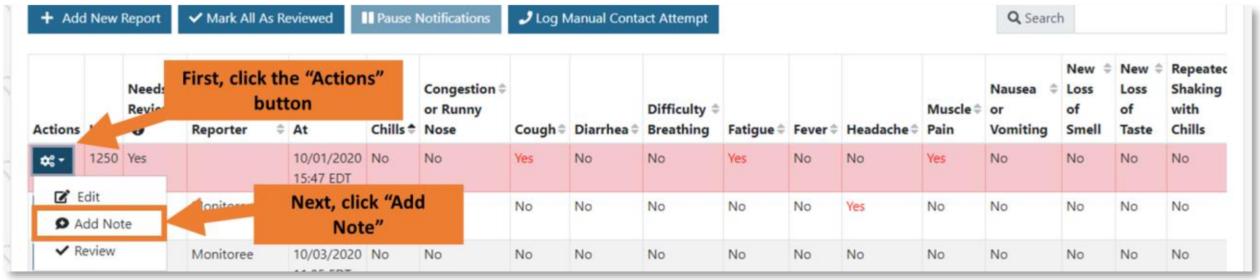


Figure 140: Add a note to a report.

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

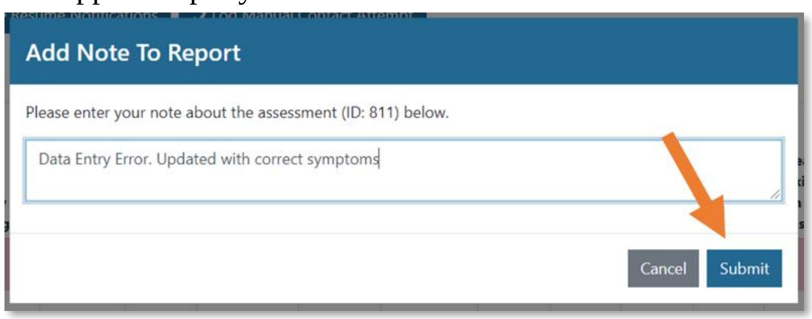


Figure 141: Enter your note into the dialog box.

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

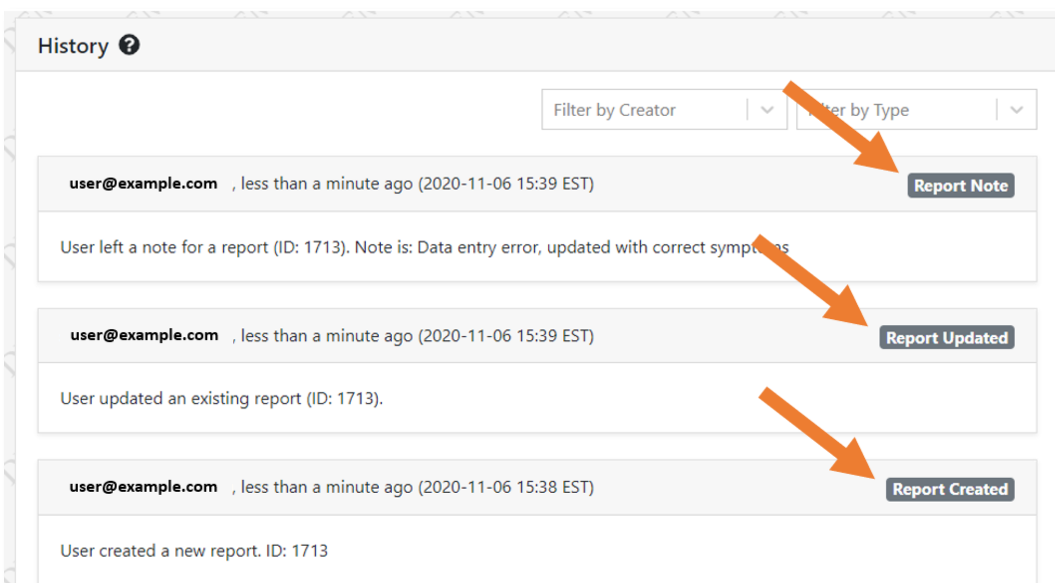


Figure 142: The “History” section tracks these types of updates to a monitoree’s record.

10.5.6 How to Pause or Resume Notifications for a Monitoree

Users can use the "Pause Notifications" button to pause notifications for:

- A single monitoree who is not in a household (self-reporter)
- An entire household (by pausing notifications for the Head of Household)

The "Pause/Resume" notification button is currently disabled on closed records or household member records who are not the HoH. See **page 29** for more details.

1) Open the monitoree or Head of Household's record. In the reports section, click "Pause Notifications" to pause notifications for that monitoree or household (if applicable).

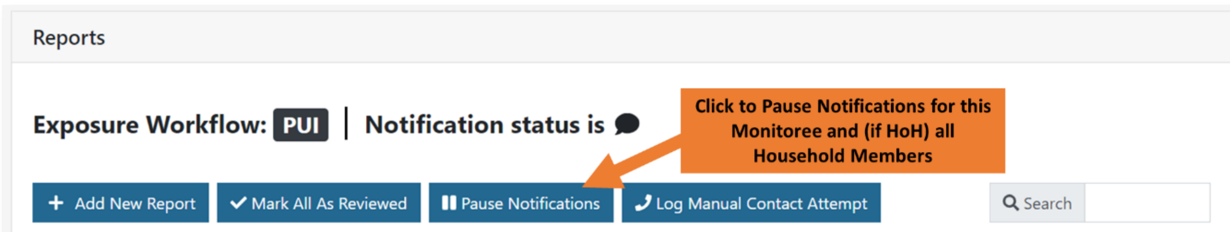


Figure 143: Click the "Pause Notification" button.

2) If paused, users can click "Resume Notifications" to resume notifications. If otherwise eligible, a notification will be sent at the monitoree's preferred contact time.

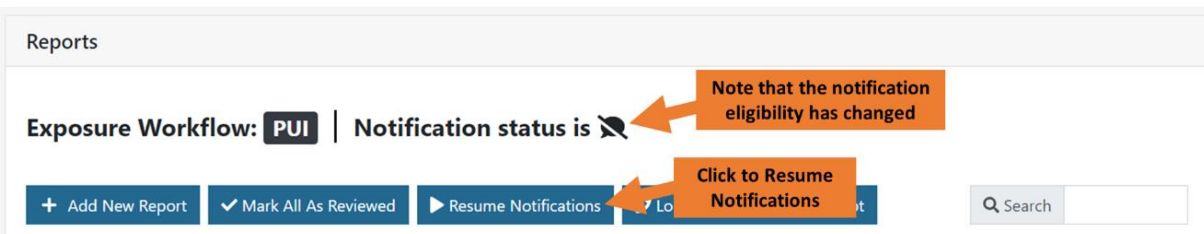


Figure 144: Click "Resume Notifications" to resume.

10.5.7 How to Add a Lab Result

1) Open the monitoree's record.

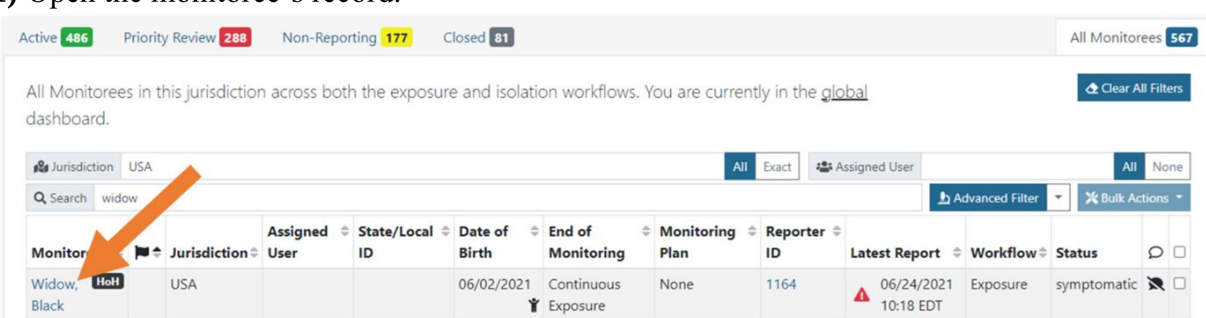


Figure 145: Open the monitoree's record.

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

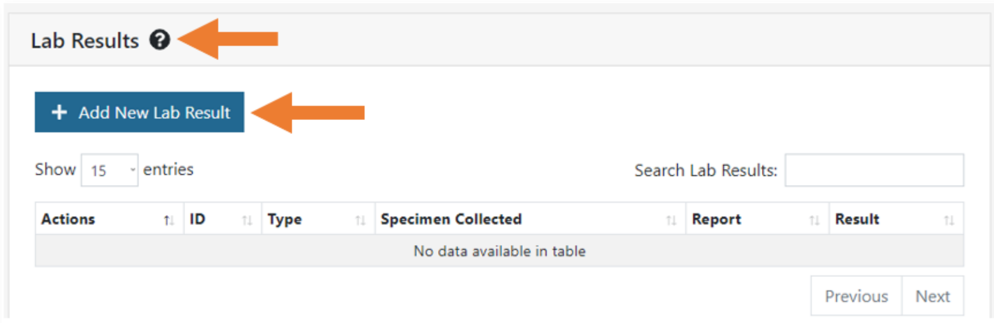


Figure 146: Add laboratory test results.

3) Update fields with available data. You will need to input information into a minimum of one Lab Result field to add an entry.

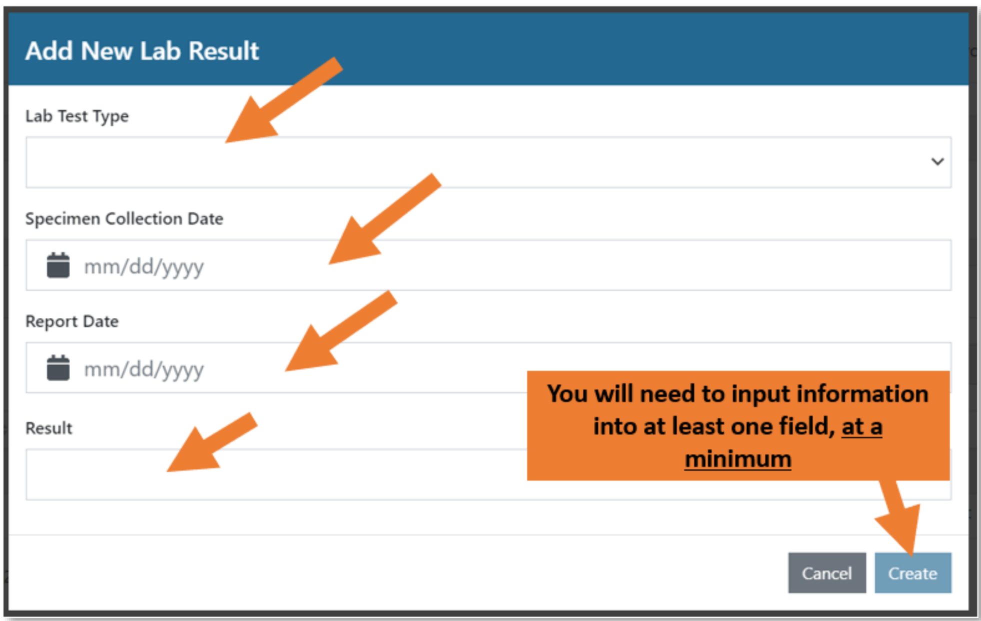


Figure 147: Add Lab Result information and click Create.

4) Edit an existing lab result by click that lab result's Actions button and then clicking "Edit."

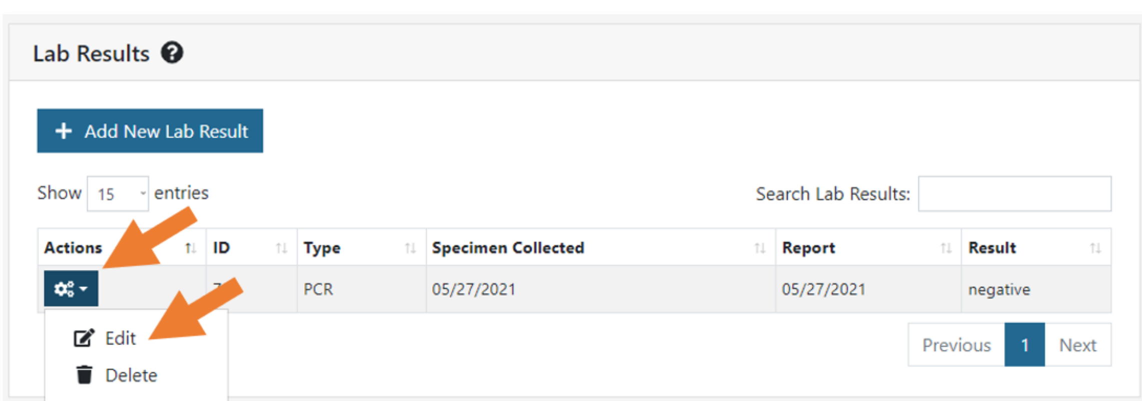


Figure 148: You can edit an existing lab result by clicking Actions, then Edit.

5) Lab result updates, along with the user who made the changes, are documented in the History section.

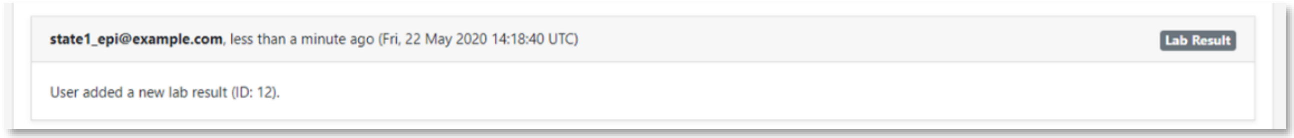


Figure 149: The History section automatically records lab result changes.

10.5.8 How to Add a New Vaccination

Users can document vaccinations that a monitoree has received related to the disease for which they are being monitored.

1) Open the monitoree's record, scroll to the "Vaccinations" section, and click **"Add New Vaccination."**

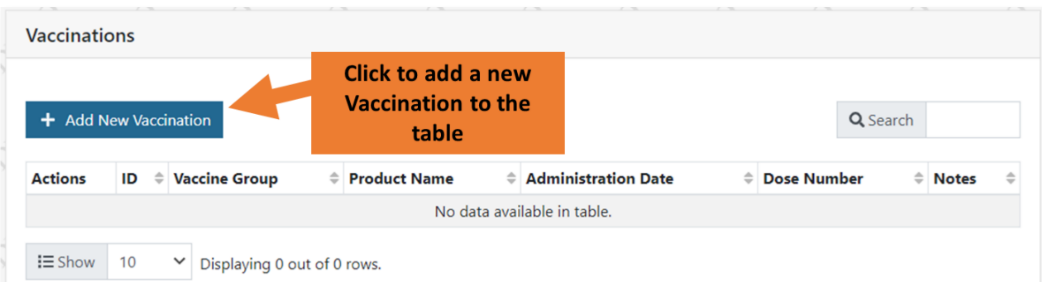


Figure 150: Click "Add New Vaccination."

2) The "Add New Vaccination" window will appear. Choose the Vaccine Group, Product Name, Administration Date, and Dose Number. You can also add additional information to the Notes section. You must, at a minimum, indicate a Vaccine Group and Product Name. Once you have added all relevant information, click **"Create."**

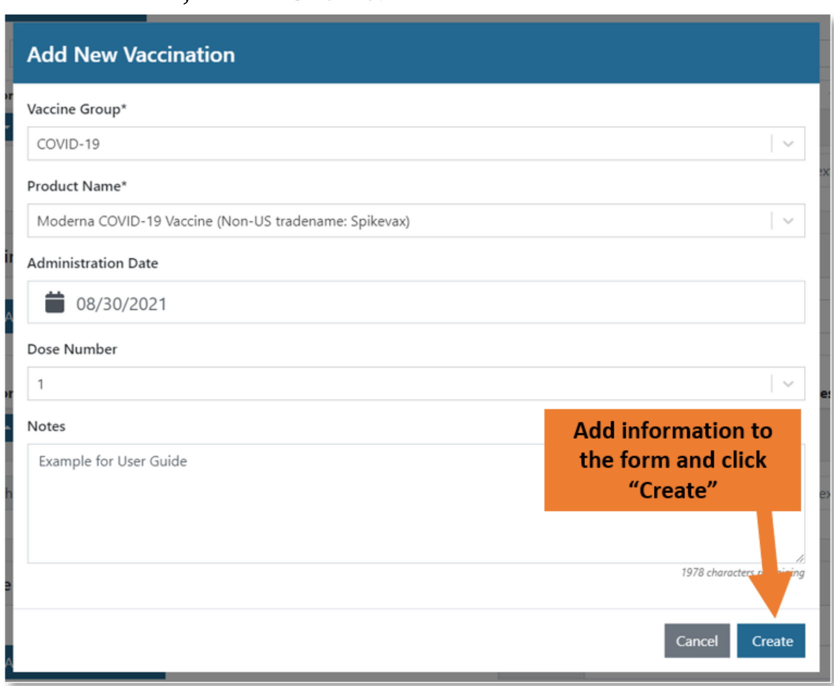


Figure 151: Fill out the form and click "Create."

3) Edit an existing vaccination by clicking that row's Actions button and then clicking "Edit."

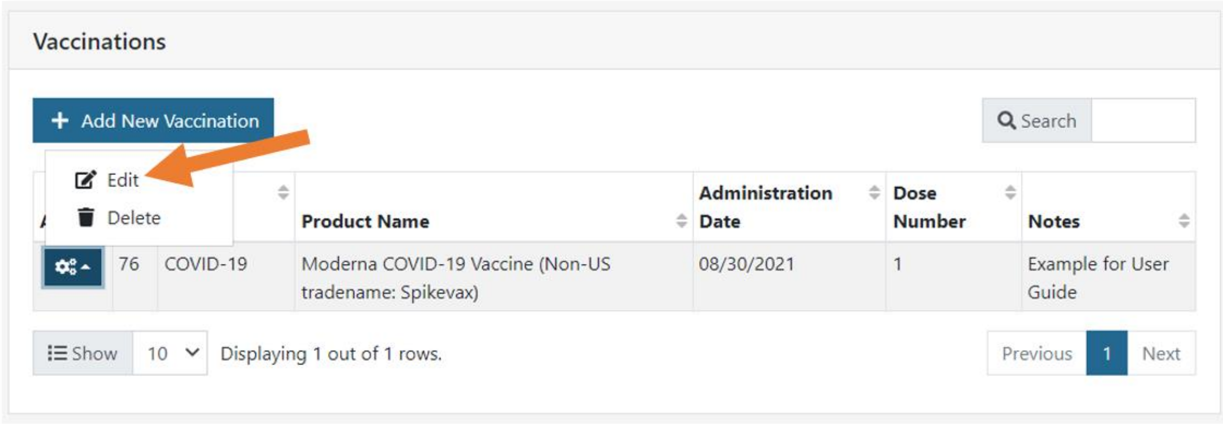


Figure 152: You can edit an existing vaccination by clicking Actions, then Edit.

4) Vaccination updates, along with the user who made the changes, are automatically documented in the History section.

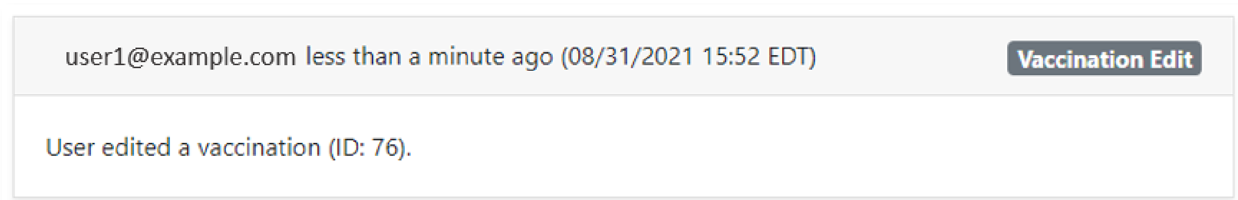


Figure 153: The History section automatically records changes made to vaccinations.

10.5.9 How to Add a New Close Contact

Users can add a list of close contacts associated with a specific monitoree. Close Contacts can later be enrolled in Sara Alert as monitorees if they require public health monitoring.

1) Open the monitoree's record, scroll to the "Close Contacts" section, and click "**Add New Close Contact.**"

Figure 154: Click "Add New Close Contact."

2) Add any information you have collected about the close contact and click **"Create."** You must enter at a minimum:

- At least one name (first name **OR** last name); AND
- At least one piece of contact information (phone number **OR** email address)

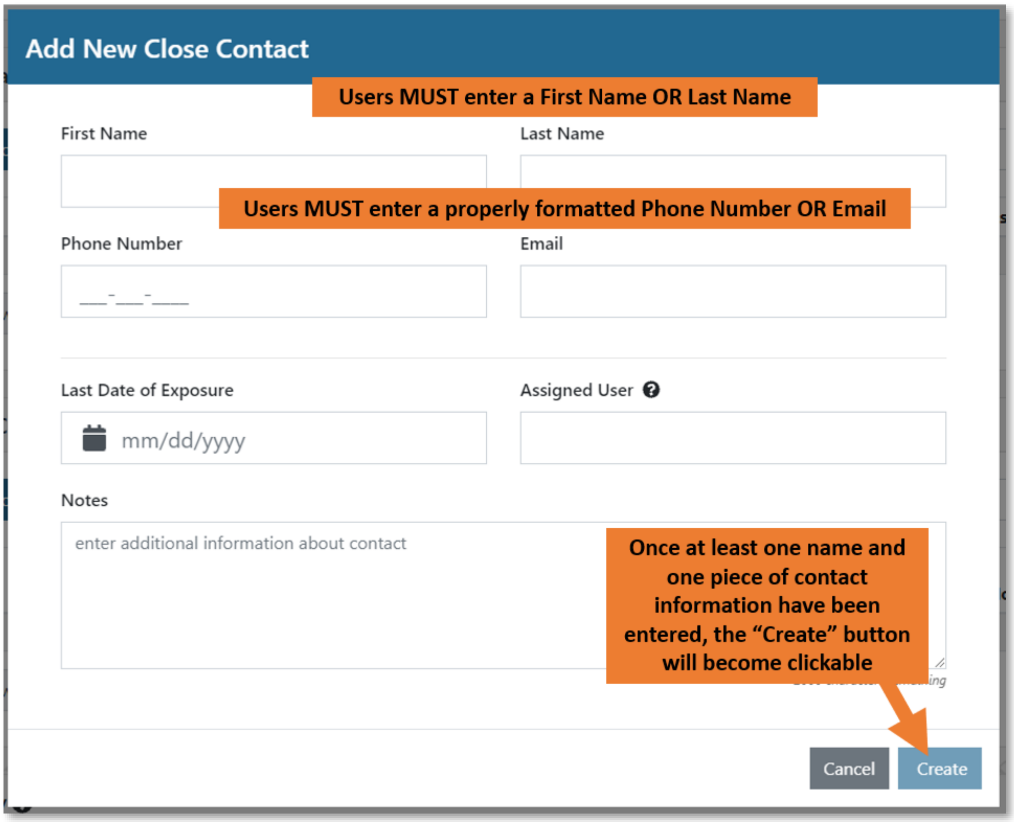


Figure 155: Add Close Contact Information.

3) To edit a close contact, click the Actions button and select "Edit"

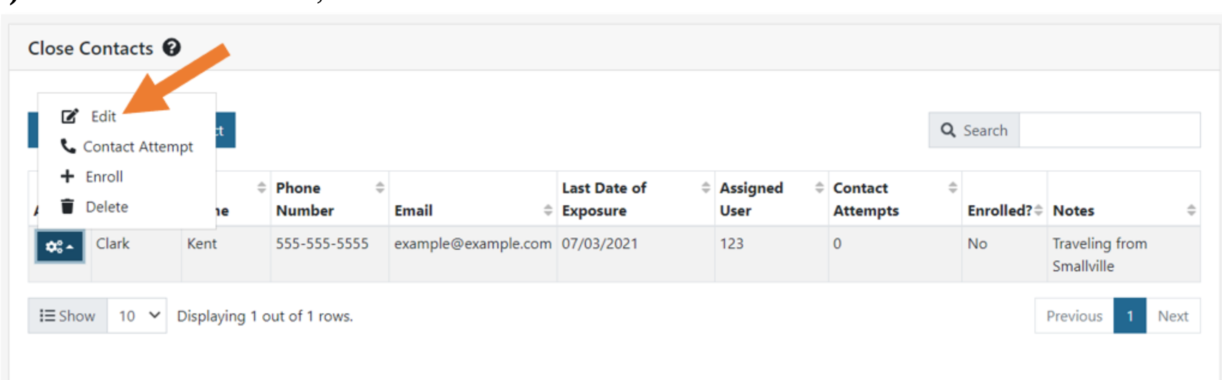


Figure 156: Click "Edit" to edit a close contact's information.

4) Click the Actions button and select "**Contact Attempt"** to document an attempt to contact one of the monitoree's close contacts. This will increase the number in the "Contact Attempts" column.

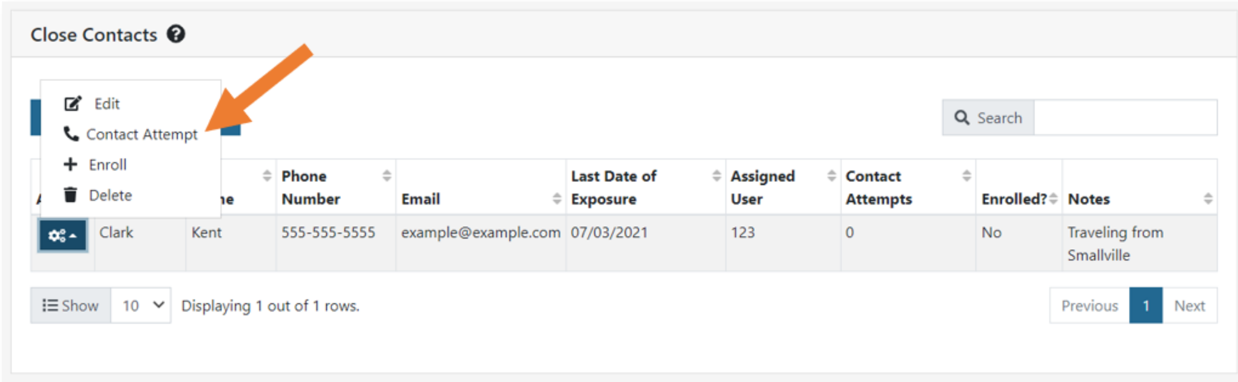


Figure 157: Document a Contact Attempt.

5) Only **Public Health Enrollers**, **Contact Tracers**, and **Super Users** can enroll Close Contacts as monitorees in Sara Alert. See **page 57** for more information. **Public Health users** will not see the "Enroll" option listed.

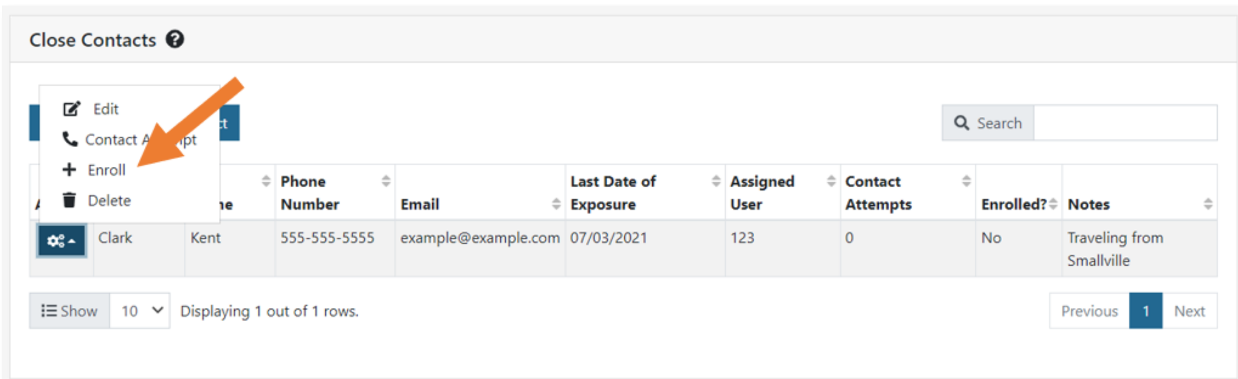


Figure 158: Some users can enroll Close Contacts into Sara Alert.

10.5.10 How to Delete a Lab Result, Vaccination, or Close Contact

Users can delete an existing Lab Result, Vaccination, or Close Contact table entry by clicking the Actions button, selecting "delete", and choosing a reason for deletion. The deleted values will be captured in the History section as a comment.

NOTE: Only values populated in the entry upon deletion will be captured in the History. For example, if a Close Contact does not have phone number populated when deleted, no value will be captured in History for that field.

1) For lab results, vaccinations, and close contacts, click the "Actions" button, then click "Delete."

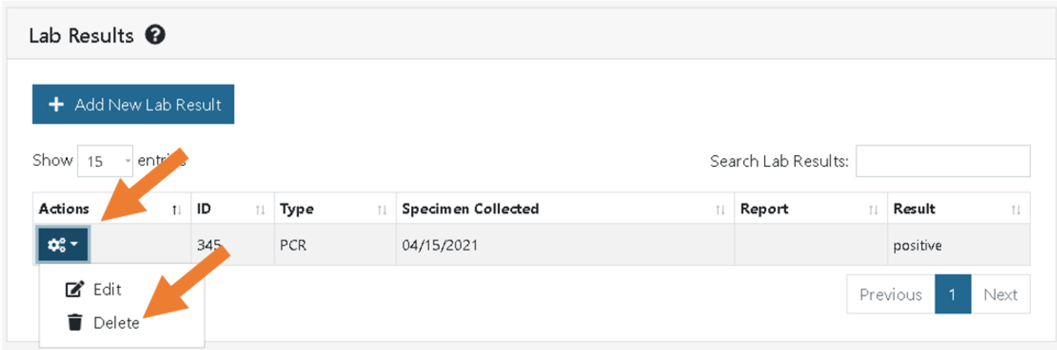


Figure 159: For lab results and vaccinations, click the "Actions" button, then click "Delete."

2) Select a reason for deletion. If "Other" is selected, additional information regarding the reason for deletion may be added in the notes section.

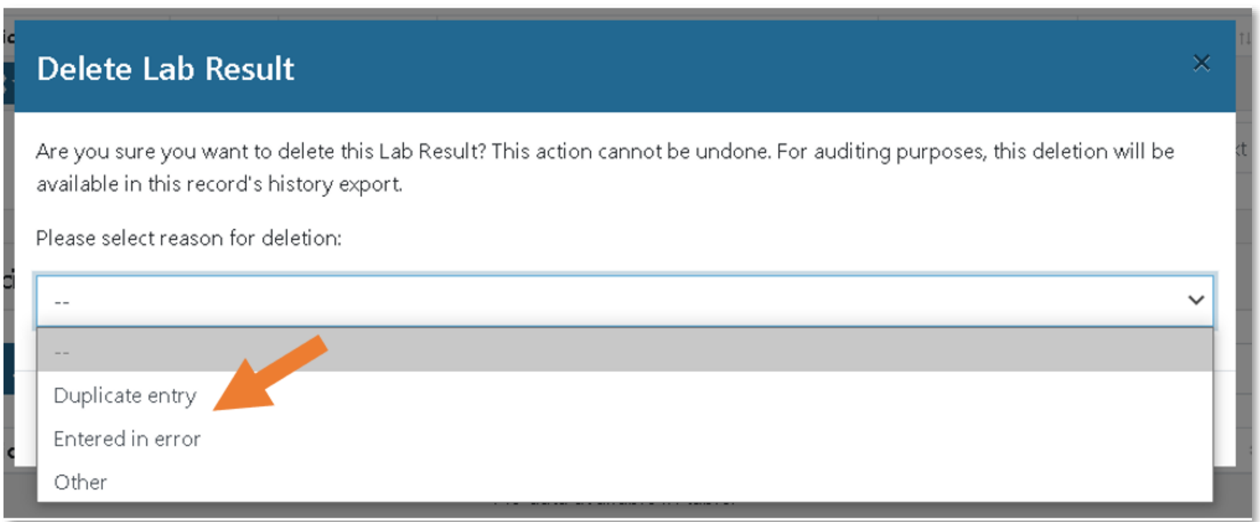


Figure 160: Select a reason for deletion.

3) The deleted values and reason for deletion will be captured in the History section and will appear in any exports that include record Histories.

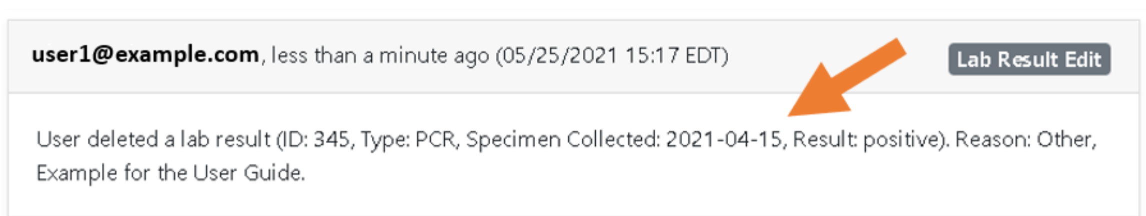


Figure 161: The deleted entry and reason for deletion are captured in the History section.

10.5.11 How to Add Comments to a Record

Users can add comments to "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 is displayed.

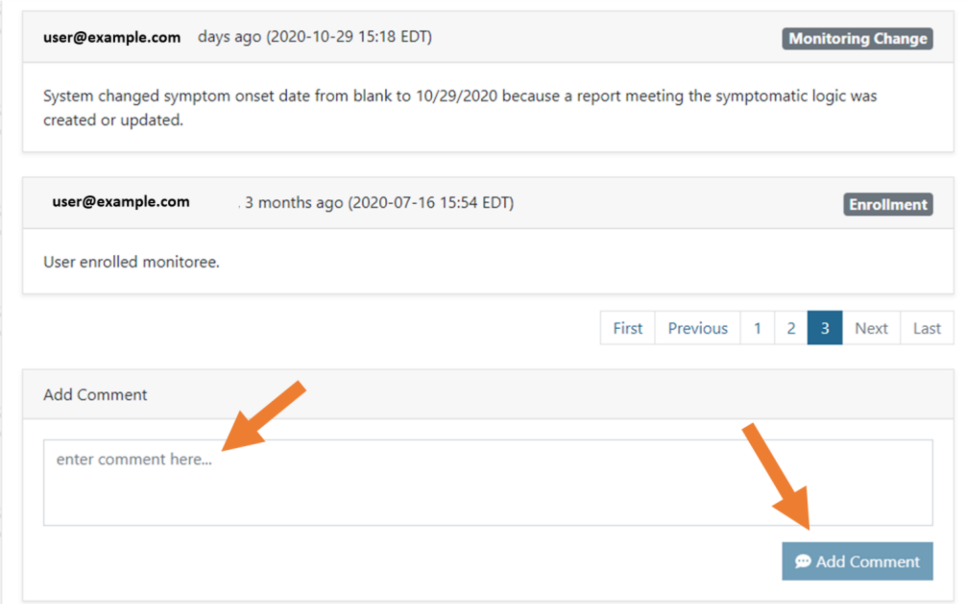


Figure 162: You can add a comment to a monitoree's History.

10.5.12 How to Edit or Delete Comments in a Record

Users can edit or delete comments they themselves added to the History using the "Add Comment" button. Users cannot edit or delete comments added by the system or by other users. All edits and deleted comments can be viewed through the History export.

1) You can edit your own History comments by selecting the gray "edit" icon.

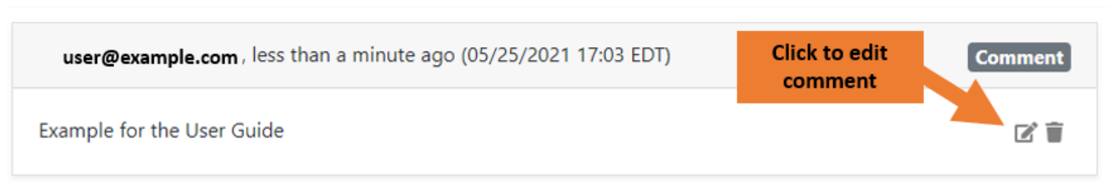


Figure 163: Select the "edit" icon to update your History comment.

2) Edit the comment directly where it appears in the History section and click "Update."

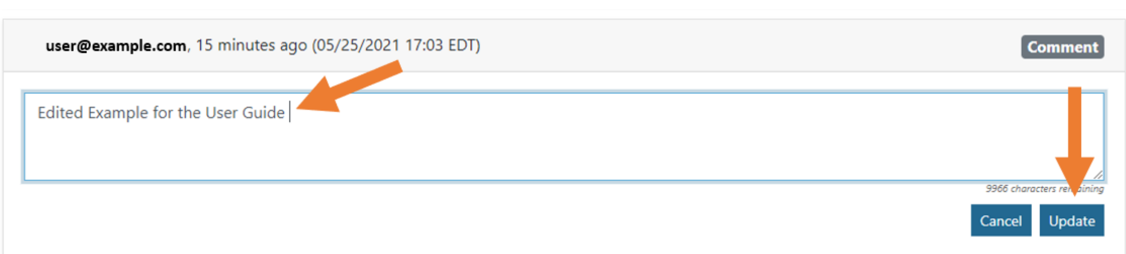


Figure 164: After completing changes, click "Update."

3) History comments that have been edited are labeled with clickable "*(edited)*" text. You can click "*(edited)*" to see a list of all edits that have been made to the comment.

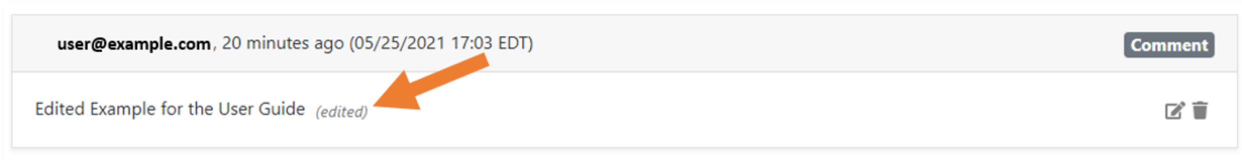


Figure 165: Clicking "*(edited)*" shows all edits made to the comment.

4) The most recent edit is listed at the top.

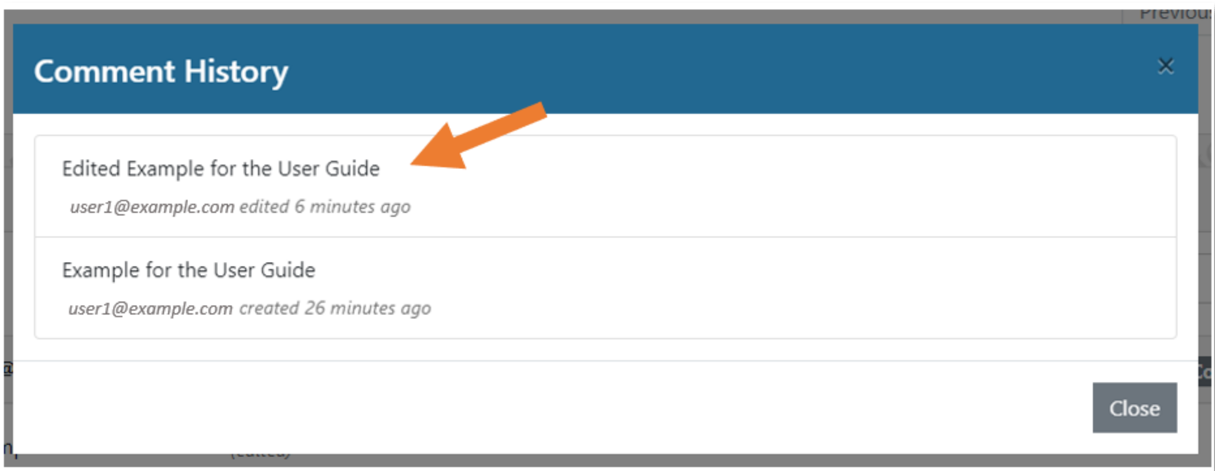


Figure 166: The most recent edit is listed at the top.

5) You can see edits to all comments in the "Edit Histories" tab of any export format that includes record Histories.

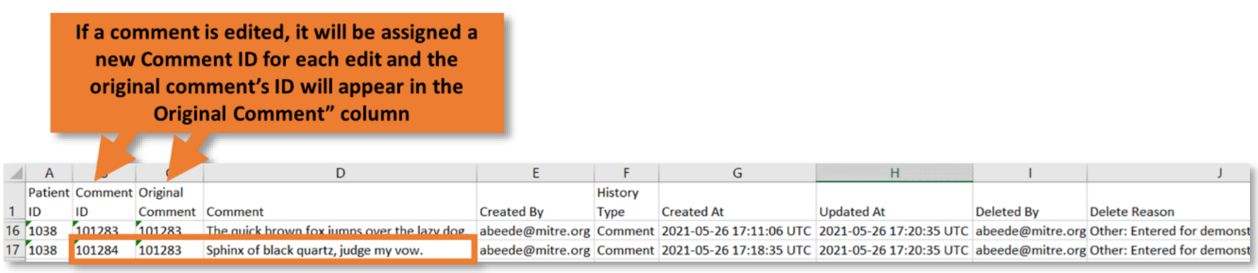


Figure 167: Users can see all edits to a comment, as well as the original comment, in the "Edit Histories" tab of the export.

Users may also delete comments they created themselves. Once the user chooses a reason for deletion, the comment will be removed from the History section. Deleting a comment cannot be undone, but the full comment history, time of deletion, user completing the deletion, and the reason for deletion can be viewed in the History export.

1) You can delete a comment you created by clicking the "trash can" icon.

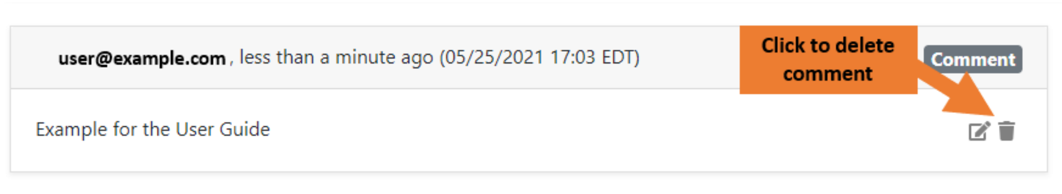


Figure 168: Click the gray "delete" icon.

2) Select a reason for deletion. If "Other" is selected, you can add additional information about why you deleted the comment.

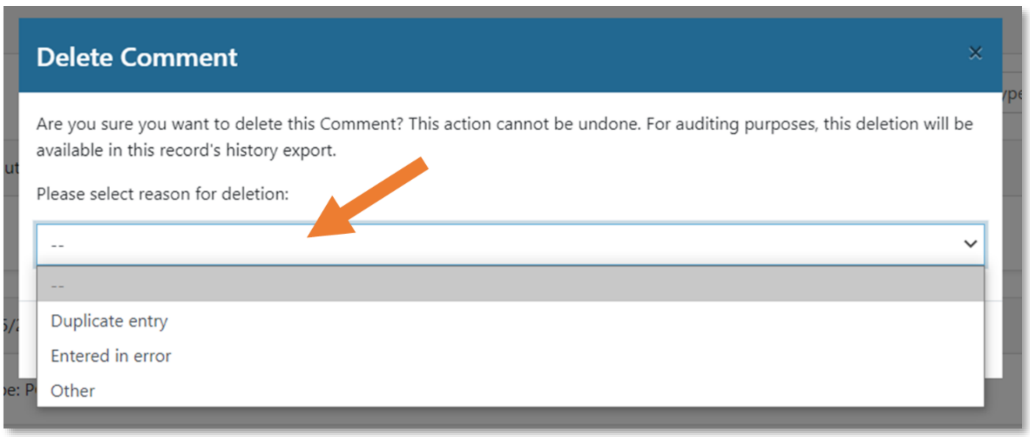


Figure 169: Select a reason for deletion.

3) Click "Delete" to permanently remove the comment from the monitoree's record.

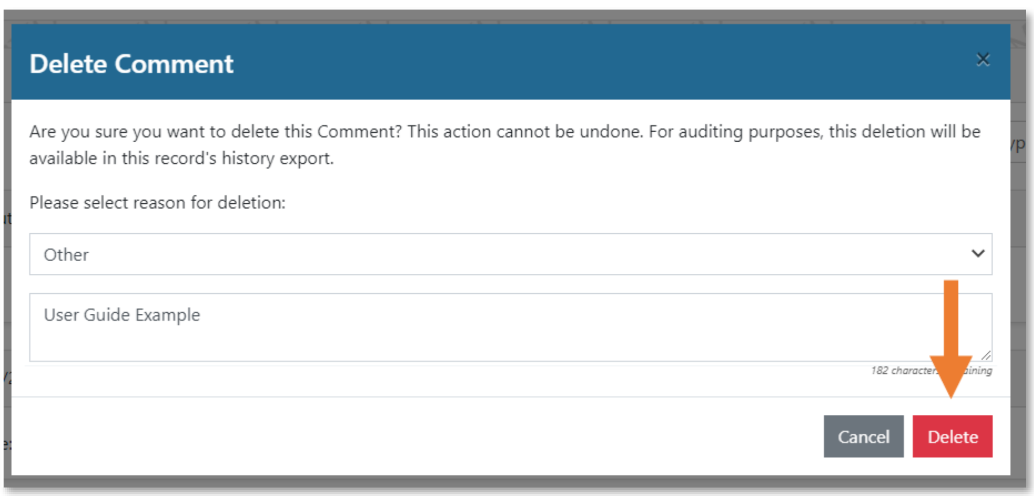


Figure 170: Click "Delete."

4) The deleted comment will be captured in any export format that includes the record's History, with the time of deletion, the username initiating the deletion, and the reason for deletion.

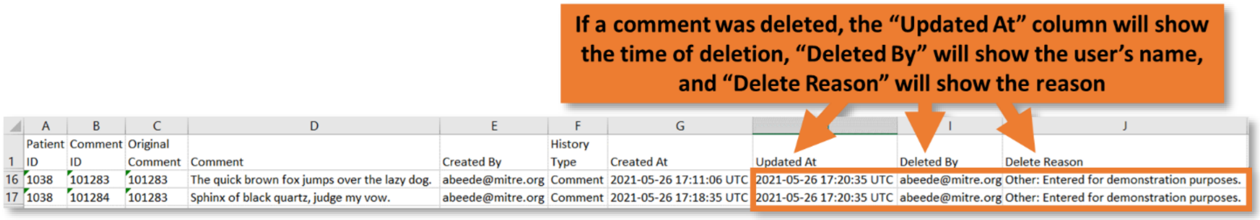


Figure 171: Deleted comments are captured in the History export.

10.5.13 How to Filter Record History

1) Click the "Filter by Type" field to filter based on the type of action that was recorded, and the "Filter by Creator" field to filter based on the user that initiated the action. Filter fields can be used separately or together.

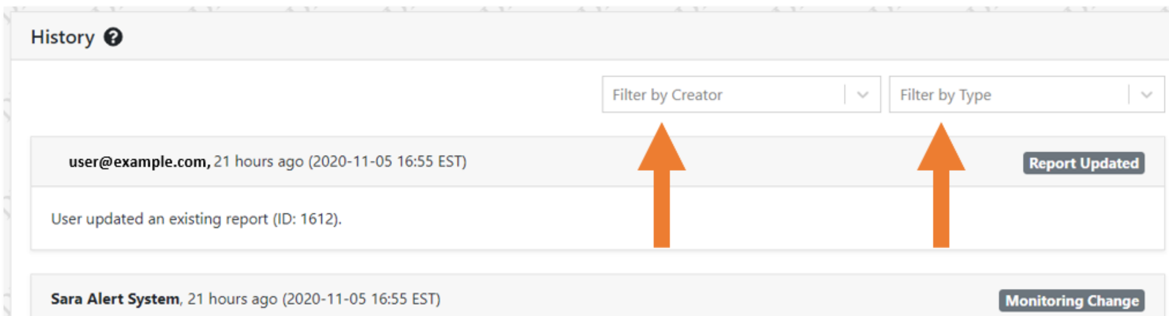


Figure 172: Filter history based on type and/or creator.

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

10.5.14 Move Monitoree Records Based on Case Status to a Different Workflow

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

NOTE: Updating “Case Status” for a record on the Closed line list will not move the record since it is not under active monitoring.

1) After investigation of a symptomatic exposed individual, select appropriate “**Case Status**.”

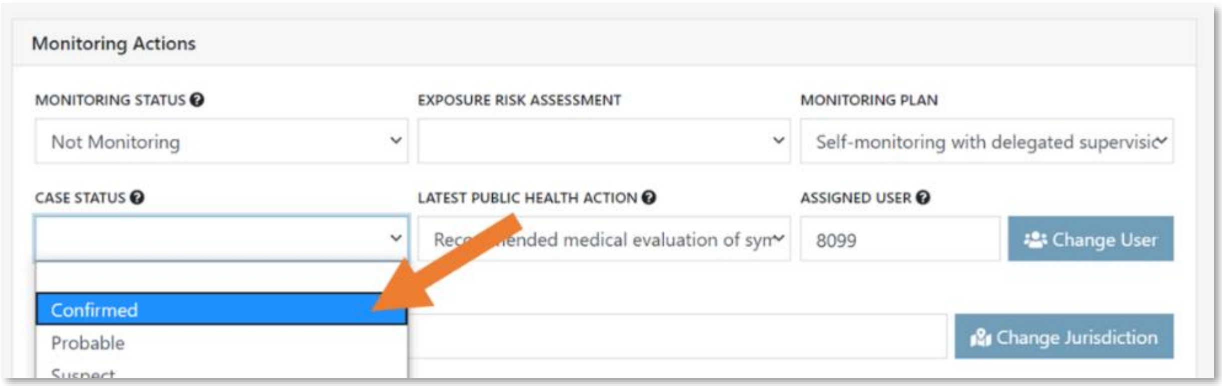


Figure 174: Select case status.

10.5.14.1 Case Status is Confirmed or Probable

- Select “**Confirmed**” or “**Probable**.”
- Select if you would like to continue monitoring the case in Sara Alert™ or not. 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.

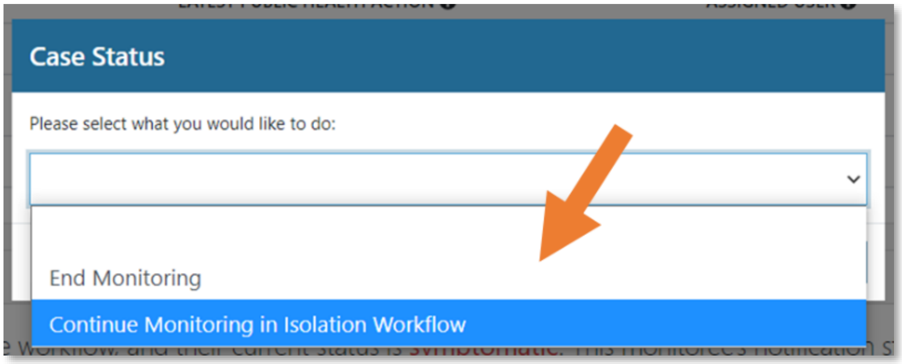


Figure 175: Choose what to do with the record.

10.5.14.2 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 meets confirmed or probable case status.

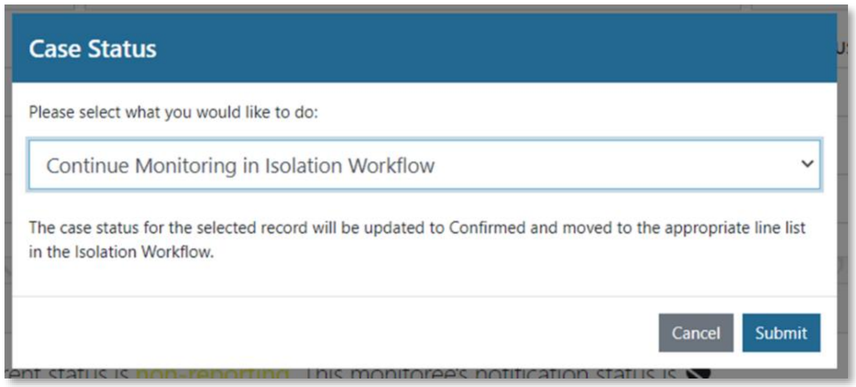


Figure 176: The case will move back to an active monitoring list in the exposure workflow.

10.5.15 Manually Close Records for Monitorees Who No Longer Require Follow-Up

If a monitoree should no longer be monitored by public health (e.g., due to the ending of the monitoring period, lost to-of follow-up, recovery, duplicate record, deceased, etc), a user can close the record. This will move the record off of the Active Monitoring line lists in the respective workflow (exposure or isolation) and onto the Closed line list; the system will also stop sending automated daily reports unless the monitoree is a designated Head of Household and has reporting household members that are still eligible to receive daily reports (see **page 162**).

All records in the Isolation Workflow must be manually closed after public health has determined that the individual can stop being monitored by Sara Alert™. In the Exposure Workflow, records that meet specific criteria are automatically closed by the system; see **page 41** for more information about when records are automatically closed.

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

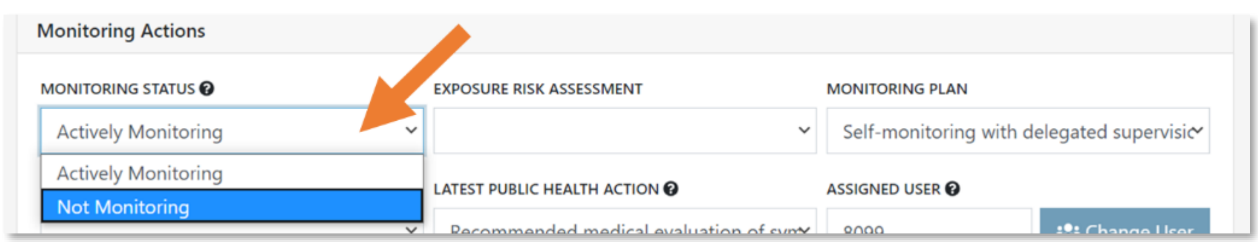


Figure 177: Change monitoring status.

2) Select the appropriate options:

- **If the monitoree is in a Household**, the user will be prompted to select the records that the change should be applied to (e.g., the current record only or selected household members). See page **129** for more details on applying changes to Household members.
- Document the reason for changing the monitoring status and any additional details. See **page 41** for a description of available reasons for closure.
- **If the monitoree is in the Isolation workflow and has Household members monitored in Sara Alert who are no longer being exposed to the monitoree**: A user may select to update the Last Date of Monitoring for all reporting Household members who have Continuous Exposure turned on and are being monitored in the Exposure Workflow. See **page 132** for more information on managing Households where multiple exposure monitorees are exposed to a case.

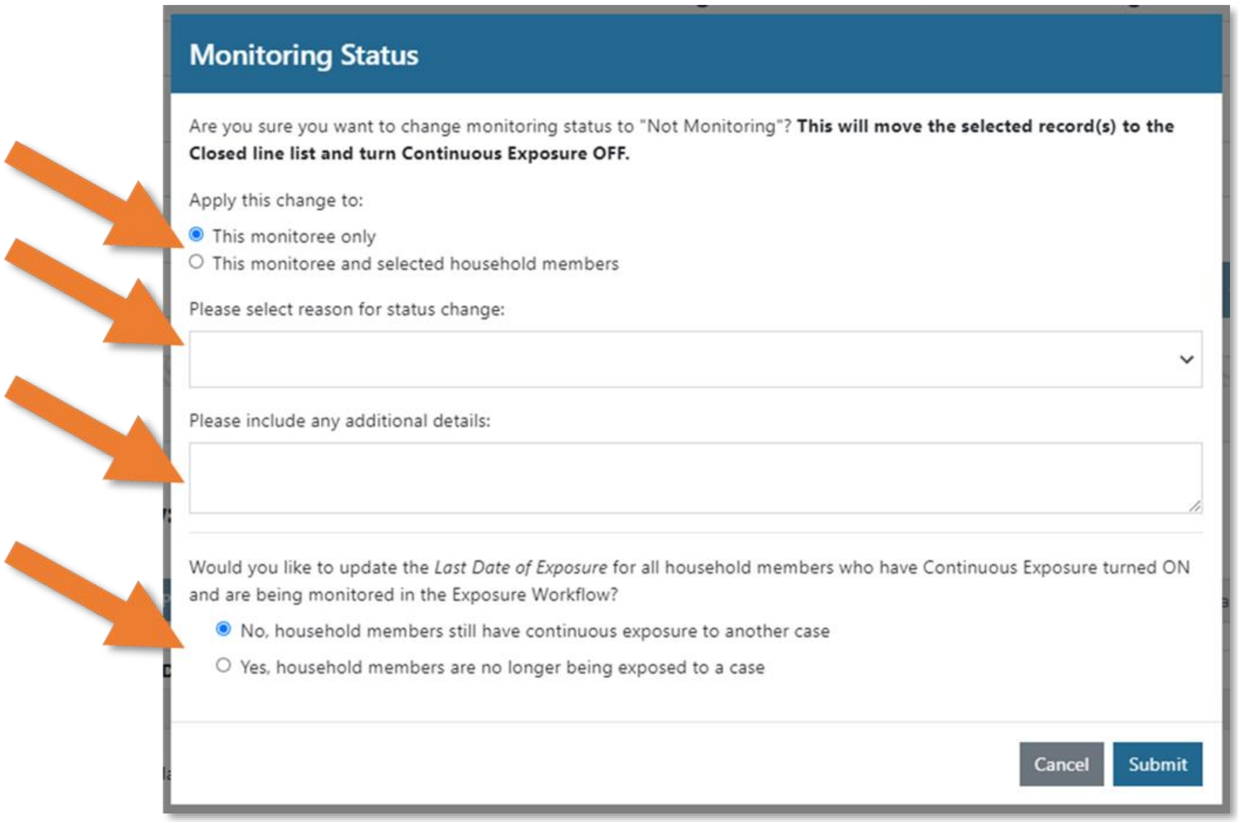


Figure 178: Document reason for monitoring status change

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

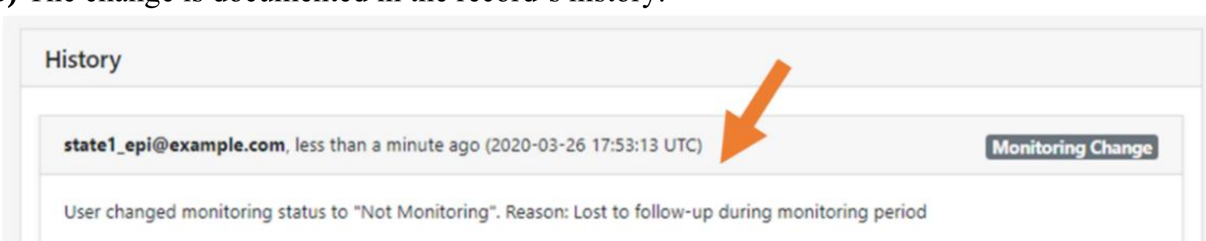


Figure 179: Comments are added to record history

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 back to “**Actively Monitoring**.”

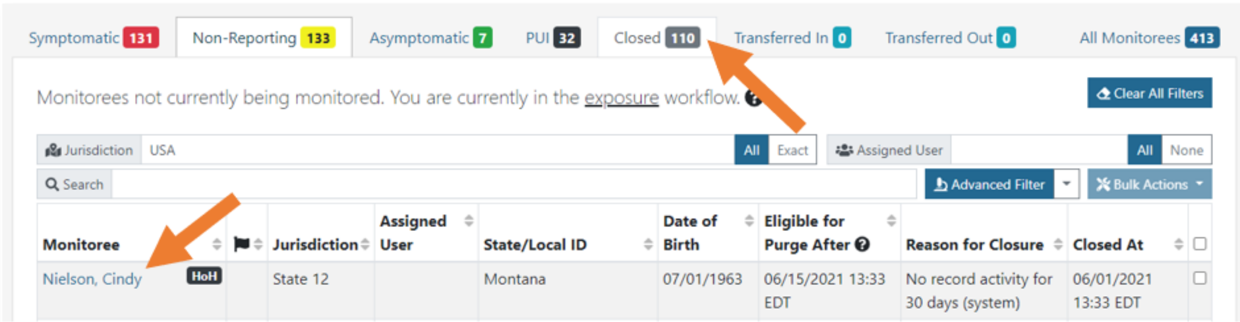


Figure 180: The monitoree now appears in the “Closed” line list.

10.5.15.1 How to Manage Duplicate Records

Duplicate records cannot be “deleted” in Sara Alert. To manage a duplicate record

- Manually close the duplicate record using the steps indicated above
- Select “Duplicate” from the “Please select reason for status change” drop-down menu
- After a set period (configured for the disease being monitored), the duplicate record will be marked for purge. For COVID-19, this period is 14 days (see **page 9** for more information about record purge).

11 HOW TO MANAGE REPORTING GROUPS ("HOUSEHOLDS") IN SARA ALERT

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 (HoH) who will report daily symptom information on behalf of household members.

Tip: See the **Quick Start Guide for Household Reporting**

NOTE: If the Head of Household record is closed for any reason, the Head of Household will continue to receive automated daily reports for all remaining eligible household members. If the Head of Household no longer wishes to report on behalf of linked household members, a user should update the Head of Household (see **page 127**).

Tip: A reporting household in Sara Alert™ is defined by shared contact information (phone number or email address).

The following section contains information on how to manage Households in Sara Alert. This includes information about how to:

- Create a reporting Household.
- Update exposure data for Household members.
- Change a Head of Household.
- Add or remove a monitoree from a Household.
- Manage reporting Households.

The primary audience for this section is **Public Health Users, Public Health Enrollers, Contact Tracers, and Super Users.** Enrollers can manage who is in a Household, but cannot perform any "monitoring actions" for Household members.

Table 11-1: Monitoree Management Capabilities by Role

Capabilities	Enroller	Public Health	Public Health Enroller	Contact Tracer	Analyst	Adminis-trator	Super User	Page #
Create a Household	✓		✓	✓			✓	118
Enroll a New Monitoree into an Existing Household	✓		✓	✓			✓	121
Import Monitorees into a Household		✓	✓				✓	121
Create a Household on Import		✓	✓				✓	121
Move a Monitoree into a Household	✓	✓	✓	✓			✓	124
Remove a Monitoree from a Household	✓	✓	✓	✓			✓	126
Change Head of Household	✓	✓	✓	✓			✓	127
Update Monitoring Actions for selected Household Members		✓	✓	✓			✓	129
Update Last Date of Exposure or Continuous Exposure for Households		✓	✓	✓			✓	129
Manage Households with Continuous Exposure to a Case		✓	✓	✓			✓	130

* Enrollers have different search capabilities from the other user types. See **page 75** for more details.

11.1 How to Create a Reporting Household During Enrollment

The following user types can create reporting households in the Enrollment Wizard:

- Enrollers
- Public Health Enrollers
- Contact Tracers
- Super Users

To create a reporting household using the Enrollment Wizard:

1) Enroll the Head of Household (HoH) as normal (by following instructions on **page 50**) until arriving at the "Monitoree Review" page.

NOTE: The first Household member enrolled is the HoH by default; this can be changed later using the "Change Head of Household" button. The HoH will be responsible for reporting on behalf of each subsequent household member enrolled.

2) Instead of clicking "Finish," select "**Finish and add a Household Member**" to save the HoH record and enrollment of a second household member. This second monitoree's automated daily reports will be sent to and completed by the HoH.

Figure 181: Create household using enrollment wizard

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

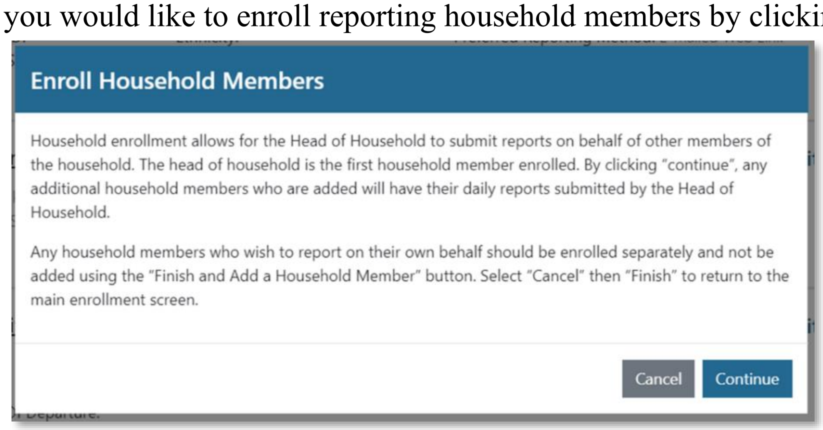


Figure 182: Note how Sara Alert™ handles household enrollment.

NOTE: Any household member who would like submit reports on their own behalf should be enrolled individually and not as a reporting 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.

4) The household member enrollment screens will be pre-populated with the same address, primary contact information, arrival information, additional planned travel, and potential exposure information as the HoH. If a HoH’s Contact Relationship is “Self,” their household member’s Primary Contact Name will be pre-populated with the HoH’s name. If a HoH’s Contact Relationship is a value other than “Self,” their household member’s Primary Contact Name will be pre-populated the HoH’s Primary Contact Name. 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.

NOTE: Even if contact information is changed for a household member so that it is NOT the same as the Head of Household, the Head of Household will still report on their behalf unless the household member is removed from the reporting household.

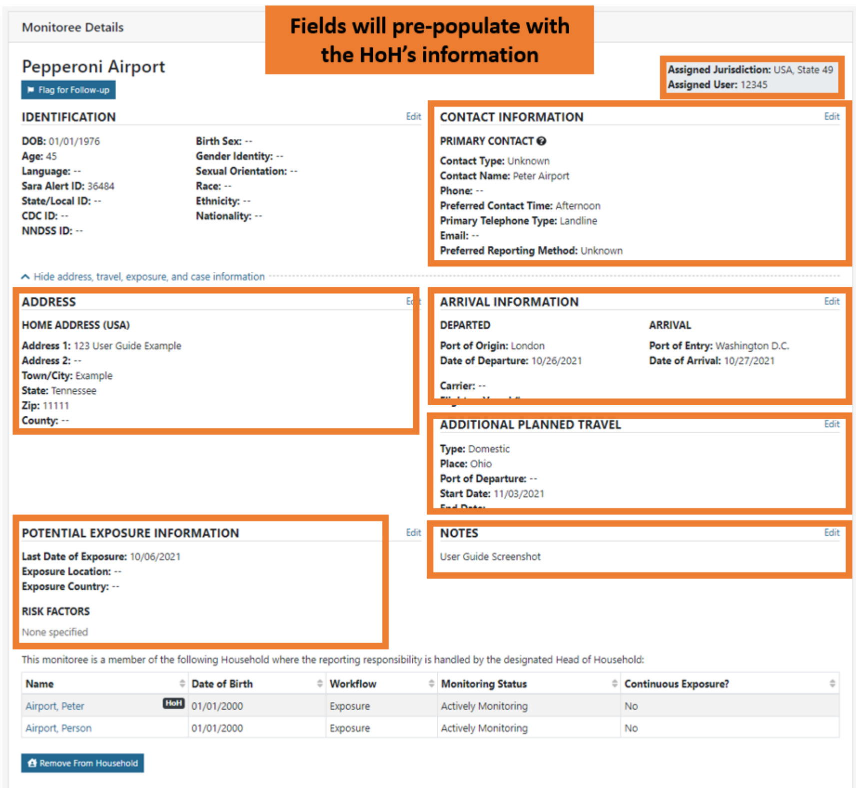


Figure 183: Sara Alert™ Automatically Pre-Populates Information for Household Members.

5) If there are more household members to enroll, click “**Finish and Add Household Member**” at the bottom of the Monitoree Review screen. Repeat steps 3-5 for all remaining Household members.

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.

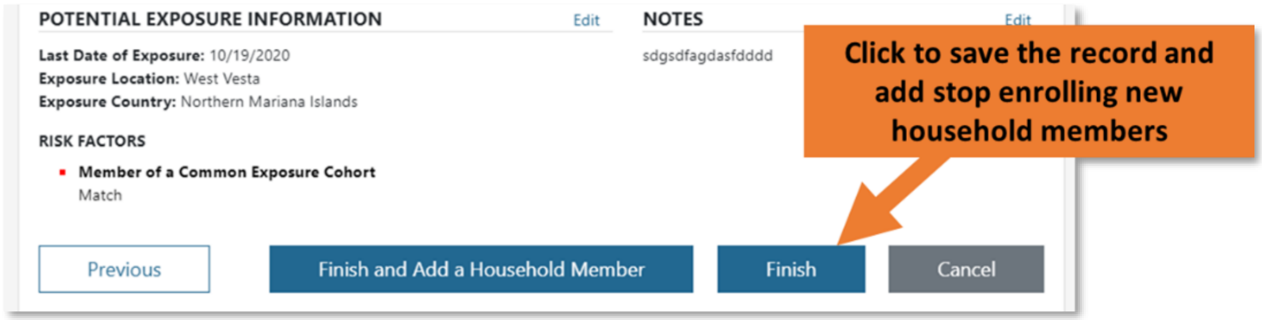


Figure 184: Click “Finish” once all Household members have been enrolled.

7) The records for Household members will be linked in the user interface so users can identify monitorees whose reports are submitted by another person (Head of Household). As shown below, a Household summary appears on all Household members records along with their workflow, monitoring status, and continuous exposure status.

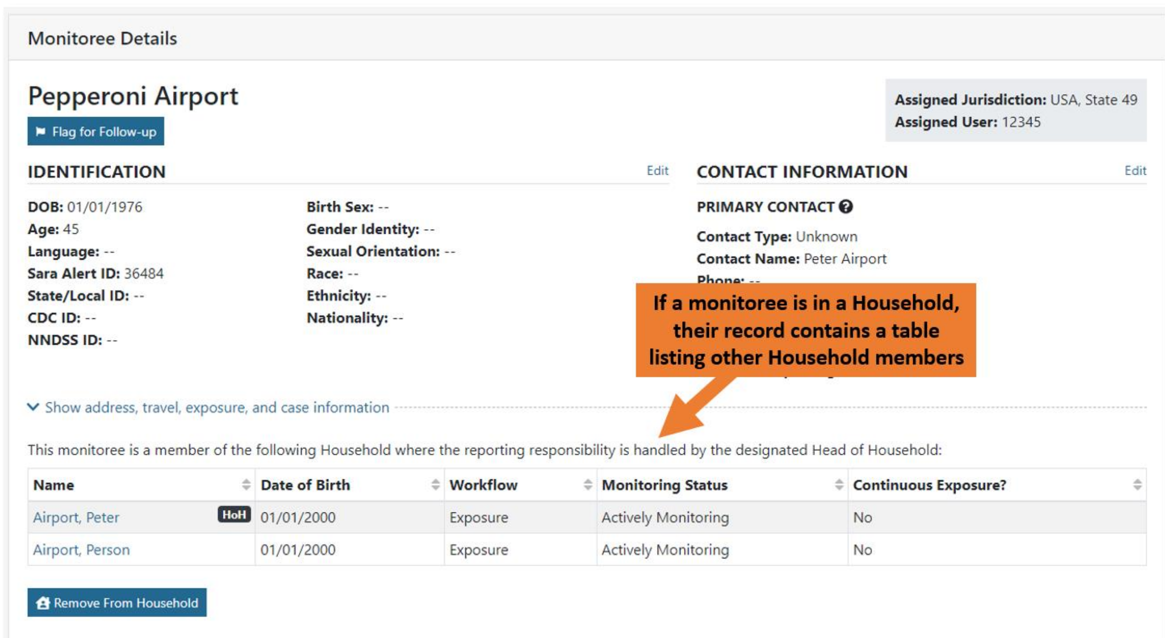


Figure 185: If a monitoree is in a Household, their record contains a table listing other Household members.

11.2 How to Enroll a New Household Member into an Existing Record’s Household

The following user types can enroll a new household member into an existing household:

- Enrollers
- Public Health Enrollers
- Contact Tracers
- Super Users

1) Open the appropriate monitoree’s record.

- If you would like to enroll a new monitoree into an existing Sara Alert Household, open the record of the Head of Household who will be responsible for reporting on behalf of the new enrollees.
- If you would like to enroll a new monitoree and have an existing monitoree who is not currently a member of a Sara Alert Household report on their behalf, open the existing monitoree’s record. The existing monitoree will become the Head of Household for the new monitoree after enrollment.

2) In the Monitoree Details section, click “Enroll Household Member.”

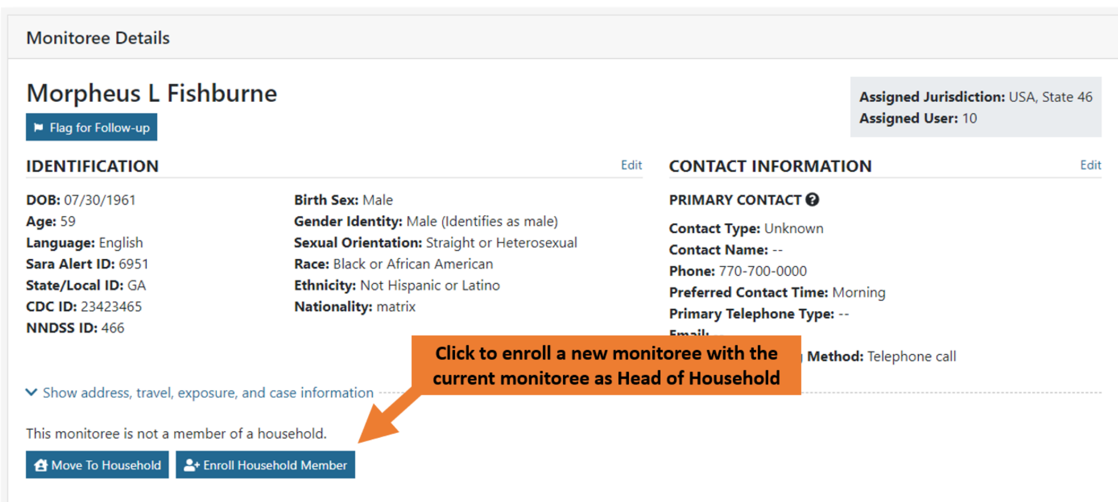


Figure 186: Select "Finish and Add a Household Member" to add new household member.

3) Complete enrollment as described in steps 4-7 of **How to Create a Reporting Household** on **page 118.**

11.3 How to Create or Add to a Household on Import

All monitorees who submit daily reports to Sara Alert using the same phone number or email address must be part of the same Sara Alert reporting household. As a result, Sara Alert automatically checks the contact information of newly imported monitorees to see if there is a match with an existing monitoree or with another monitoree in the import file.

Public Health users, **Public Health Enrollers,** and **Super Users** can use this feature to build new, or add to existing, households on import. This section explains how to:

- Import monitorees directly into an existing monitoree's household.
- Import an entire new household from the same import file

NOTE: 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.

See **pages 126-129** for instructions on how to modify households in Sara Alert. **See page 52** for general information about how to import monitorees in Sara Alert.

11.3.1 How to Import Multiple new Monitorees into a Household with Existing Monitorees

When a user imports monitorees, Sara Alert will automatically check for existing Head of Household or self-reporting monitoree in their jurisdiction who have similar contact information to see if there is a match. If there is, the new monitoree will be placed in the existing monitoree's household. Users can use this feature to add new monitorees to a household via import (just as new household members can manually be enrolled).

Sara Alert will automatically place imported monitorees into a household with an existing Head of Household or self-reporting monitoree (who then becomes the Head of Household) if both the imported monitorees and the existing monitoree have:

- The same primary telephone number **AND** any of the phone-based Preferred Reporting Methods (SMS Text-message, SMS Texted Weblink, or Telephone Call). The new and existing monitorees do not need to have exactly the same Preferred Reporting Method in this case, so long as they have any of the three phone-based methods.
- The same email address **AND** a Preferred Reporting Method of "Emailed Web Link"

Monitorees with Unknown or Opt-out preferred reporting methods **will not** be added to households automatically on import. Additionally, Sara Alert does not check in jurisdictions the user cannot access to find monitorees with similar contact information.

11.3.2 How to Import an Entire Reporting Household from the Same Import File

If an imported monitoree does not have contact information that matches an existing monitoree in the user's jurisdiction, Sara Alert will then check to see if there is a match with other monitorees in the same import file. If there is a match, the group of monitorees will be enrolled as a household. Users can use this feature to enroll an entire household into Sara Alert on import.

Sara Alert will automatically place imported monitorees into a household **together** if they have:

- The same primary telephone number **AND** any of the phone-based Preferred Reporting Methods (SMS Text-message, SMS Texted Weblink, or Telephone Call). The monitorees do not need to have exactly the same Preferred Reporting Method in this case, so long as they have any of the three phone-based methods.
- The same email address **AND** a Preferred Reporting Method of "Emailed Web Link

Monitorees with Unknown or Opt-out preferred reporting methods **will not** be automatically placed in a household on import. Additionally, Sara Alert does not check in jurisdictions the user cannot access to find monitorees with similar contact information.

11.3.3 Sara Alert Household Import Flowchart

The flowchart below explains how Sara Alert checks imported monitorees to see if they should be automatically enrolled into a household.

For each monitoree that is imported, Sara Alert will check for the following:

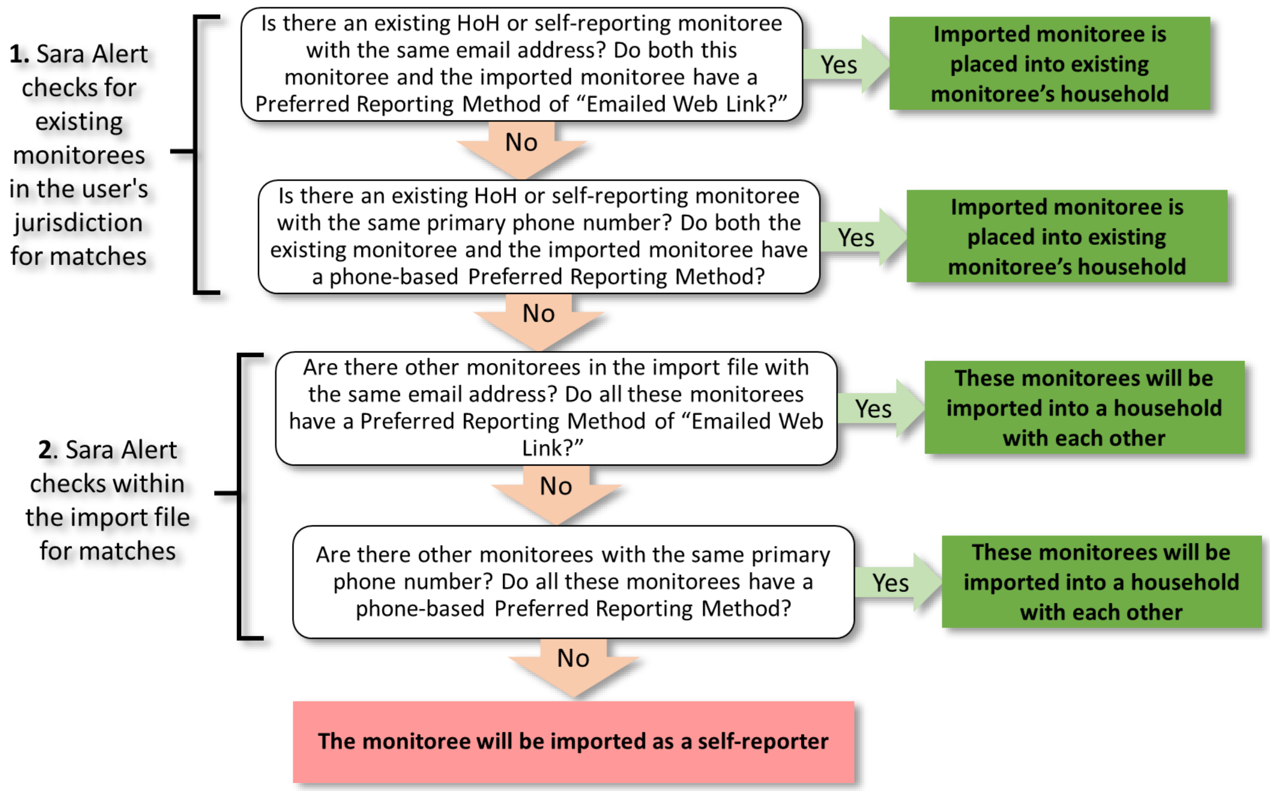


Figure 187. Sara Alert checks each monitoree that is imported to see if they should be enrolled as part of a household.

11.4 How to Move an Existing Record into a Reporting Household

The "move to household" function allows users to create households from existing records in the system that the user has access. The following user types can either add a record to an existing household or create a new household from two records:

- Enrollers
- Public Health Users
- Public Health Enrollers
- Contact Tracers
- Super Users

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

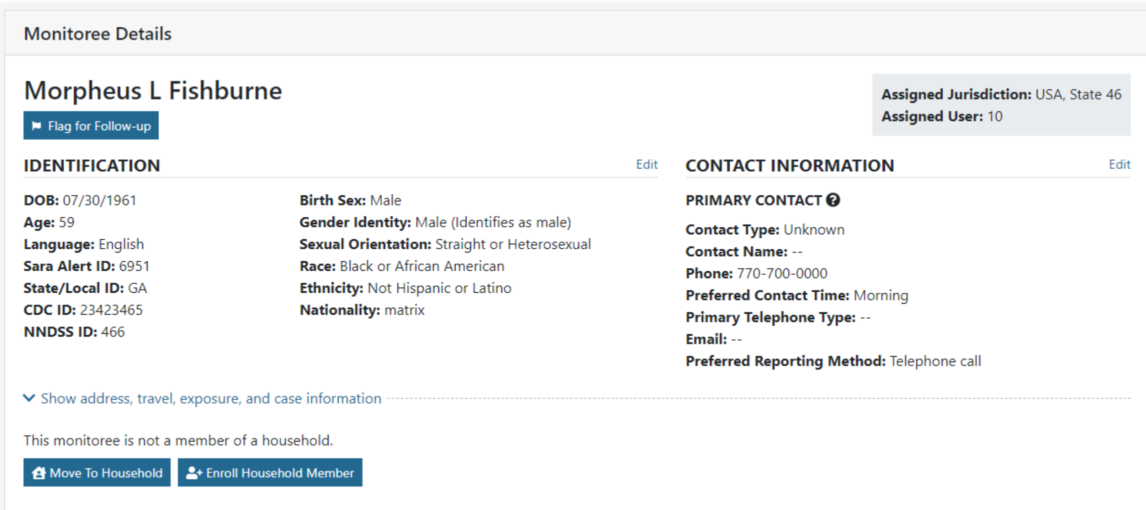


Figure 188: Click "Move to Household."

2) This will open the "Move to Household" window, which contains a list of all monitorees in either workflow who currently are reporters, either a Head of Household or not in a household (self-reporters).

- Users can use the "Search" bar to find monitorees that match search terms in any of the following fields:
  - First Name
  - Last Name
  - Date of Birth (format: YYYY-MM-DD)
  - State/Local ID
  - NNDSS/Case ID
  - Sara Alert ID
- Users can sort columns in the same way as on the Monitoring Dashboards.
- Users can change the number of monitorees shown on a page and navigate the pages of monitorees in the same way as on the Monitoring Dashboards.

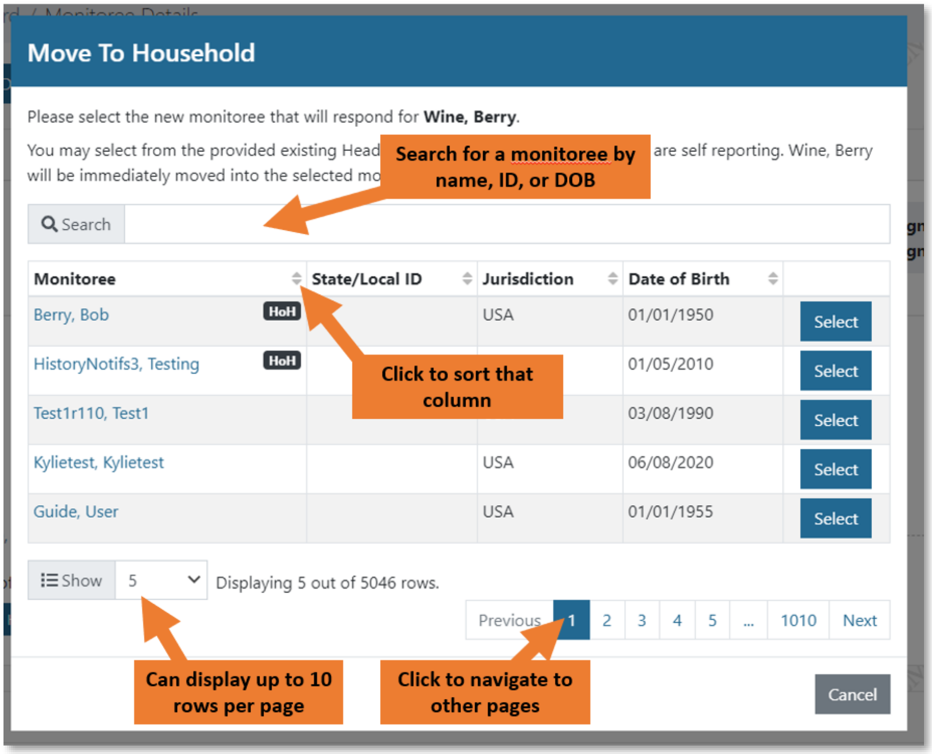


Figure 189: The list of monitorees can be navigated in the same way as the Monitoring Dashboards.

3) Click "**Select**" to add the current monitoree to the selected monitoree's household. The selected monitoree will report on their behalf as Head of Household.

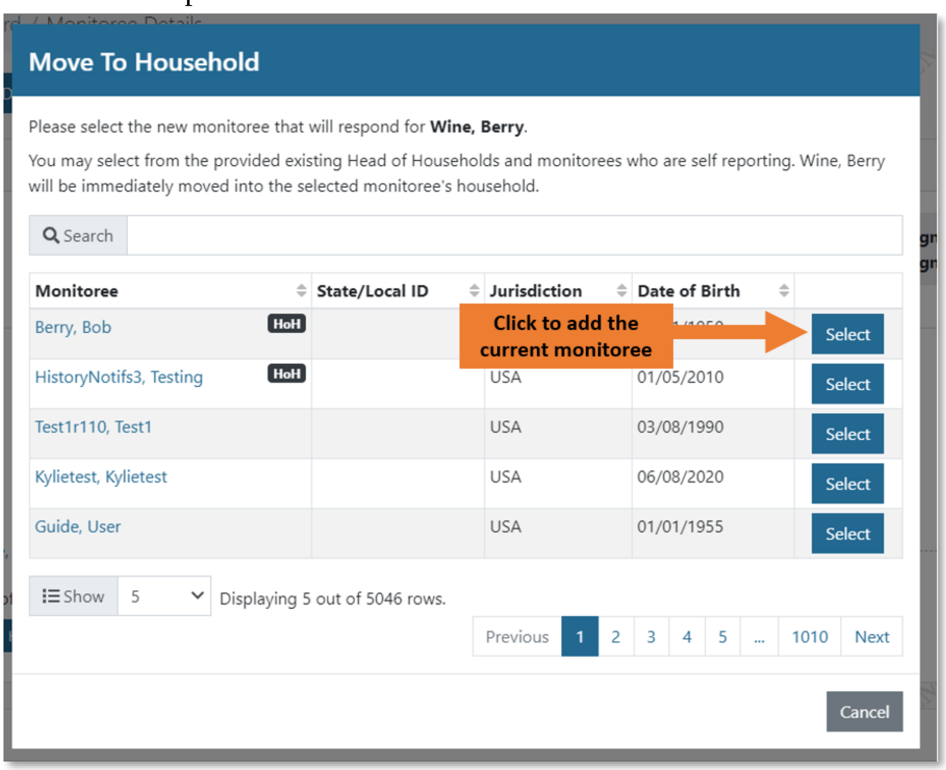


Figure 190: Click "Select" to move the monitoree into the selected Household.

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

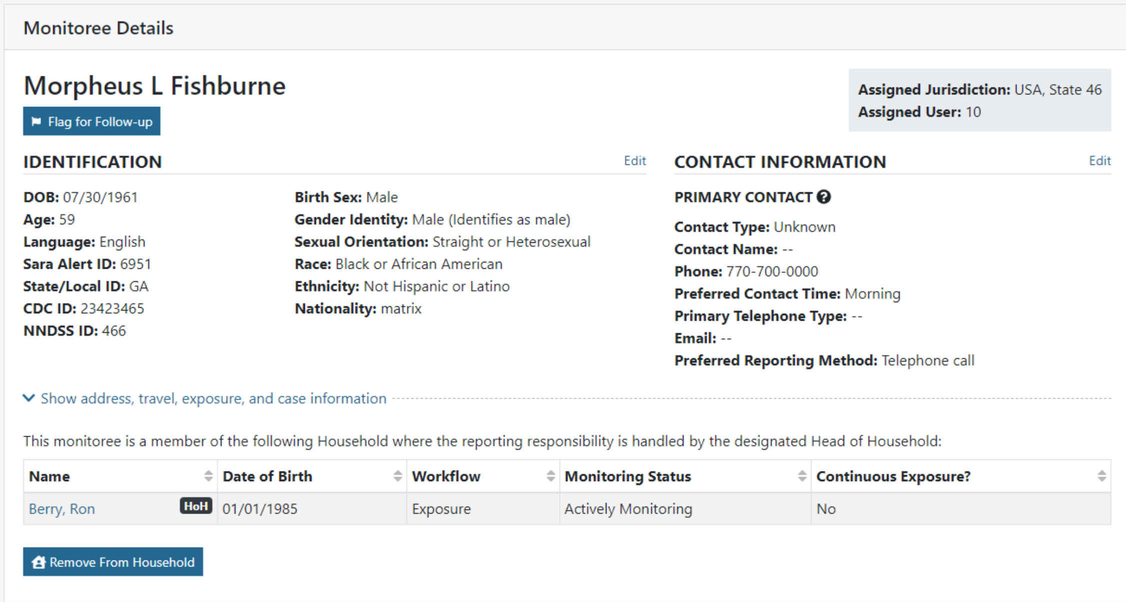


Figure 191: The selected HoH is now responsible for reporting on behalf of the monitoree.

11.5 How to Remove a Household Member from an Existing Reporting 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.

The following user types can remove a monitoree from an existing reporting household:

- Enrollers
- Public Health Users
- Public Health Enrollers
- Contact Tracers
- Super Users

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 reporting household.

1) Open the household member record of interest.
Then click “**Edit**” for the “Contact Information” section.

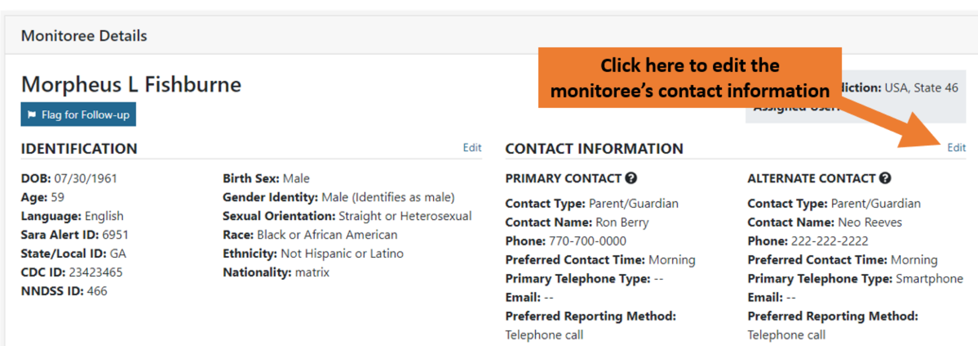


Figure 192: Edit contact information for record to be removed from Household.

2) Update the primary contact email and primary telephone number in the fields shown below. The contact information must be different from the HoH record. You may also update the "Contact Type" field if applicable. Select "**Next**" then "**Finish**" to save the changes.

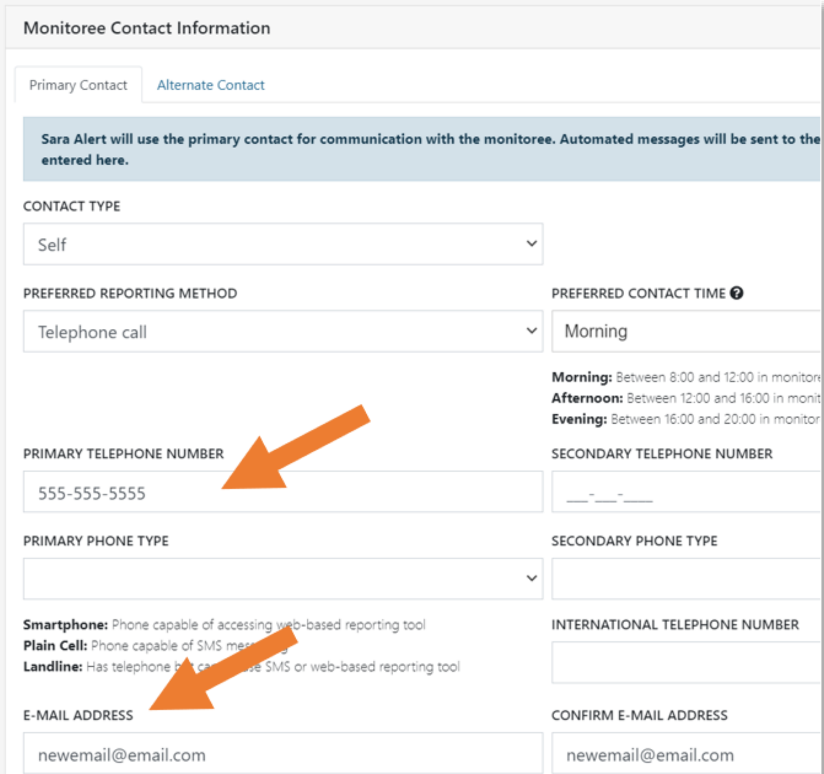


Figure 193: Update telephone number and email address.

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

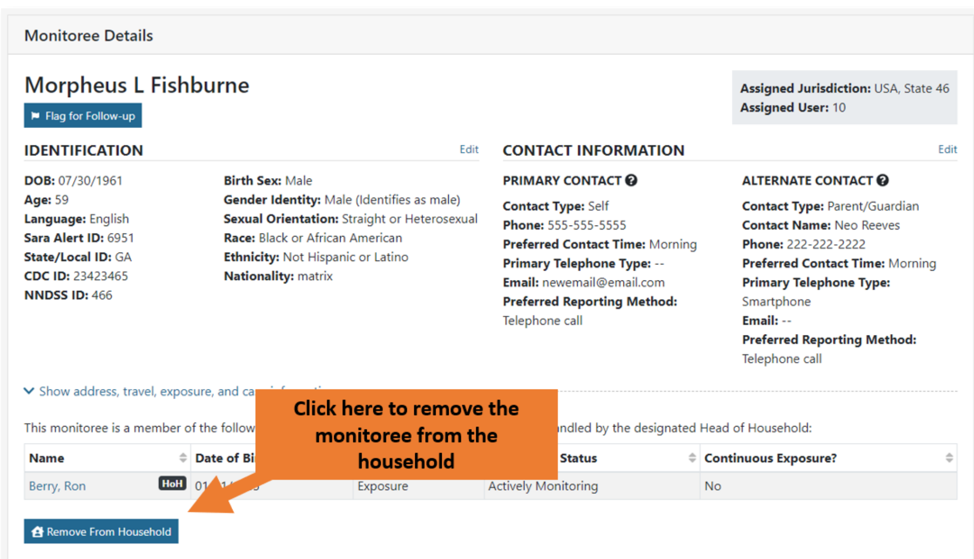


Figure 194: Click "Remove from Household" to complete the action.

11.6 **How to Change a Head of Household (Household Reporter)**

The following user types 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.

- Enrollers
- Public Health Users
- Public Health Enrollers
- Contact Tracers
- Super Users

1) Open the Head of Household’s record. Click the **“Change Head of Household**” button located in the Head of Household’s details section.

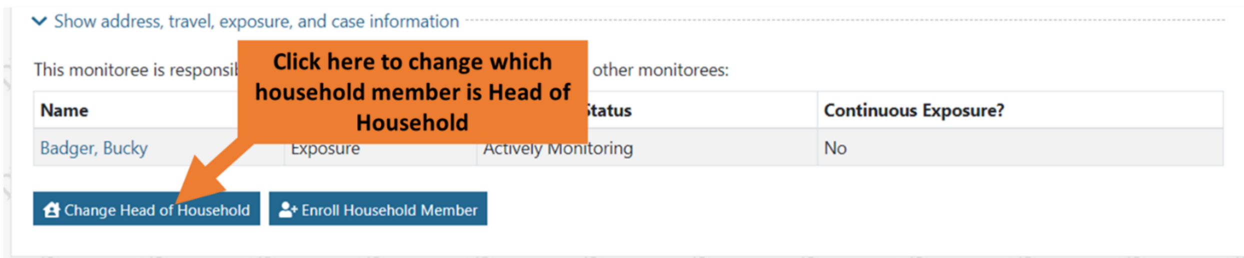


Figure 195: Click “Change Head of Household.”

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 Head of Household and will be responsible for reporting on behalf of all household members.

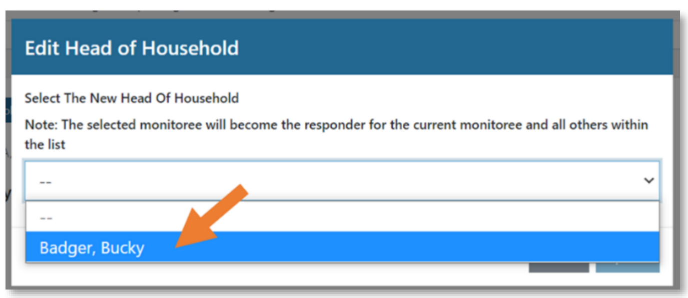


Figure 196: Select the preferred Head of Household.

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

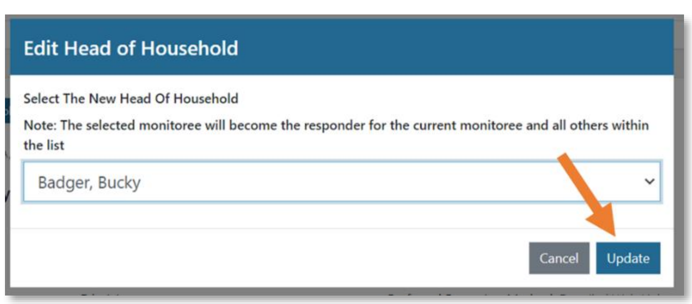


Figure 197: Click Update to save the Head of Household.

11.7 **Reporting Household Functions**

The following user types can make updates to households based on case status, symptom status, or other health-related information.

- Public Health Users
- Public Health Enrollers
- Contact Tracers
- Super Users

11.7.1 How to Update Monitoring Actions, Exposure Information, or Manual Contact Attempts for Monitorees in the Same Reporting Household

When modifying a Household member's record, changes made to the following data elements can be applied to other selected Household members:

- Manual Contact Attempt
- Monitoring Status
- Exposure Risk Assessment
- Monitoring Plan
- Latest Public Health Action
- Assigned Jurisdiction
- Assigned User
- Case Status
- Continuous Exposure
- Last Date of Exposure
- Follow-up Flag

1) Open the record of any of the Household members whose monitoring action or exposure information you need to change.

2) Update the appropriate data element.

3) A window will appear asking if you want to apply these changes to other household members. Selecting "This monitoree and selected household members" will reveal a table of household members.

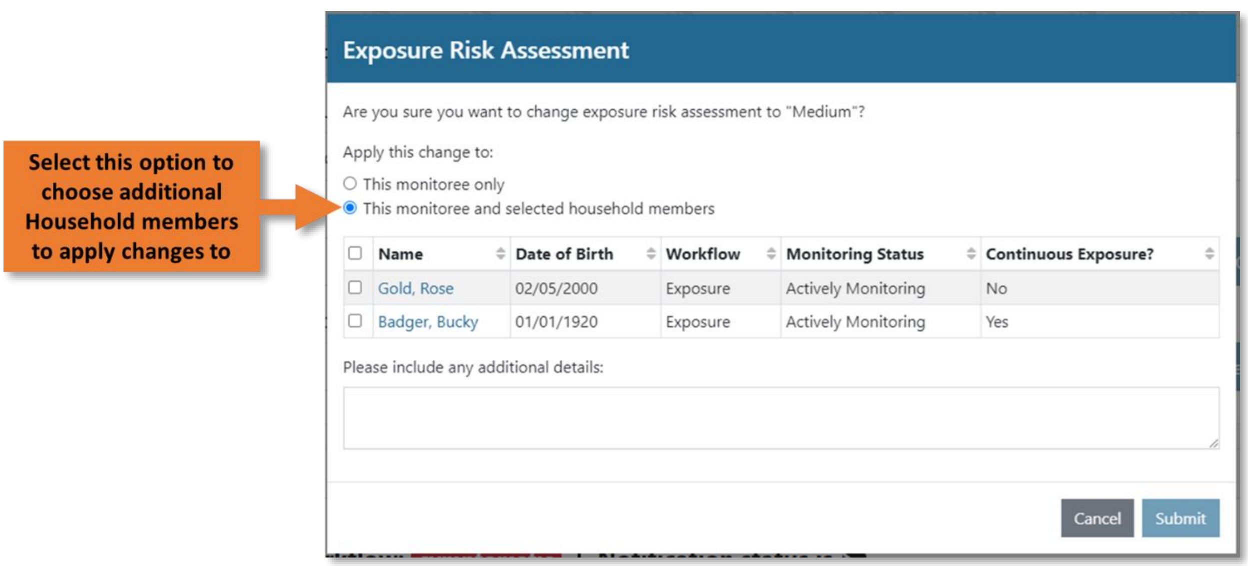


Figure 198: You may apply Monitoring Action or Exposure information changes to other Household members.

4) Select the monitorees you would like to apply the change to by clicking the box next to their name or select all monitorees by clicking the checkbox in the column header. Then click "Submit" to apply those changes.

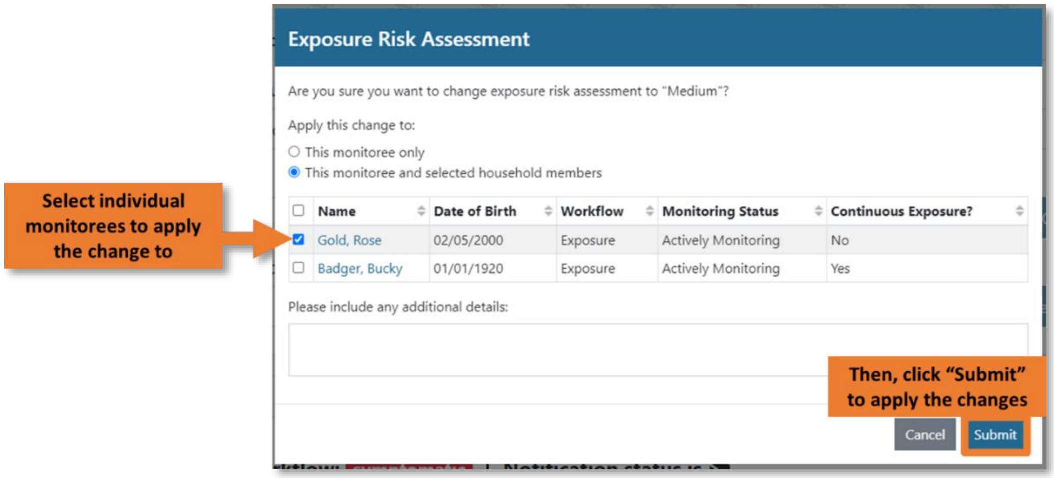


Figure 199: Select the monitorees to apply the changes to and click "Submit."

5) The selected monitoree's history section will note the Sara Alert ID of the household member the change originated from.

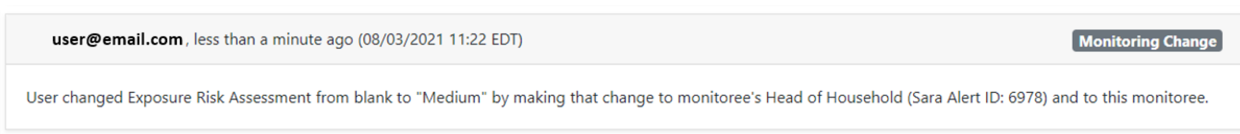


Figure 200: History item will note where the change originated from

Updating Last Date of Exposure or Continuous Exposure allows the user to extend or shorten the monitoring period for an individual or reporting household members, as necessary. See below for more information on how to manage reporting household members with continuous exposure to a case. If the Last Date of Exposure is updated, the Continuous Exposure status is automatically turned off.

11.7.2 How to Manage Reporting Households with Continuous Exposure to a Case

This section covers scenarios specific to managing households where one or more Exposure monitorees are being continuously exposed to a case.

For each of the scenarios below, keep in mind:

- The Head of Household will continue to report on behalf of household members whose monitoring status is "Actively Monitoring", even if the Head of Household themselves is no longer being monitored in Sara Alert.
- If at any point the Head of Household does not wish to report on behalf of the household, the user should choose a new Head of Household (and update the primary contact information for that monitoree accordingly—see **page 127**).

11.7.2.1 Managing Reporting Households with Monitorees only in the Exposure Workflow

For reporting households with monitoree records only in the exposure workflow (e.g., contacts only), the Head of Household reports on behalf of all active household members until all of the household members are closed in Sara Alert™ (Monitoring Status equal to "Not Monitoring").

11.7.2.1.1 If multiple enrolled household contacts are being continuously exposed to a case not enrolled in Sara Alert™:

1) Select "**Continuous Exposure**" on one of the household records in the exposure workflow and choose to apply the change to "**This monitoree and selected household members.**" Once you have selected the appropriate monitorees, click "Submit."

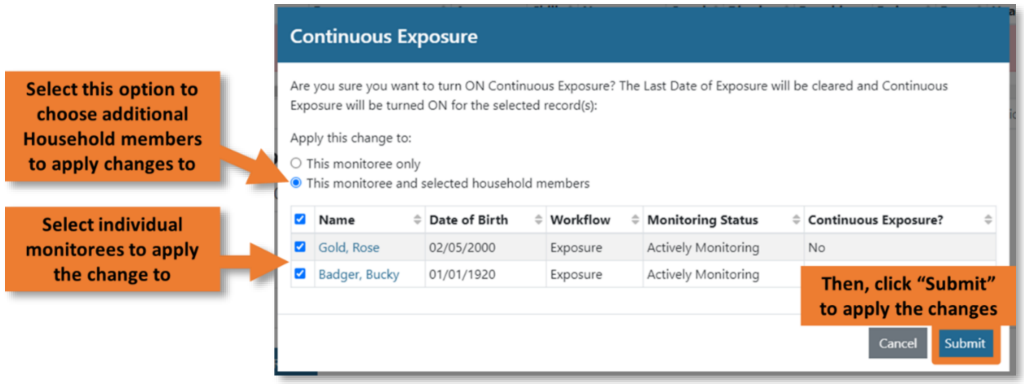


Figure 201: Enable "Continuous Exposure" for other Household monitorees as appropriate.

2) The system will automatically extend the monitoring period (e.g., continue to send messages) the selected monitorees until a Last Date of Exposure is specified. The dashboard will show "Continuous Exposure" on the dashboard for all records where this option has been selected.

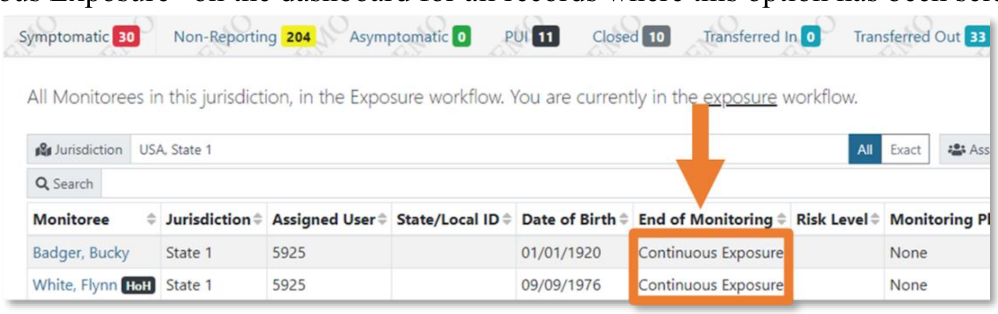


Figure 202: You can see if a record is under continuous exposure on the Exposure line list.

This status is also visible by viewing the HoH record. The HoH's details view displays a table showing the workflow, monitoring status, and continuous exposure status for all monitoree's in the household.

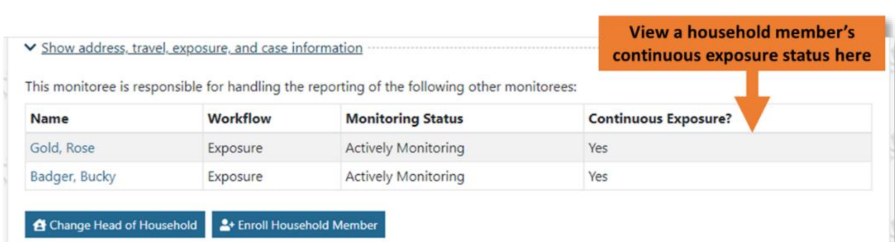


Figure 203: You can see if a record in a reporting household is under continuous exposure under the HoH's Monitoree Details.

3) Once exposure to a case ends (e.g., the case is no longer infectious), open the record of a reporting household member in the Exposure Workflow. Since the ongoing exposure has ended for the household member, turn off **Continuous Exposure**. A user may select whether to update the Continuous Exposure for either:

- This monitoree only
- This monitoree and selected household members

Select the option to update the appropriate household member records and update the Last Date of Exposure. "**Continuous Exposure**" will be toggled off and the Last Date of Exposure will be updated with the specified date for the monitoree and all selected household members.

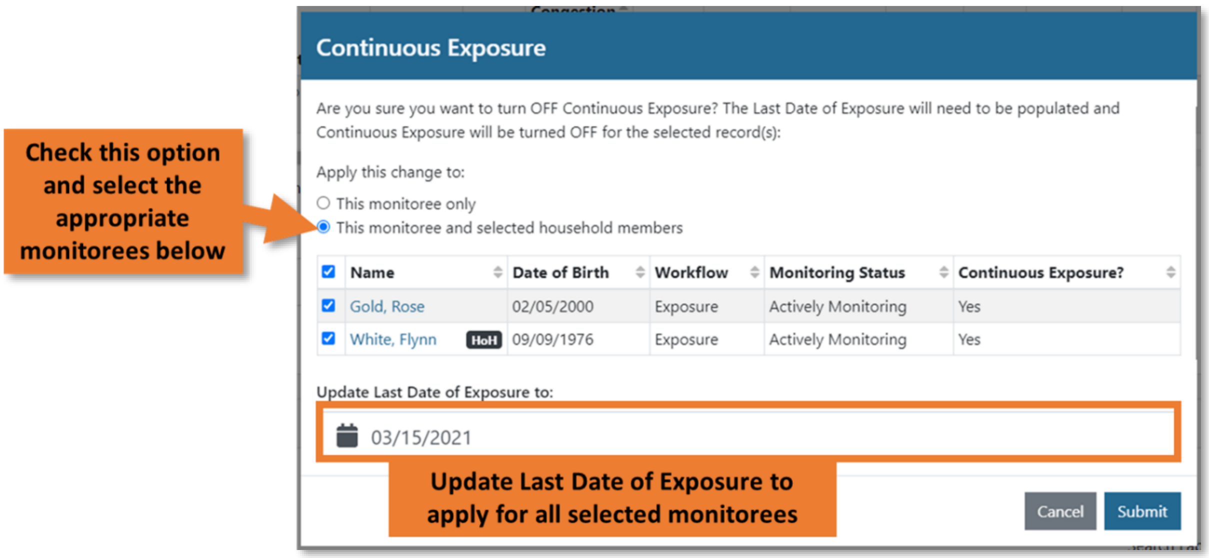


Figure 204: Choose for which records to turn off Continuous Exposure and update the Last Date of Exposure.

11.7.2.2 Managing Reporting Households with Monitorees in both the Isolation and Exposure Workflows

For reporting household with monitoree records in both workflows, users can indicate if household members in the exposure workflow are being continuously exposed to the case in the household. The Head of Household will still report on behalf of all reporting household members, regardless of the HoH workflow, case status, or whether they are currently being monitored.

11.7.2.2.1 If all enrolled household contacts are being continuously exposed to a case enrolled in Sara Alert™:

Follow steps 1 and 2 above to indicate that contacts are being continuously exposed to a case. This lets the system know that there is a dependency between the case in the isolation workflow and the monitoring period of the contacts in the exposure workflow.

3) When the household case is closed in the isolation workflow for any reason (e.g., recovered, deceased, etc.) the system will prompt the user to update the Last Date of Exposure for any remaining reporting household members in the exposure workflow (i.e., contacts) who have "continuous exposure" turned on.

- Updating the Last Date of Exposure will automatically turn off continuous exposure for the household contacts and the monitoring period will be automatically calculated.
- The “**Last Date of Exposure**” field will pre-populate with the date of closure. This value can be modified by the user.

NOTE: This option is **not** available if the bulk update feature on the dashboard (i.e., directly from a line list as described on **page 80)** is used to close a record.

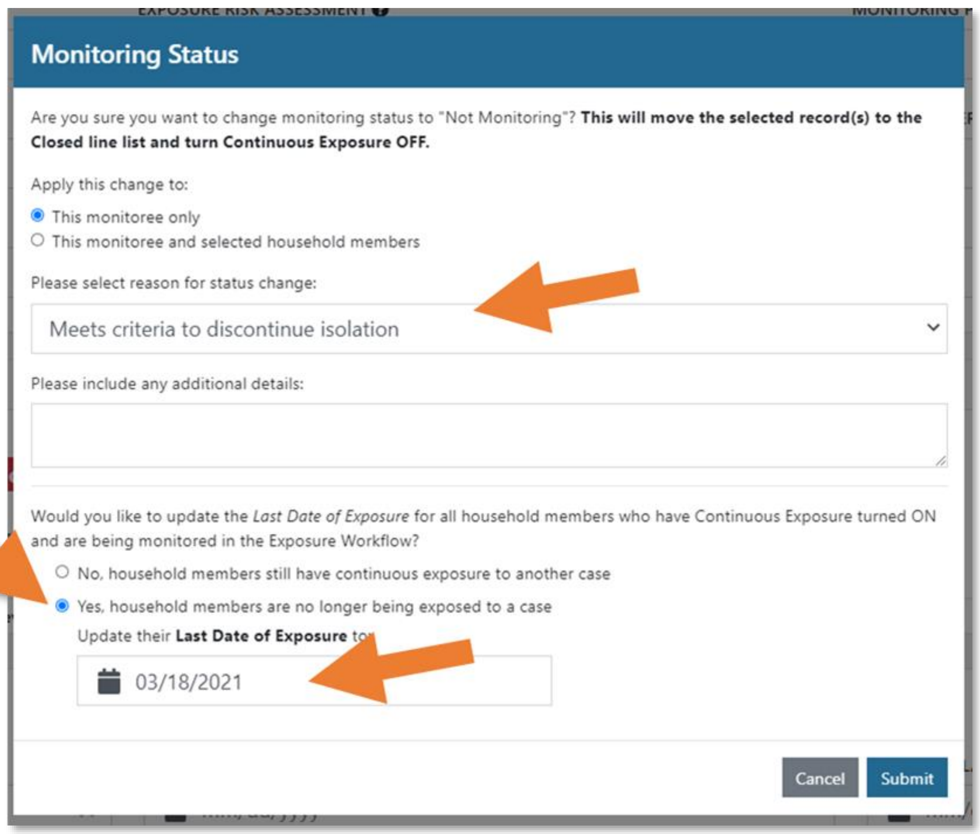


Figure 205: When closing the case out of the isolation workflow, update the Last Date of Exposure for household members in the exposure workflow

NOTE: You can check which household members are in Exposure monitoring and have Continuous Exposure ON by viewing the table that appears when “This monitoree and selected household members” is selected.

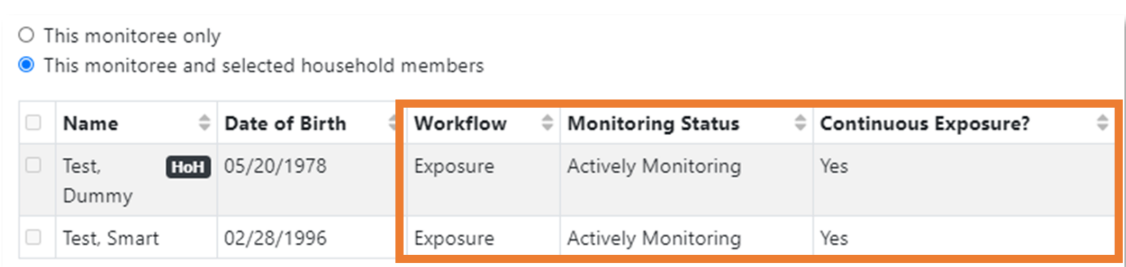


Figure 206: Note how to view which household members are in Exposure Monitoring and have Continuous Exposure turned ON

12 HOW TO EXPORT DATA FROM SARA ALERT

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™.

The table below shows which users can export monitoree data from Sara Alert:

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 your local time zone.

Table 2: Availability of export capabilities by user type

Capability	Enroller	Public Health	Public Health Enroller	Contact Tracer	Analyst	Adminis-trator	Super User	Page #
Export Multiple Records		✓	✓				✓	134
Export Pre-Built Formats		✓	✓				✓	136
Custom Export		✓	✓				✓	137
Export a Single Monitoree's Record		✓	✓				✓	143
Export NBS PHDC XML File		✓	✓				✓	144
Export Analytics		✓	✓		✓		✓	144

12.1 How to Export Multiple Records

12.1.1 "Canned" System Export File Descriptions

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

Table 3: Summary of Sara Alert™ Export Files

Export Format	Records Included	Variables Included	File Type
Line List CSV	Records in the Current Workflow (either Exposure or Isolation)*	Data elements visible across all line lists, in all dashboards	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 Reports, Lab Results, Vaccinations, Record Edit Histories	XLSX
All Monitorees	Records Across Both Workflows	All Monitoree Details, Daily Reports, Lab Results, Vaccinations, 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.

12.1.1.1 Line List CSV Export

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

Contents: Includes the line list view of records across all line lists, and across all dashboards. The file will contain the following data elements:

- Sara Alert ID
- Monitoree Name
- Jurisdiction
- State/Local ID
- Sex
- Date of Birth
- End of Monitoring
- Assigned User
- Latest Public Health Action
- Risk Level
- Monitoring Plan
- Latest Report Date and Time
- Reason for Closure
- Transferred at Date and Time
- Transferred From
- Transferred To
- Expected Purge Date
- Symptom Onset Date
- Closed At Date and Time
- Status (e.g., line list)
- Extended Isolation Date
- Reporter ID
- Workflow
- Flag for Follow-Up Reason
- Flag for Follow-Up Note

12.1.1.2 Sara Alert Format

Purpose: Provide an export restricted to variables populated during enrollment or import.

Content: Includes all enrollment data elements from records in either the isolation or exposure workflows (whichever dashboard the user is actively viewing). Enrollment data elements include the following information: demographics, contact information, travel history, planned travel, potential exposure information, and case information (including any lab results). This is the only export format that can also be used for import.

12.1.1.3 Excel Export for Purge-Eligible Monitorees

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

Content: Includes all information from purge eligible records across **both** workflows. See **page 9** for an explanation of how purge eligibility is determined**.** The export includes the following sheets that are linked by the patient ID field:

- Monitorees: enrollment data elements (demographics, contact information, travel history, planned travel, potential exposure information, and case information)
- Assessments: daily report history
- Lab Results: lab results
- Vaccinations: vaccinations
- Histories: all entries in the history section of each record

12.1.1.4 Excel Export for All Monitorees

This export format includes all information from all records displayed on line lists across **both** workflows. The export includes the following sheets that are linked by the patient ID field:

- Monitorees: enrollment data elements (demographics, contact information, travel history, planned travel, potential exposure information, and case information)
- Assessments: daily report history
- Lab Results: lab results
- Vaccinations: vaccinations
- Histories: all entries in the history section of each record

12.1.2 How to Export "Canned" System Export Formats

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

NOTE: A user may export each file type a maximum of once per 15 minutes. If a user attempts to export another file of the same format within 15 minutes of the previous export, the following message will display at the top of the screen: "You have already initiated an export of this type in the last 15 minutes. Please try again later." The system only stores one of each type of export. A requested file must be retrieved before requesting another or the original requested file will be overwritten. If a user requests an export, but no monitorees or data match the request (e.g., a user requests an Excel Export of Purge-Eligible monitorees, but there are no purge-eligible monitorees), the user will be emailed a notice that no export file is available for download.

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

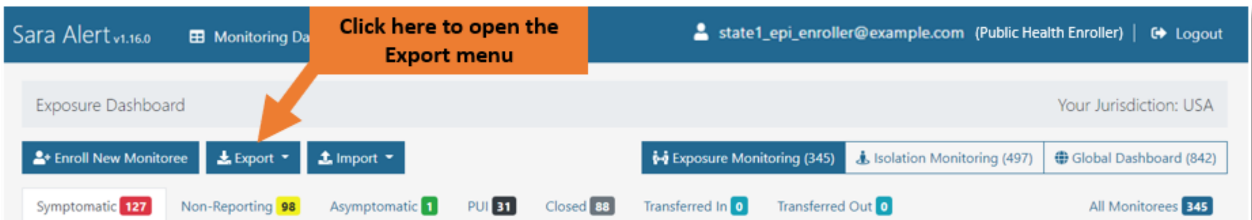


Figure 207: Export current dashboard view to CSV

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

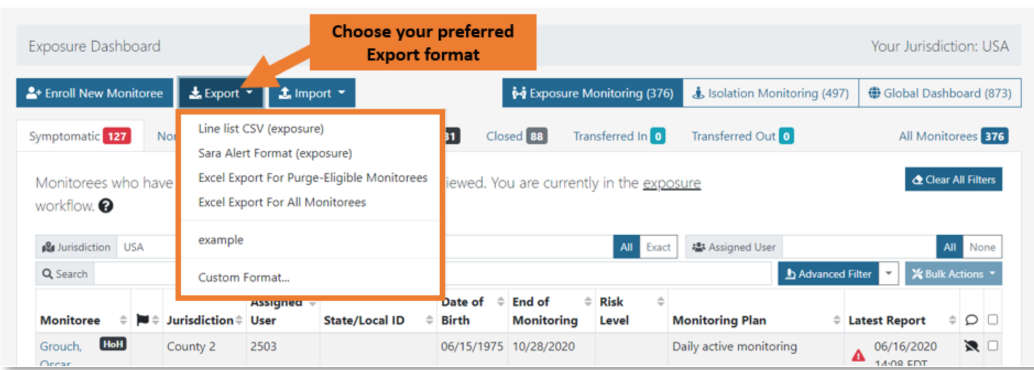


Figure 208: Sara Alert™ offers several export types

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

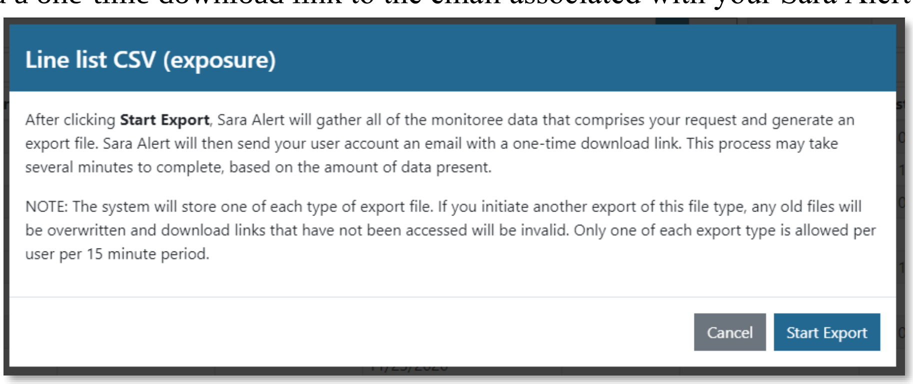


Figure 209: Export pop-up info window

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

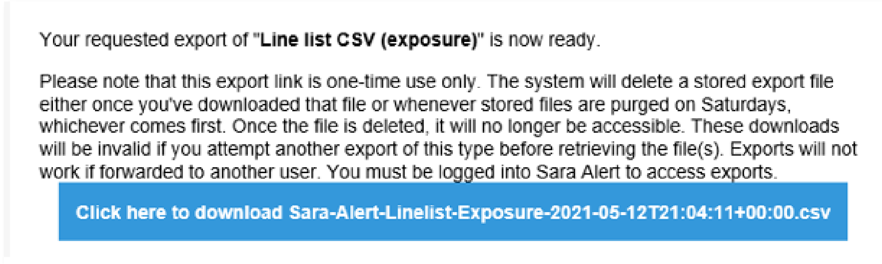


Figure 210: Email notification with one-time link to download export file

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

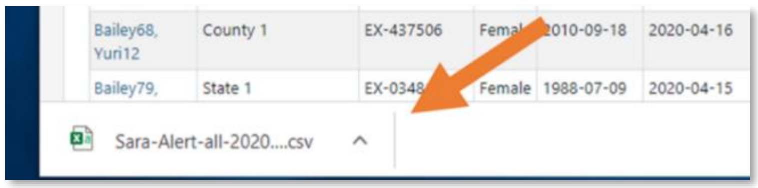


Figure 211: Downloaded CSV file

12.1.3 How to Use the Custom Export Builder

In addition to the "canned" system export formats explained above, Sara Alert allows users to build and save customized export formats, which only contain selected monitoree records and data of interest. These export files are sent to the user's email address as described above.

NOTE: A user may export each file type a maximum of once per 15 minutes. If a user attempts to export another file of the same format within 15 minutes of the previous export, the following message will display at the top of the screen: "You have already initiated an export of this type in the last 15 minutes. Please try again later." The system only stores one of each type of export. A requested file must be retrieved before requesting another or the original requested file will be overwritten. If there are no data that match the requested export build (for example, if a user requests an export of only lab results for a group of monitorees who have no lab results), the user will be emailed a notice that no export file is available for download.

1) To open the Custom Export Format Builder, click the "Export" button and select "Custom Format" from the drop-down menu.

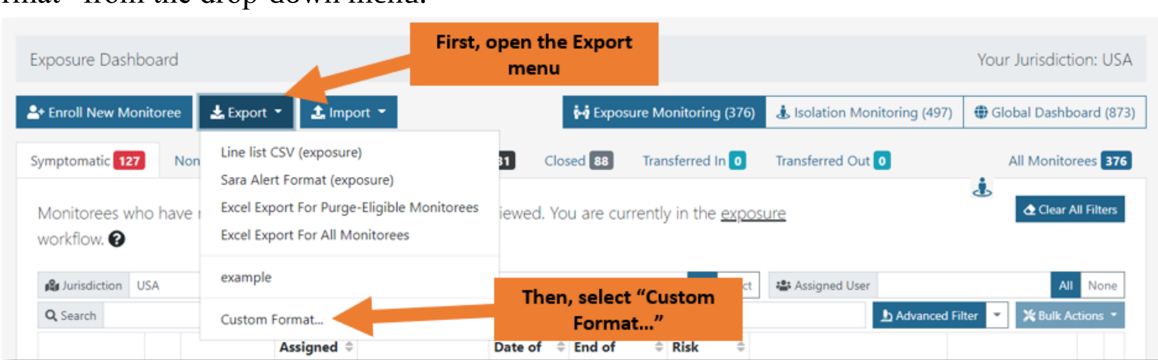


Figure 212: Click "Export" and then select "Custom Format" from the drop-down menu

2) This will open the Custom Export Format builder. Users create custom exports in four steps:

Step 1: Choose which records to export
Step 2: Choose which data to export
Step 3: (Optional) Save your custom export build
Step 4: Click "Export"

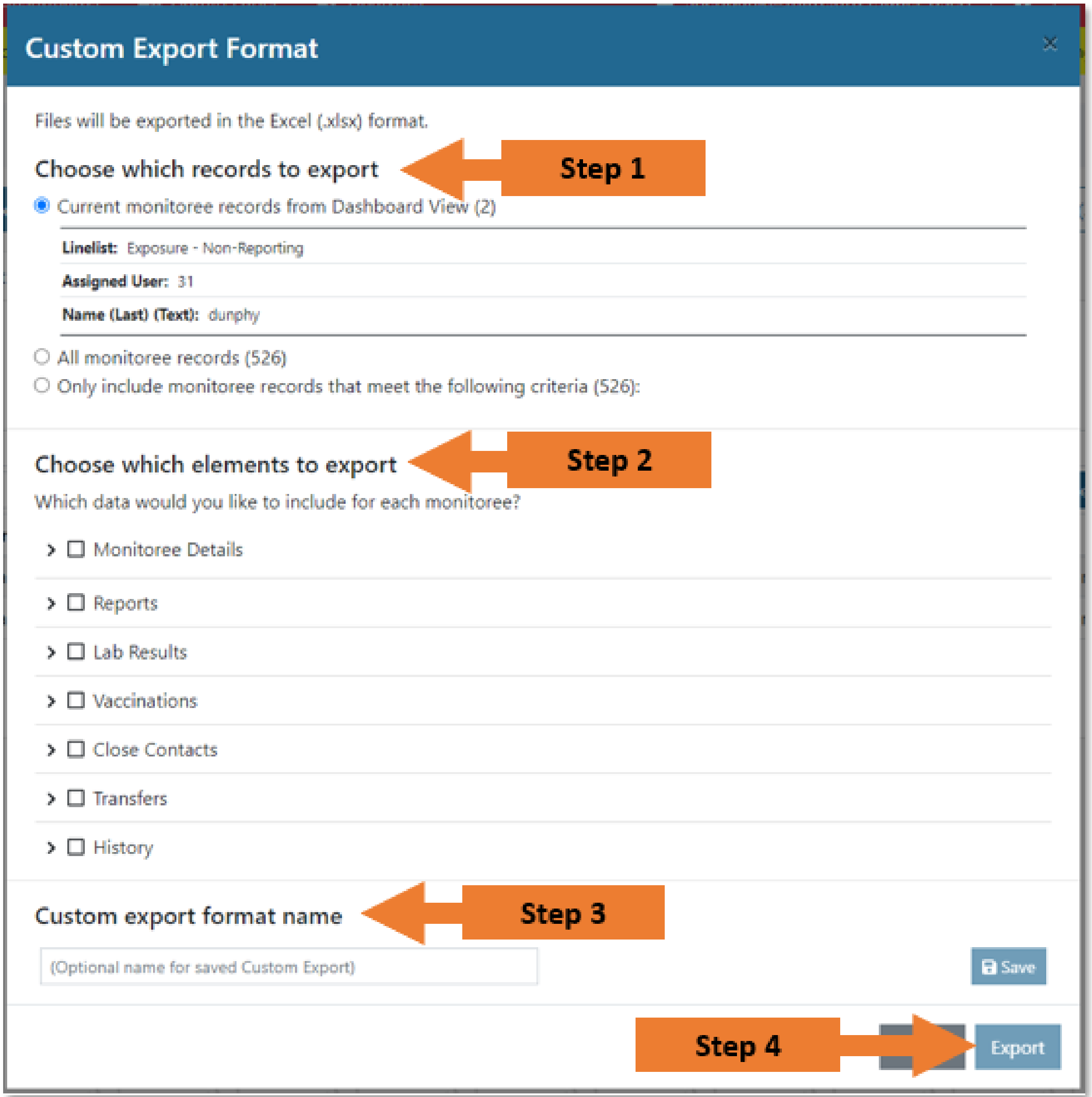


Figure 213: Users build custom export formats in four steps

12.1.3.1 How to Choose Which Records to Export

The top section of the custom export lets the user choose which records they want to export.

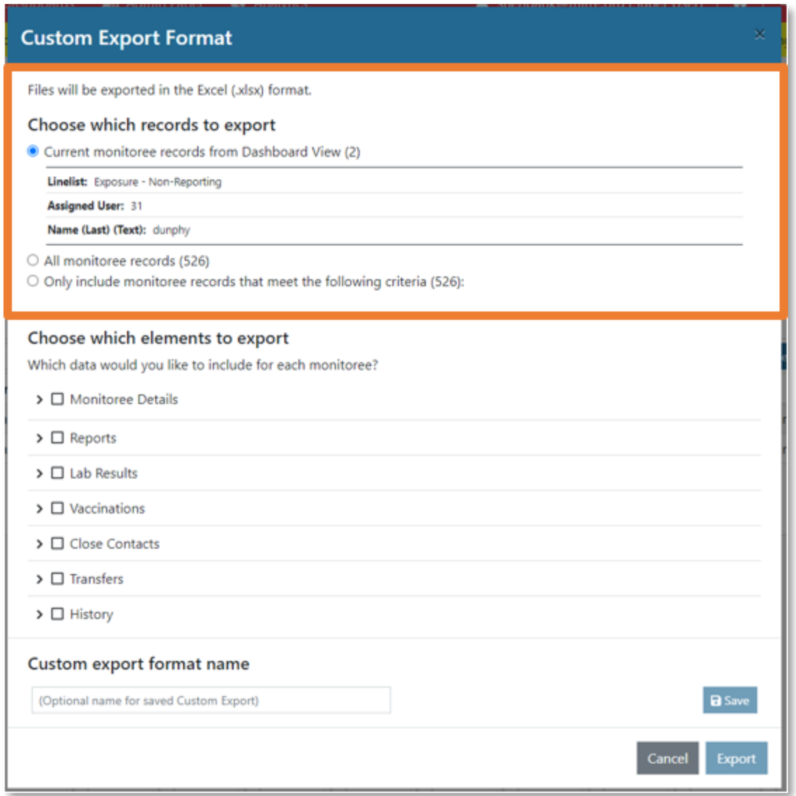


Figure 214: The top section of the custom export, which allows users to choose which records to export.

Select "**Current monitoree records from Dashboard View**" to export only data from the records that you were viewing on the dashboard before you opened the export builder. You can see the Advanced filters you had applied, as well as the number of records that would be exported. In the **example** below, the export builder is configured to import monitorees who:

- Are in the Exposure Workflow's Non-Reporting line list (current line list view); **AND**
- Have Assigned User # 31 (filtered using dashboard Assigned User filter); **AND**
- Have a last name of "Dunphy" (filtered using Advanced Filter).

In this **example,** data from 2 monitoree records would be exported.

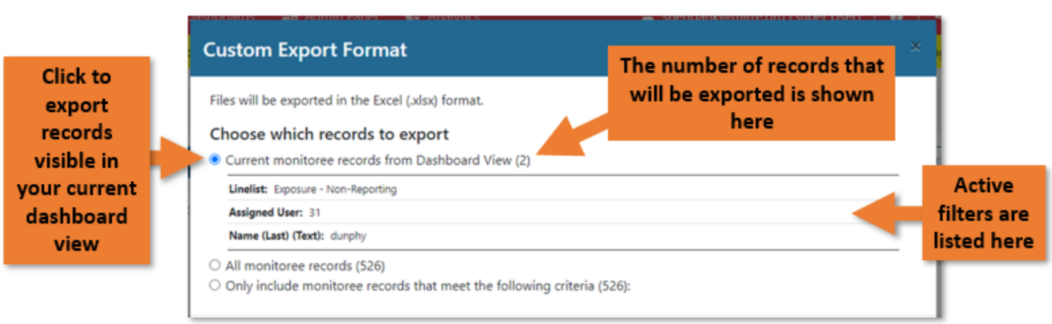


Figure 215: Select "Current monitoree records from Dashboard View" to export only data from the records that you were viewing before you opened the export builder.

Select "**All monitoree records**" to export data from all monitoree records in your jurisdiction (both Workflows). In this example, data from 526 records would be exported.

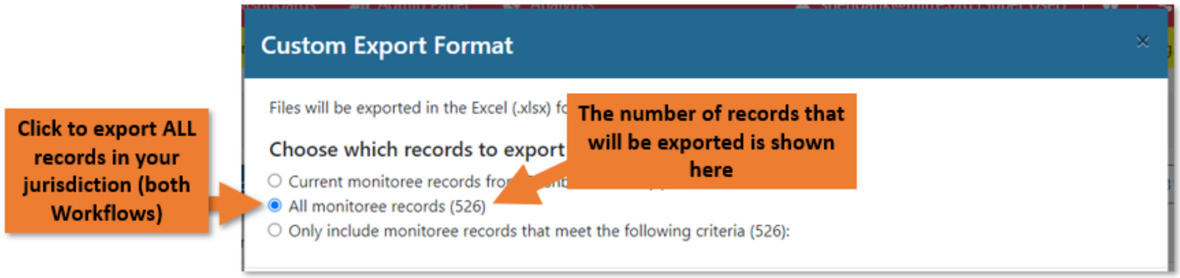


Figure 216: Select "All Monitorees" to export data from all monitoree records in your jurisdiction.

Select "**Only include monitoree records that meet the following criteria**" to build a filter for the records you want to export. You can identify the exact records you want to export by setting one or more of the following filters:

- **Workflow:** Exposure, Isolation, or All (Both Workflows).
- **Line List:** Can pick from line lists that are in the selected workflow. If "All" is selected for Workflow, can select from line lists that appear in both workflows (Non-reporting, Closed, Transferred In, Transferred Out) or "All" (includes all monitorees across both workflows).
- **Jurisdiction:** Operates in the same way as the corresponding dashboard quick filter. See **page 65** for how to use this filter.
- **Assigned User:** Operates in the same way as the corresponding dashboard quick filter. See **page 65** for how to use this filter.
- **Dashboard Search Terms:** Operates in the same way as basic search. See **page 64** for how to use this search bar.
- **Advanced Filter:** Click to open the Advanced Filter window. See **page 66** for how to use Advanced Filter.

The number of records that will be exported will dynamically update as you apply or edit filters

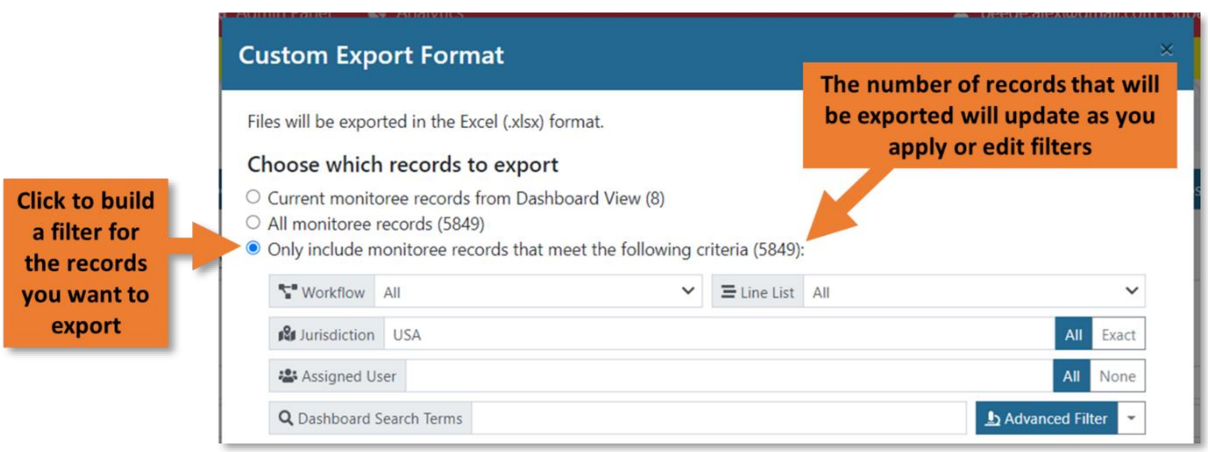


Figure 217: Select "Only include records that meet the following criteria" to build a filter for the records you want to export.

12.1.3.2 How to Choose which Elements to Export

The middle section of the export builder allows users to choose data elements to export. Each element section will export as a separate tab within the export file.

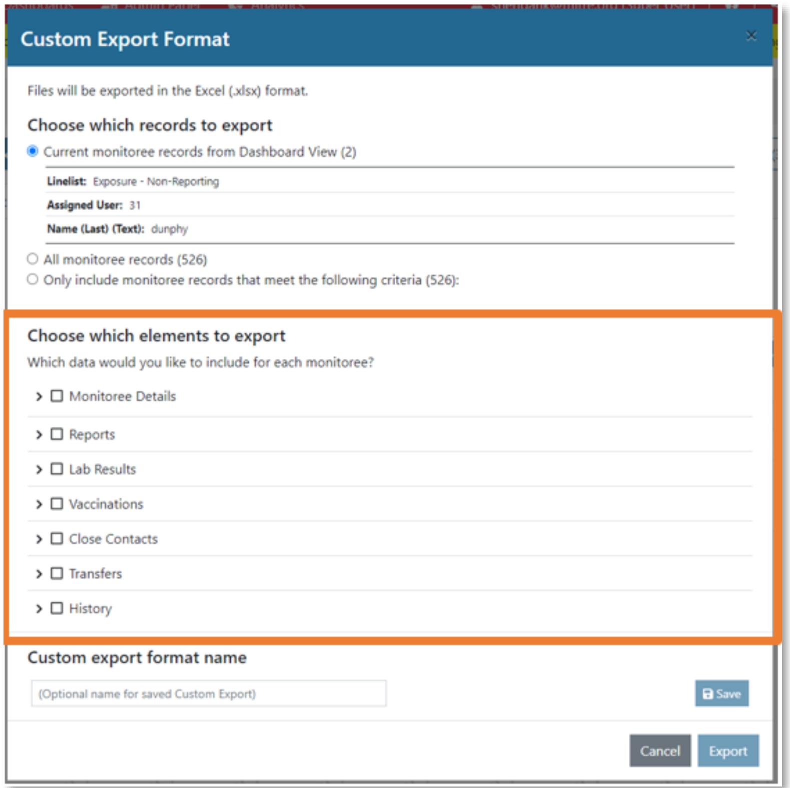


Figure 218: The middle section of the custom export allows users to choose which data to export

1) Click the “>” to show the list of data elements in that category. Click again to hide the list.
2) Click the box next to each element to include it in the export
3) Clicking the top-level box will select all elements in that category

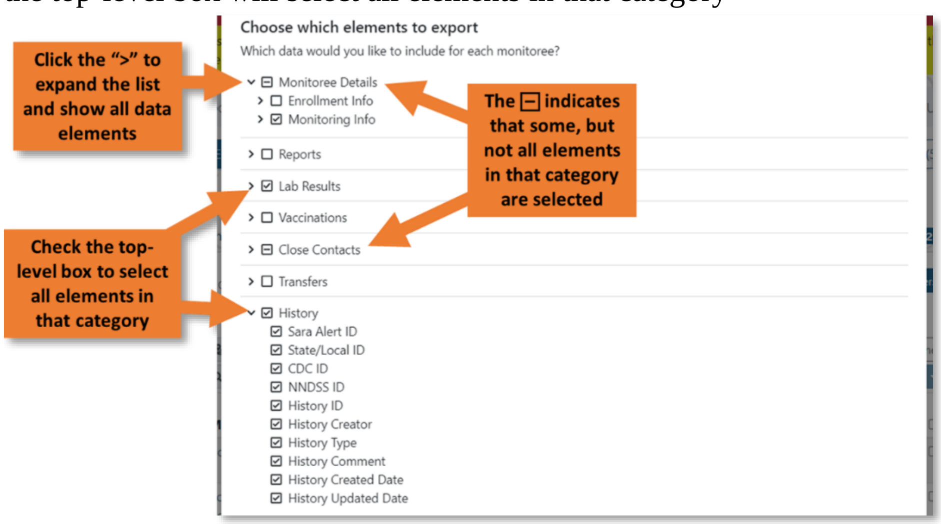


Figure 219: Users select the data elements they want to export for the records selected above

12.1.3.3 How to Save, Update, or Delete Custom Export Format

The bottom section of the export builder allows users to save the export format they have created for future use. Users can save up to 100 custom export formats.

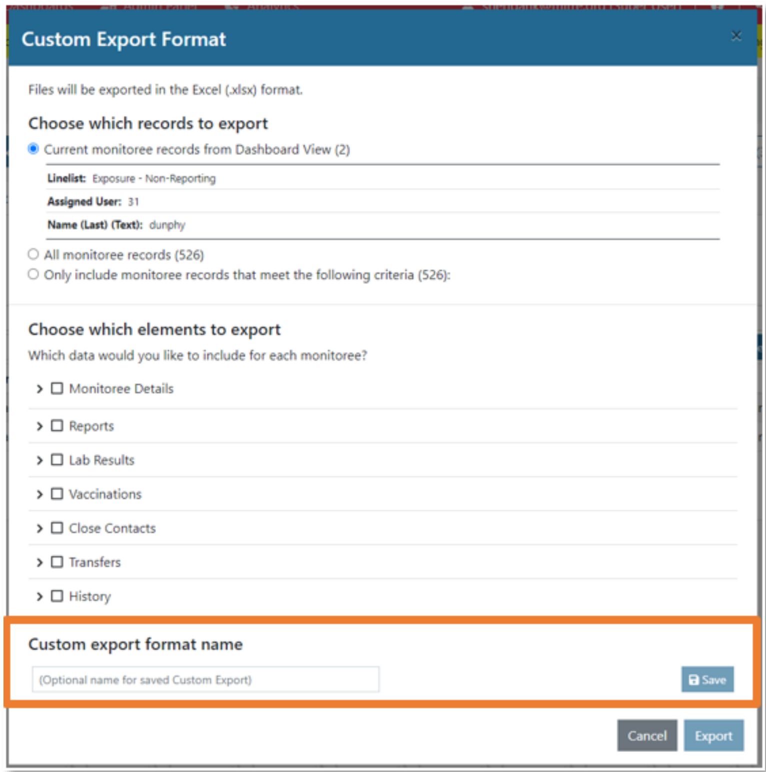


Figure 220: The bottom section of the custom export allows users to save custom export format

1) Enter a name for your custom export format, choose the preferred file type, and click "Save."

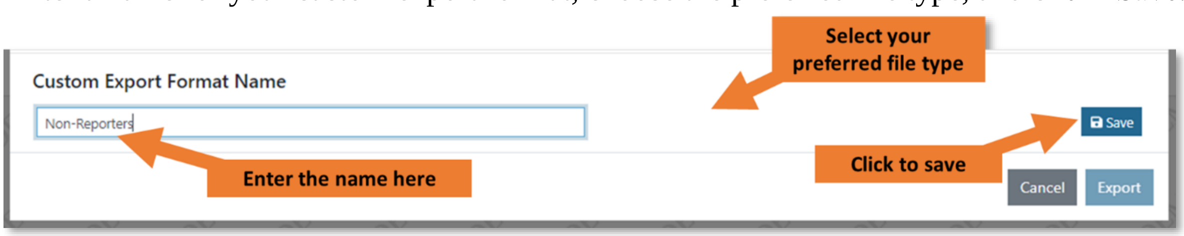


Figure 221: Save your export format

2) Saved custom export formats appear in the export drop-down. Click to open a saved format.

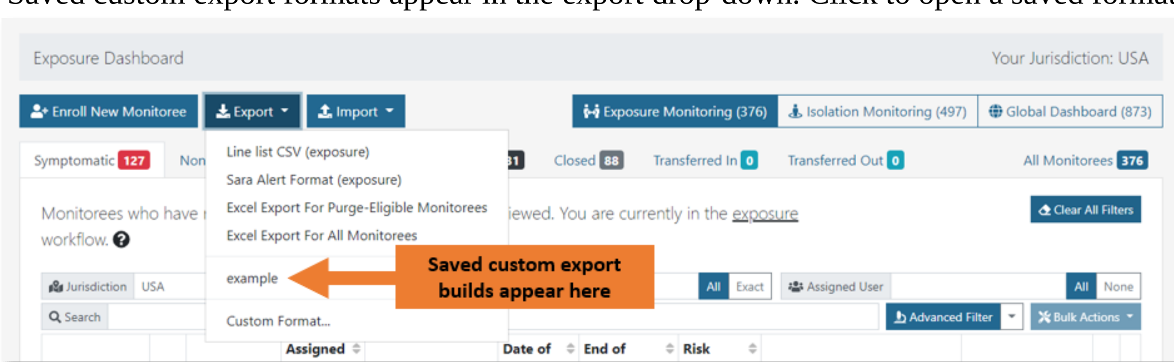


Figure 222: Saved custom formats appear in the export drop-down.

3) If desired, make changes to export format. Click "Update" to save any changes. If a saved export format is no longer of use, click "Delete." **NOTE**: A deleted custom export format cannot be recovered.

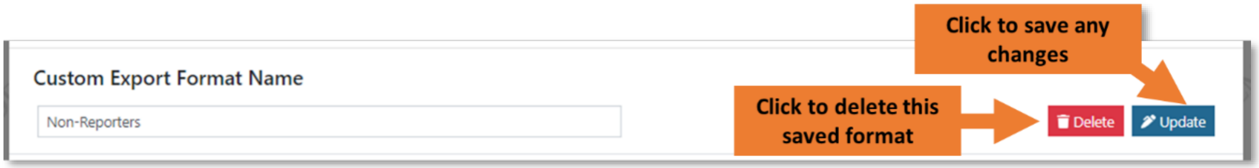


Figure 223: Saved custom formats can be deleted or updated

12.2 How to Export a Single Monitoree Record

12.2.1 Excel Export

The Excel export for a single record includes the following four sheets that are linked by the patient ID field:

- Monitorees: enrollment data elements (demographics, contact information, travel history, planned travel, potential exposure information, and case information)
- Assessments: daily report history
- Lab Results: lab results
- Vaccinations: vaccinations
- Histories: all entries in the history section of each record

NOTE: There is no limit to the number of times a single record can be exported during an hour timeframe.

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

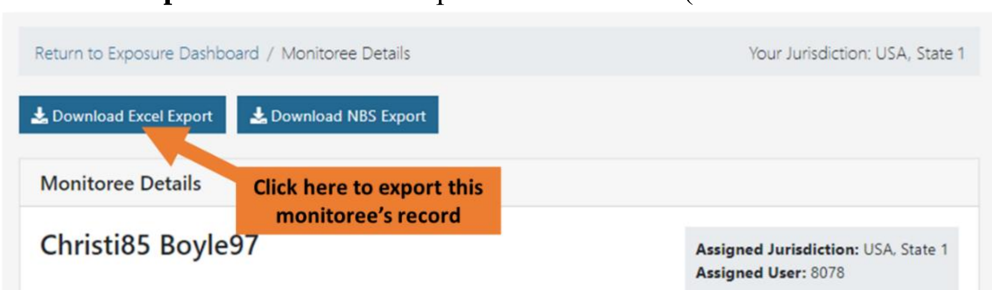


Figure 224: Download an individual monitoree's record

2) For the individual record export, the file will download directly into your browser. You will not receive an emailed link as with other export types.

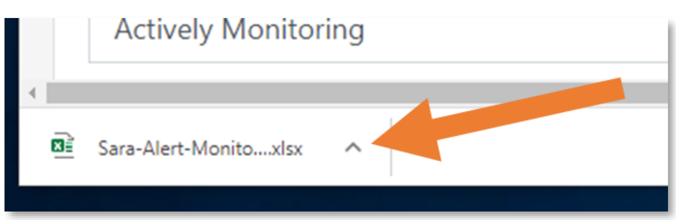


Figure 225: Individual monitoree records will download directly through the browser

12.2.2 NBS Export

Users can also export a Public Health Document Container (PHDC) XML document that contains monitoree details and symptomatic assessments. The downloaded file can then be imported to the NEDSS Base System (NBS).

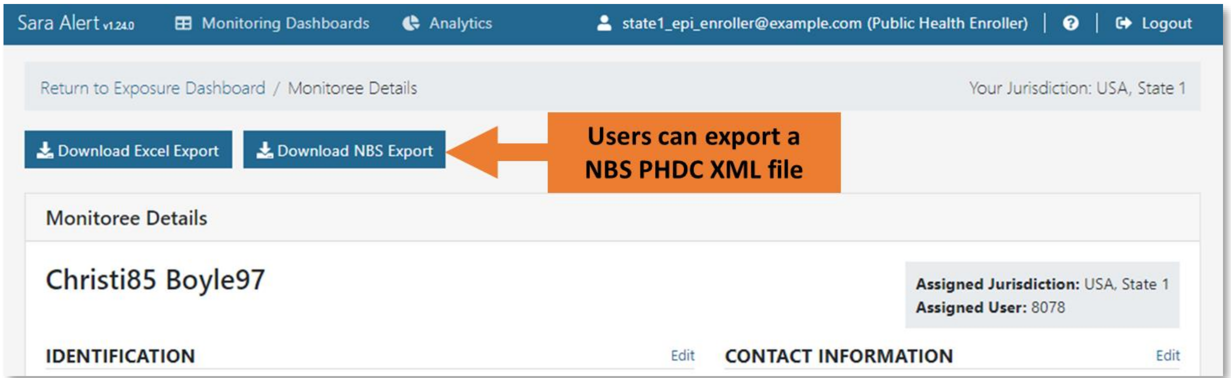


Figure 226: Users can export an NBS PHDC XML file

12.3 How to Export Analytics

Public Health users, Public Health Enrollers, Analysts, and Super Users can also export data from the analytics summary. See **page 146** for more information.

13 HOW TO VIEW ANALYTICS IN SARA ALERT

Sara Alert™ creates automated, daily analytics summaries that show aggregated data from both the Exposure and Isolation workflows. Users view aggregated monitoring and epidemiological data for their assigned jurisdiction (e.g., local, state, nationwide) and can view summary maps showing Sara Alert™ usage. The data that drives the analytics summary is currently updated once a day for performance reasons.

Public Health users, Public Health Enrollers, Analysts, and **Super Users** can access the analytics summary. **Enrollers** have access to a limited analytics view that focuses on the number of new monitorees enrolled.

The table below shows which user types have access to system-generated analytics:

Table 13-1: Availability of analytics capabilities by user type

Capability	Enroller	Public Health	Public Health Enroller	Contact Tracer	Analyst	Adminis-trator	Super User	Page #
View Analytics Summary		✓	✓		✓		✓	145
Export Analytics		✓	✓		✓		✓	146
View Enroller Analytics	✓							150

13.1 View Analytics Summary

NOTE: This section applies to **Public Health** users, **Public Health Enrollers,** and **Super Users. Analysts** will automatically be brought to the analytics summary on login (since they do not have access to any other views)

Click “**Analytics**” on the navigation bar to access this summary. For a detailed description of the analytics summary, please see **page 146**.

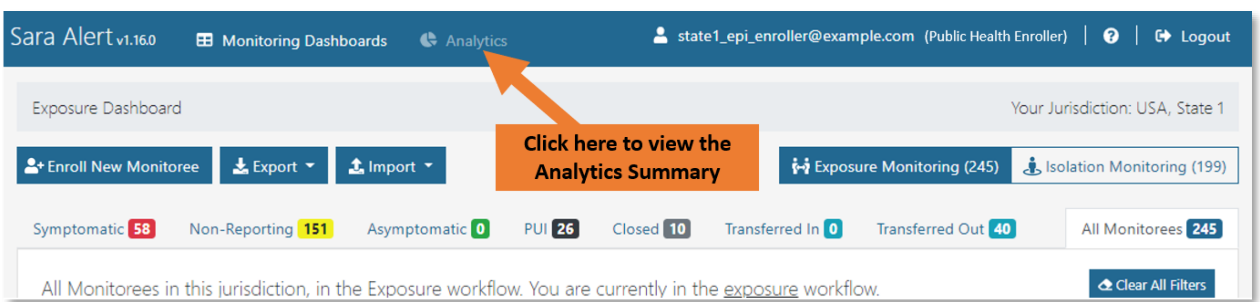


Figure 227: Click “Analytics” to view the analytics summary

13.2 Navigate and Export the Analytics Summary

A user assigned the analyst role will be **taken directly to the Analytics Summary** upon login as shown below. The analytics summary shows aggregated data from both the exposure and isolation workflows. Public health users can view aggregated monitoring and epidemiological data for their assigned jurisdiction (e.g., local, state, nationwide) and can view summary maps showing Sara Alert™ usage.

1) 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 once a day for performance reasons. The time of the last update can be found at the top of the analytics summary. Analytics are typically updated daily at around midnight Eastern Time.

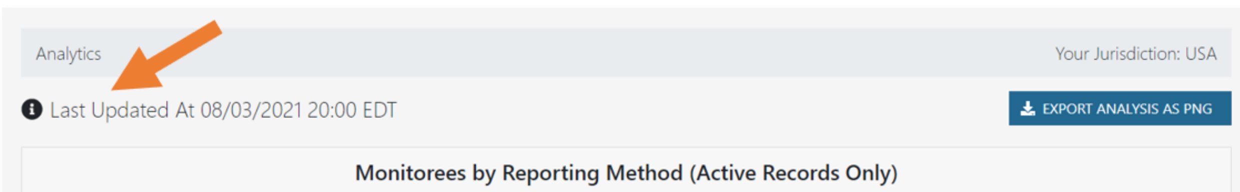


Figure 228: Analytics summary and time of the last update can be found at the top of the screen

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

Figure 229: Some analytics datasets can be exported as a CSV file

3) A user can view the number of monitorees in the Exposure Workflow (contacts) that have become cases in the "Monitoree Flow Over Time (All Records)" table. The table counts monitorees that were originally enrolled in the Exposure Workflow and meet one of the following criteria:

- Record is moved to the Isolation workflow
- Record is closed by updating Case Status to "Probable" or "Confirmed" and selecting "End Monitoring"
- Record is closed by updating Monitoring Status with a Reason for Closure of either "Meets Case Definition" or "Confirmed Case"

If a monitorees record initially meets one of these conditions but is then edited (e.g., if the record is closed and then reopened), it may be removed from the count as shown in the flowchart below:

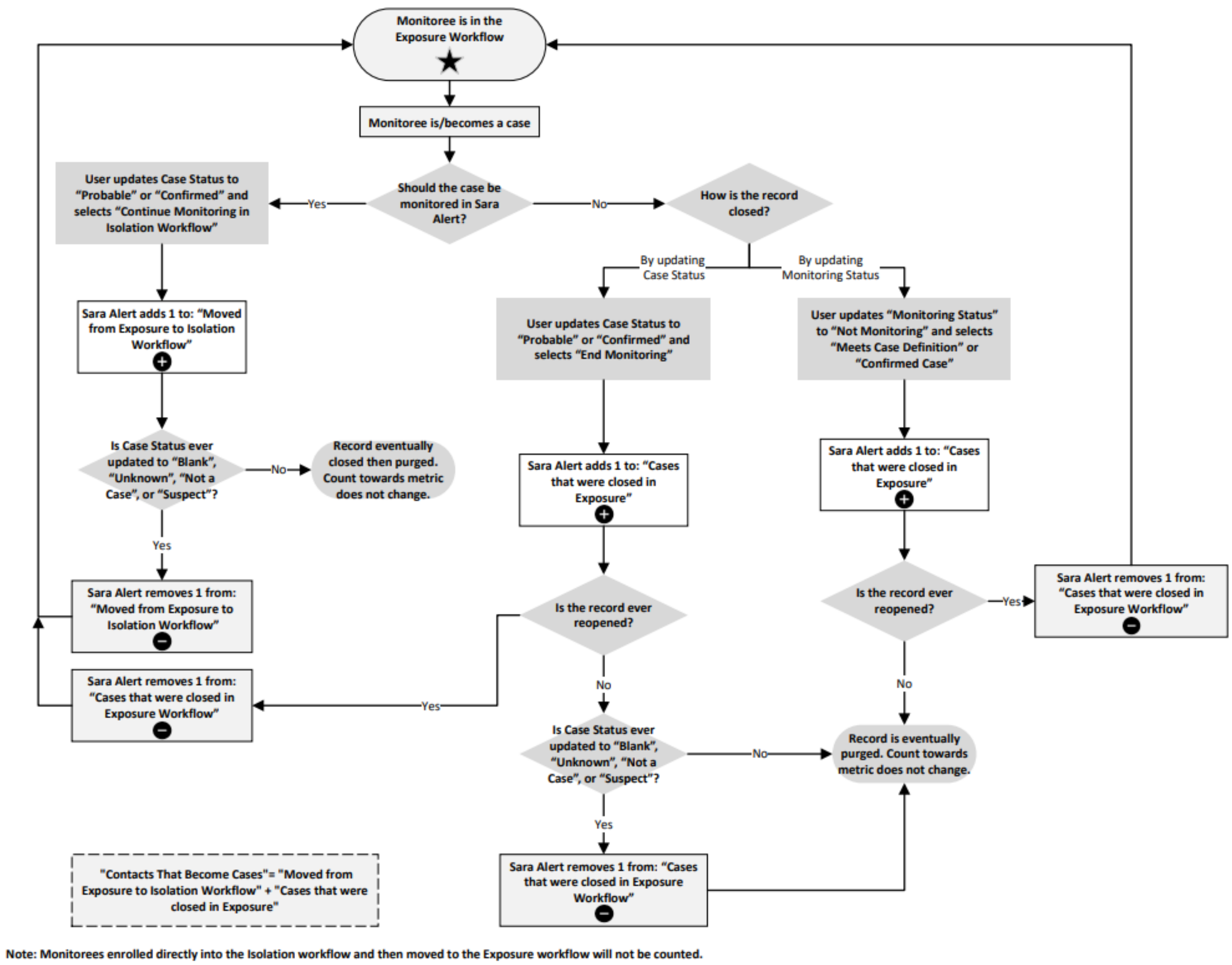
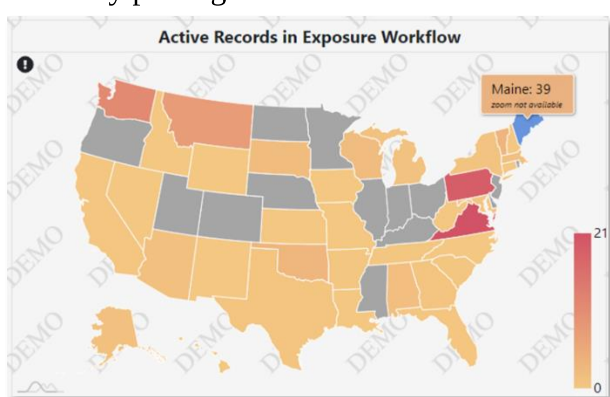


Figure 230: Exposure to Case Development Count Workflow

4) A user can view the maps summarizing the total number of all active monitorees in Sara Alert™ by workflow according to the specified home address state. Users can see the number of monitorees in each jurisdiction by placing their cursor over the location they wish to view.



Tip: These maps only show Sara Alert™ usage. Totals may not match public reports of the number of cases since all jurisdictions do not use the isolation workflow.

Figure 231: View the number of active monitorees per state by placing your cursor over it

5) Users can view a map summarizing the total number of active monitorees by workflow *within their assigned jurisdiction* according to the monitoree's home county by clicking on maps to zoom. This will zoom the map in to show counties when available. Users can see the number of active monitorees per county by hovering their cursor over the location they wish to view. A user cannot view county-level data for all records; only records the user has access to.

> **Tip:** County is not a required field so the local view will not be populated if the user's jurisdiction does not use this field.

Figure 232: View county-level data for records in your assigned state or territory by clicking on it and placing your cursor over the counties you would like to view

6) Users can view monitorees that cannot be mapped to counties within a state due to missing values, spelling errors, entry does not match expected value (e.g., "Montgomery" is a valid entry; "Montgomery County" is not) by scrolling over the exclamation point icon in the upper left corner of each map. This button will not appear if all records were able to be mapped to a county

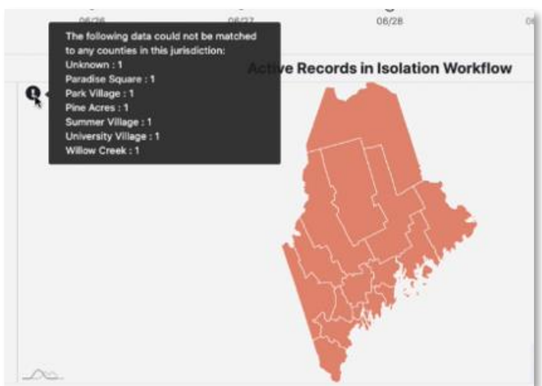


Figure 233: Scroll over the exclamation point icons to view monitorees who could not be matched to counties within a jurisdiction

7) Users can view historic map data by clicking on the circles above the desired date.

Figure 234: Click the circles to visualize data from that date

8) To view areas outside of the 50 states and federal district, click the "**View Insular Areas**" button in the bottom left corner of the maps. County-level data is not available for these areas.

Figure 235: Click "View Insular Areas"

9) Click the "**Back to Country View**" button to return to the state map.

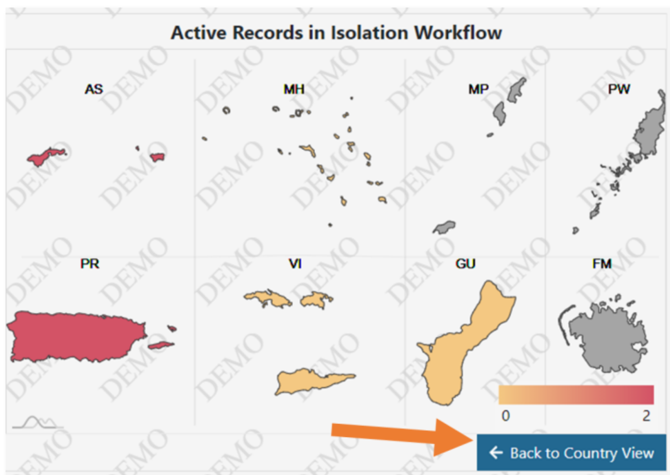


Figure 236: Click "Back to Country View"

10) 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 table, graph or map format).

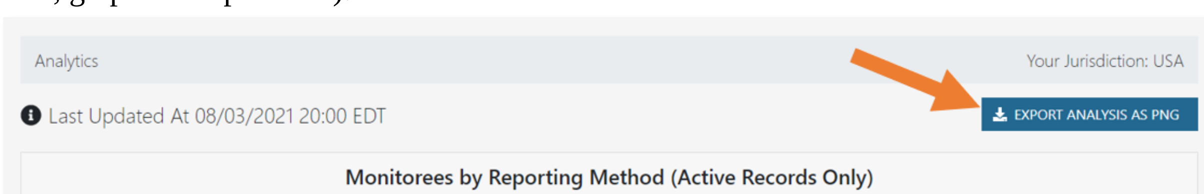


Figure 237: Export the summary

Tip: This functionality is not available using Internet Explorer 11.

13.3 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 jurisdiction ("System Statistics")

Only Enrollers can view this summary. To view enrollment analytics, select the "**Analytics**" tab in the header. This data used in the analytics summary is updated once a day.

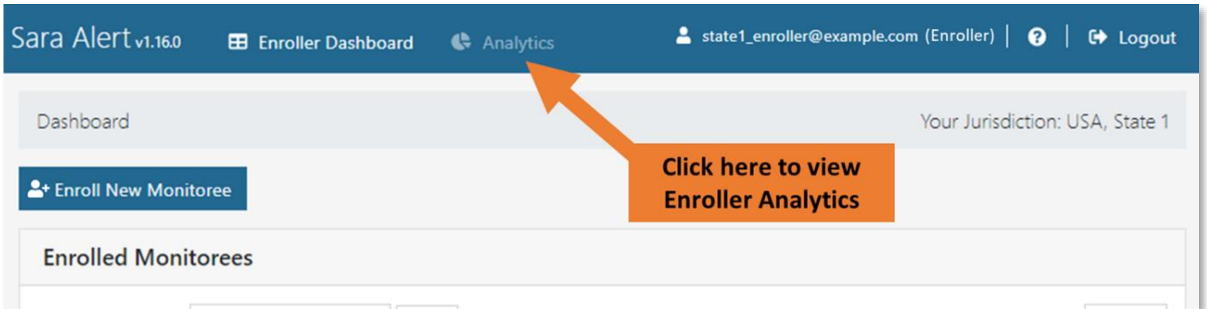


Figure 238: View enrollment analytics

14 HOW TO MANAGE SARA ALERT USERS

Administrators and **Super Users** are responsible for managing Sara Alert™ Users. These users can only manage users within their assigned jurisdiction. If a local **Administrator or Super User** needs assistance with managing their users, please contact the Sara Alert Help Desk.

The table below shows the user management capabilities available to Administrators and Super Users:

Table 2: Availability of user account management capabilities by user role

Capability	Enroller	Public Health	Public Health Enroller	Contact Tracer	Analyst	Adminis-trator	Super User	Page #
View and Navigate the Admin Panel						✓	✓	151
Add a New User						✓	✓	152
Export the User List						✓	✓	153
Edit User Account Information						✓	✓	153
View User Account Event History						✓	✓	154
Lock or Unlock User Accounts						✓	✓	155
Reset User Passwords						✓	✓	157
View 2FA Configuration Status						✓	✓	158
Reset Two-Factor Device Pairing						✓	✓	159
Enable API Access						✓	✓	159

14.1 How to View and Navigate the Admin Panel

Administrator users are brought to the Admin Panel on login. **Super Users** access the Admin Panel by clicking on "Admin Panel" in the navigation bar.

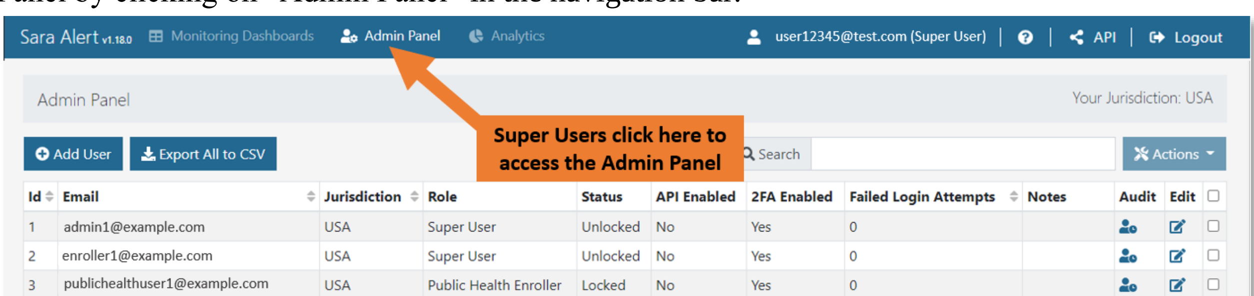


Figure 239: Super Users access the Admin Panel by clicking the "Admin Panel" button

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

- **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.
- **Email:** User's email address
- **Role:** User's role. Defines which capabilities a user should have.
- **Status:** Whether the user's account is locked or unlocked.
- **API Enabled:** Whether the user has access to the API
- **2FA Enabled:** Whether the user's account has configured their required 2-factor authentication
- **Failed Login Attempts**: The number of consecutive failed login attempts since the last successful login. The system will automatically lock a user's account after 5 failed login attempts.
- **Notes**: Displays any notes that have been documented for that user. Any notes associated with a user's account will be visible to all Administrator and Super Users who have that user in their jurisdiction.

Click on headers to sort based on that column.

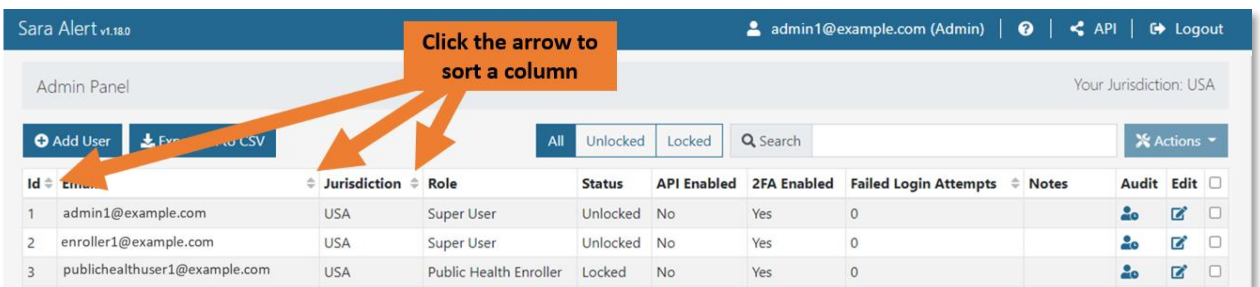


Figure 240: Click the column header to sort that column

14.2 How to Add a New User

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

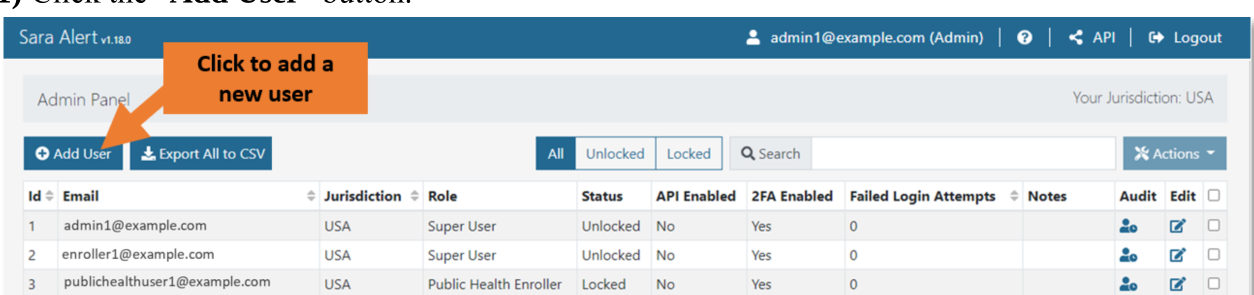


Figure 241: Add a new user

2) This will open the “Add User” window. Enter the new user’s email address, select their jurisdiction and role from the drop-down lists, and toggle their API access. You can also document notes for that user. Click “**Save**” to complete the process.

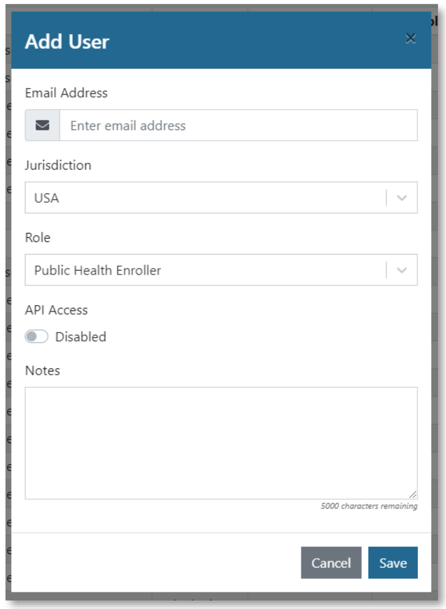


Figure 242: Complete new user entry

14.3 How to Export the User List

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

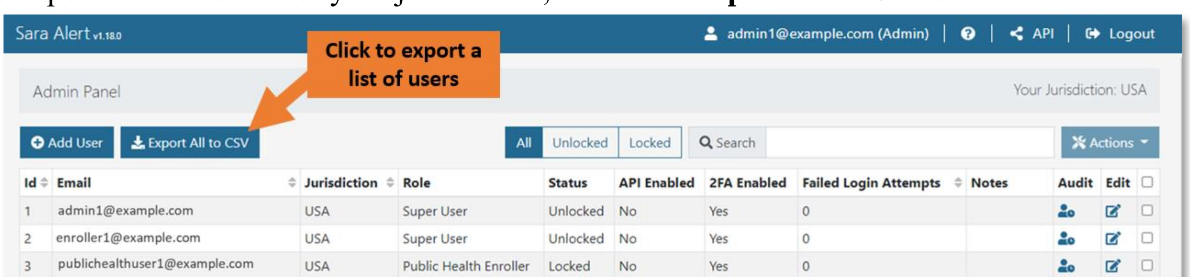


Figure 243: Export a list of users

14.4 How to Edit User Account Information

User information can be edited one record at a time on the administration panel.

1) To edit a user’s information, first click the “**Edit**” icon for that user.

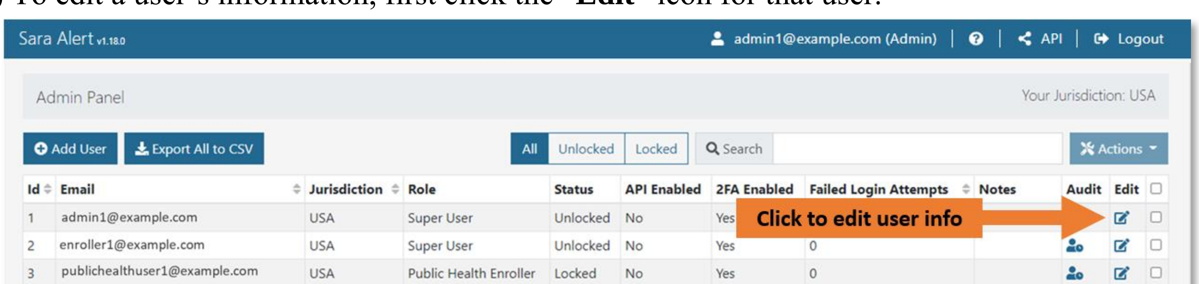


Figure 244: Click the “Edit” icon

2) This will open the "Edit User" window. You can edit the user's Email Address, Jurisdiction, Role, Locked Status, API access, and add or edit Notes. Click **"Save"** to confirm your changes.

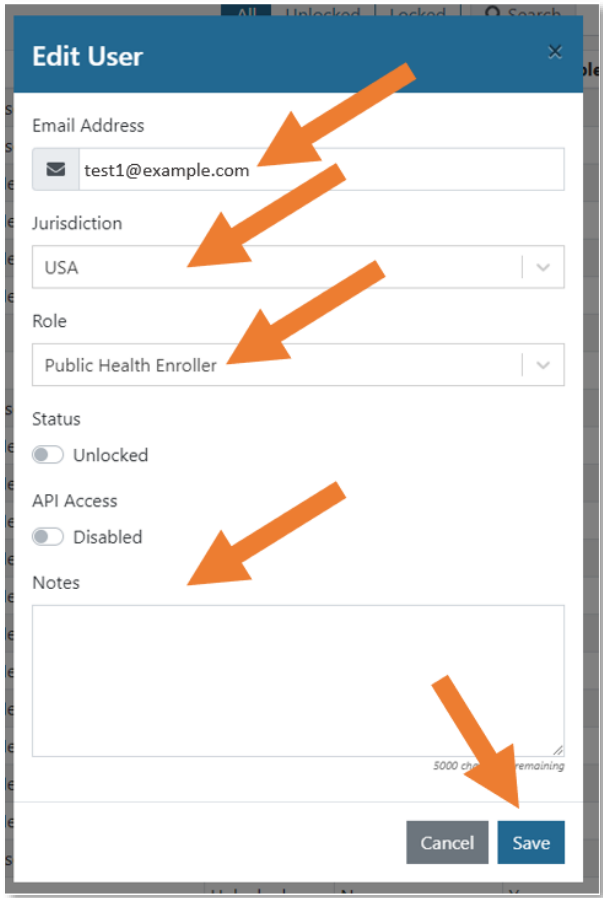


Figure 245: Edit the appropriate fields and click "Save"

14.5 How to View User Account Event History (Audit)

Sara Alert allows Administrators and Super Users to view user account events that were logged after release 1.18 on 12/17/20.

1) To view this event history, click the "Audit" button associated with that user

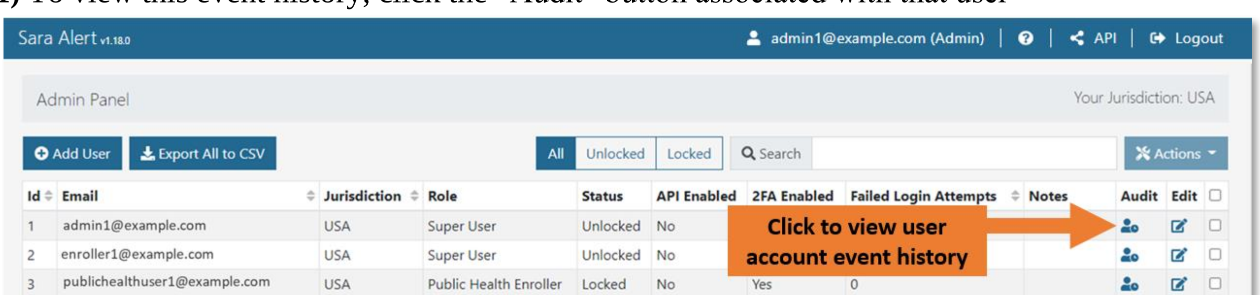


Figure 246: Click the "Audit" icon

2) This will open the "Audit Events" window, which contains a table with three columns:

- **Triggered by:** Shows the username of the user who performed the action
- **Action:** Lists users sign-ins and edits made to a user's account
- **Timestamp:** Lists the time each action occurred.

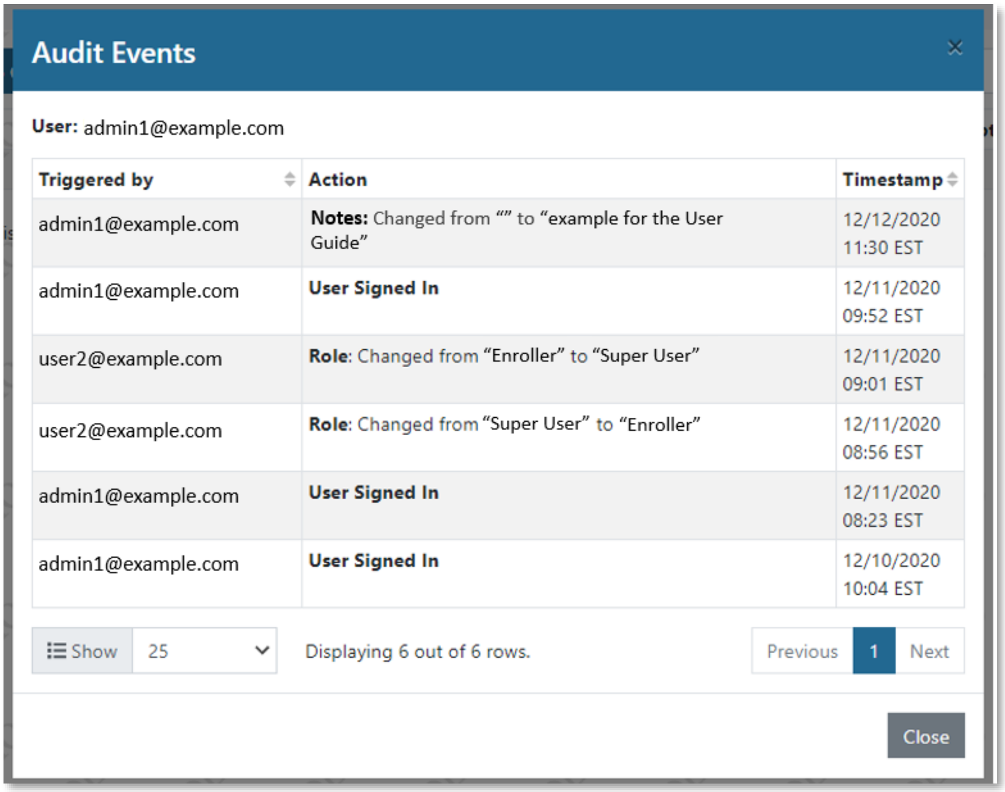


Figure 247: Click the "Audit" icon

14.6 How to Lock or Unlock User Accounts

Sara Alert will automatically lock a user's account after 5 unsuccessful login attempts. An Administrator or Super User can also manually lock a user's account. Locked users cannot log in to Sara Alert and will not receive status emails from the Sara Alert system.

1) To manually lock or unlock a user's account, first click the "**Edit**" icon for that user

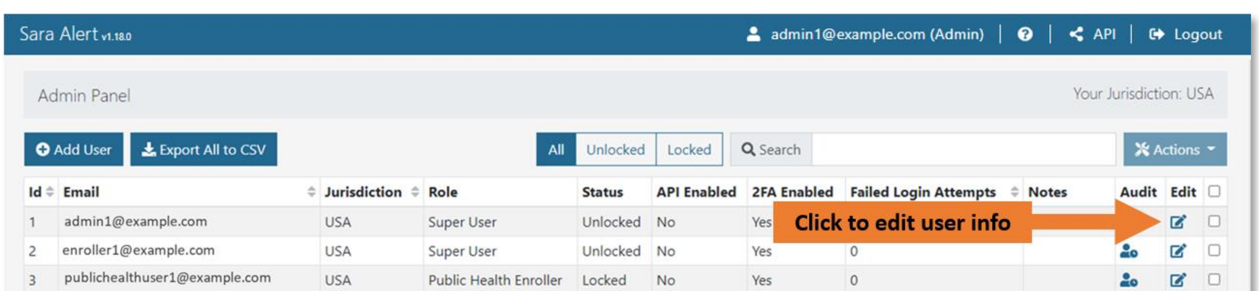


Figure 248: Click the "Edit" icon

2) Toggle the "**Status"** switch to lock or unlock the user's account. Click **"Save"** to confirm.

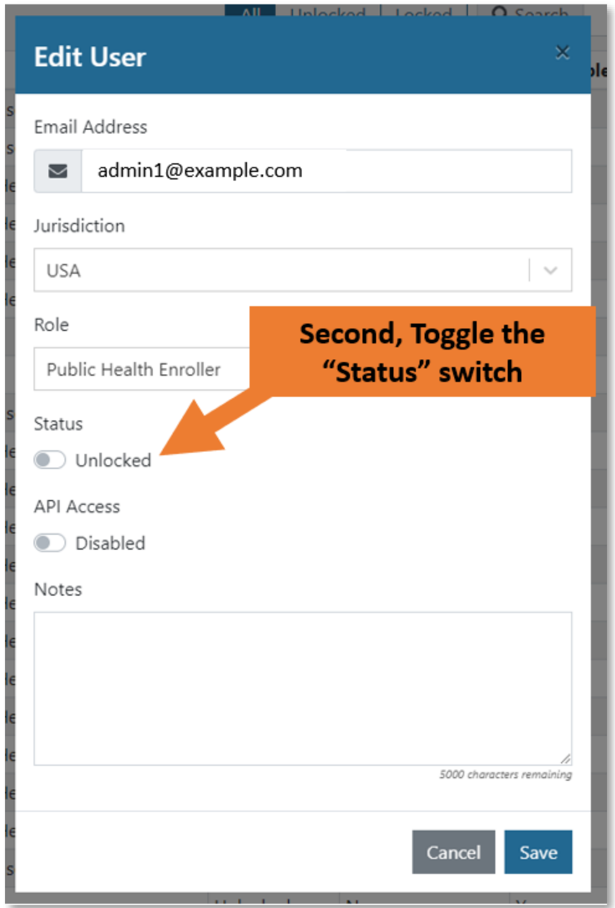


Figure 249: Toggle the "Status" switch to lock or unlock the account

3) You can see an account's status on the user dashboard in the **"Status"** column.

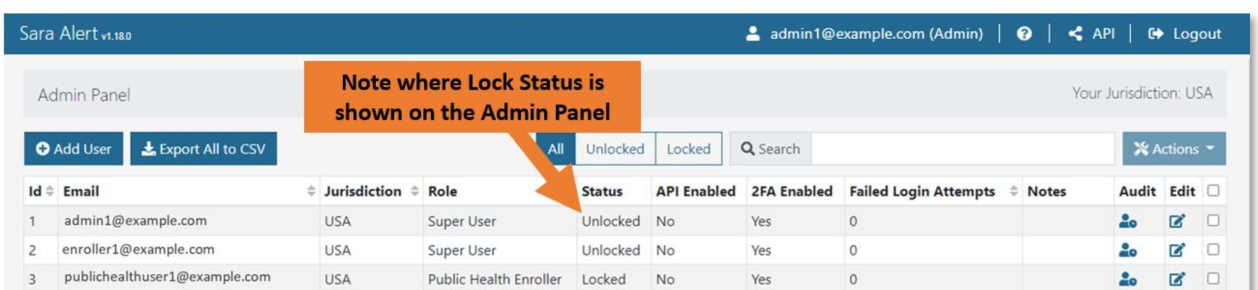


Figure 250: The "Status" column shows if a user's account is locked or unlocked

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

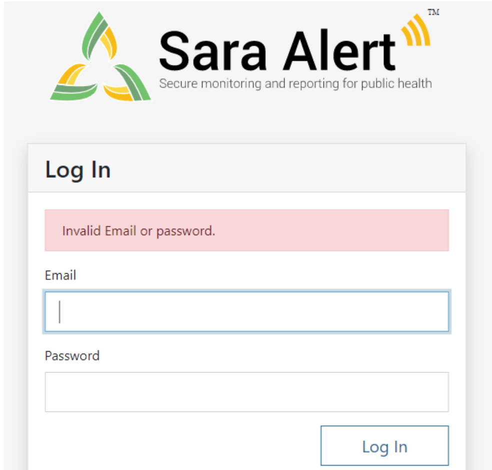


Figure 251: Users cannot log in to a locked account

5) You can filter the Admin Plan to show only unlocked, locked, or all users.

Figure 252: Use the filter buttons to filter by lock status

14.7 How to Reset User Passwords

User passwords can be reset multiple accounts at a time. If you click the select box in the menu header, you can reset passwords for all accounts visible on that page (not all accounts in the system).

1) Sara Alert™ handles password reset requests via email. If one or more of your users requests a password reset, first select the user(s) by clicking the box in the far right column.

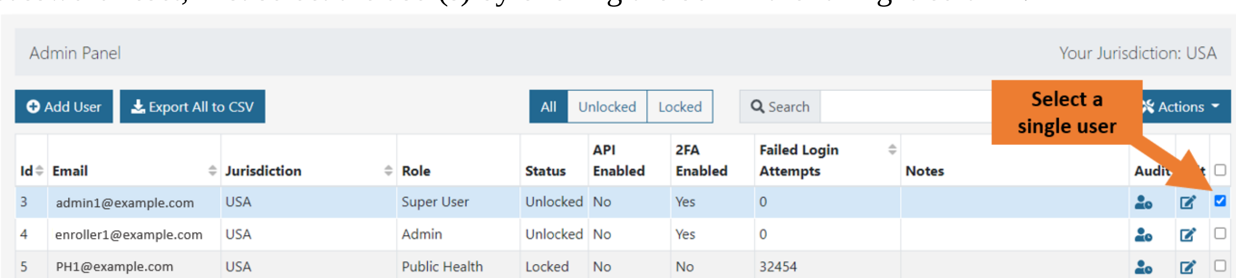


Figure 253: Select the user by clicking the box in the far-right column

2) Clicking the checkbox in the column header will select all rows in the current view on the page (not all rows in the full table).

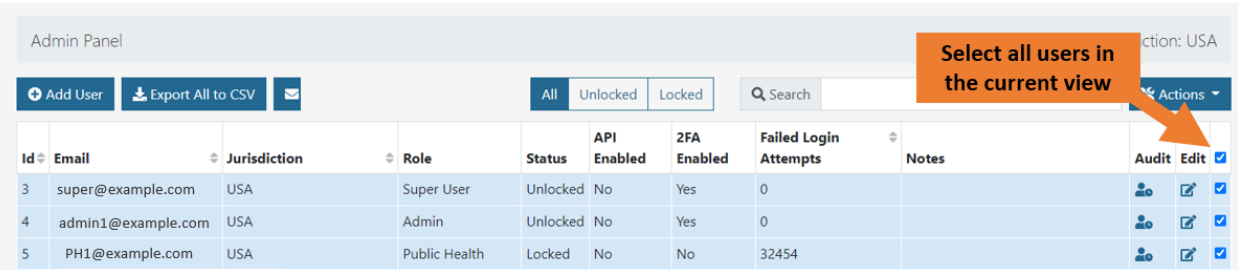


Figure 254: Select all users in the view by clicking the checkbox in the column header

3) Click the **"Actions"** button and from the drop-down menu, click **"Reset Password."**

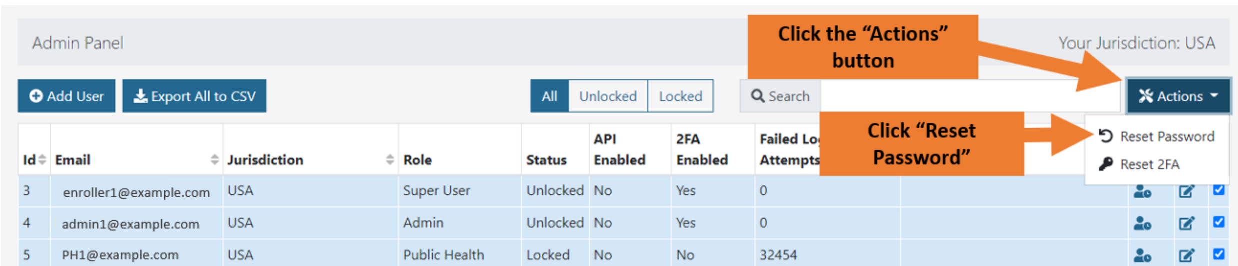


Figure 255: Select "Reset Password" from the "Actions" drop-down menu

4) 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).

14.8 How to View Status of 2FA Configuration

Two-factor authentication (2FA) is a requirement for all Sara Alert™ users (not including monitorees) to help maintain the tool's security. If you click the select box in the menu header, you can reset 2FA for all accounts visible on that page (not all accounts in the system).

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.

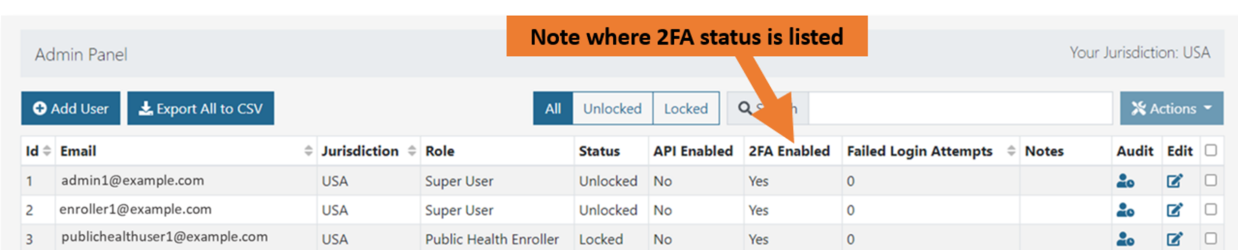


Figure 256: The Administrator Dashboard shows a user's 2FA configuration status

14.9 **How to Reset 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** or **Super User**.

1) Select one or more user accounts by clicking the checkbox in the rightmost column.

2) Click **"Actions"** and select **"Reset 2FA"** from the drop-down menu. 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.

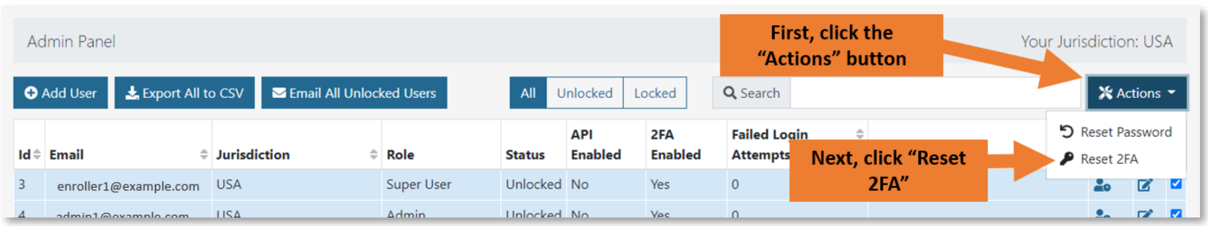


Figure 257: Reset a user's 2FA pairing

14.10 **How to Enable API Access**

Administrator users can provide API access to specific users in their jurisdiction if they have been approved to do so by the system administrators. For more information on how to gain access to the API, see **The Sara Alert™ API** on **page 3.**

1) To enable API access, first click the "**Edit**" icon for that user

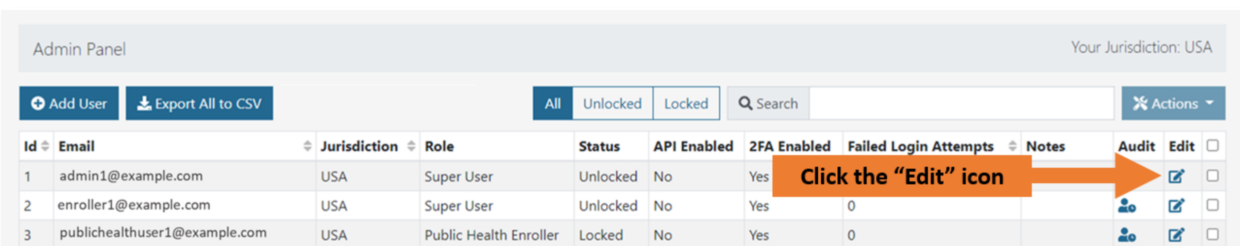


Figure 258: Click the "Edit" icon

2) In the Edit User window, toggle the **API Access** switch to enable or disable access.

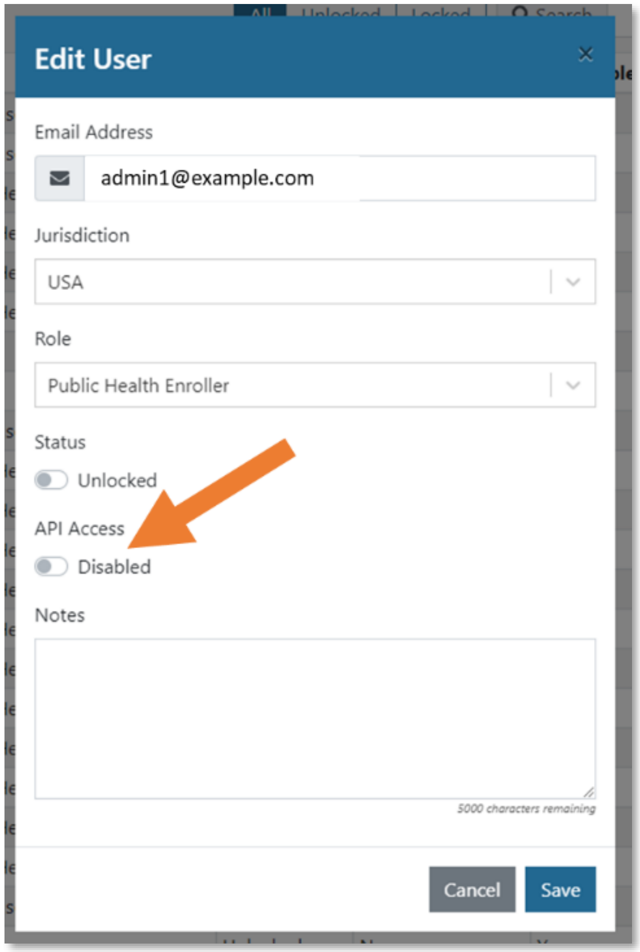


Figure 259: Toggle "API Access" to enable or disable access

15 HOW MONITOREES REPORT TO SARA ALERT

Monitorees are individuals who have been enrolled by a trusted **Enroller**, **Public Health Enroller**, **Contact Tracer,** or **Super User** for public health monitoring. Monitorees in the exposure and isolation workflow will receive messages during the monitoring period for as long as they are eligible.

Tip: See the **Quick Start Guide for Preferred Reporting Method**

Monitorees do not have Sara Alert accounts (e.g., no username and password); while being actively monitored, each monitoree or Head of Household reporter will be sent an automated daily report that is linked to their record(s).

15.1 Monitoree Message Summary by Reporting Method

Below is a summary of messages sent to monitorees that are eligible to receive notifications from the system during their preferred contact time by the selected reporting method. Records with "unknown" or "opt-out" do not receive messages so are not included in the summary.

Table 15-1. Summary of Messages Sent to Eligible Monitorees By Reporting Method

	E-mailed Web Link	SMS-Texted Weblink	SMS Text message	Telephone Call
Welcome message[1]	Sent immediately following enrollment; includes weblink for daily report.	Sent immediately following enrollment; includes monitoree initials and age, as well as a link to the Sara Alert website/privacy policy.	Sent immediately following enrollment; includes monitoree initials and age, as well as a link to the Sara Alert website/privacy policy.	No welcome message sent
Initial Daily Report Timing	Sent with Welcome Message	Day after enrollment during Preferred Contact Time	Day after enrollment during Preferred Contact Time	During first Preferred Contact Time after enrollment (can be day of enrollment)
Reminder Message sent if no response?	No, one daily request sent	No, one daily request sent[2]	No, one daily request sent[2]	Yes, up to once/hour during preferred contact time[3]
How long does the monitoree have to submit their report?	No limit. Monitorees can report using their weblink at any time.	No limit. Monitorees can report using their weblink at any time.	18 hours from when the text is sent.	N/A (monitorees must answer the phone call to report)
When is the "Monitoring Complete" message sent?[4]	Sent if a monitoree is on the Asymptomatic line list (in the Exposure workflow) when the monitoring period ends	Sent if a monitoree is on the Asymptomatic line list (in the Exposure workflow) when the monitoring period ends	Sent if a monitoree is on the Asymptomatic line list (in the Exposure workflow) when the monitoring period ends	No "Monitoring Complete" message for these monitorees

[1] If the Preferred Reporting Method is initially set to **"Unknown"** or **"Opt-Out"** and later updated, the monitoree **will not** receive a welcome message from the system.

[2] The system will make multiple attempts to reach the monitoree if the messages are not successfully delivered by the carrier, but the monitoree will only see one text from the system per day.

[3] Monitorees with a Custom Preferred Contact Time may receive reminder calls every hour for up to four hours after their Preferred Contact Time (up to 5 calls total per day).

[4] Monitoring Complete text messages are only sent for jurisdictions that choose to opt-into this feature.

	E-mailed Web Link	SMS-Texted Weblink	SMS Text message	Telephone Call
Daily Report Format	List of yes/no questions for each symptom	List of yes/no questions for each symptom	Single yes/no question for all symptoms	Single yes/no question for all symptoms
Daily Message Format (Single Monitoree)	Email with single weblink to daily report	A single text that identifies the monitoree by initials and age and 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 (Reporting Household)	Single email with weblinks for each active household member (denoted by initials and age)	One text for each active household member. Each text identifies the household member by initials and age and includes the weblink to report for that member	Single text message with single yes/no response for all symptoms listed for all active household members	Single phone call with single yes/no question for all active household members
What does a symptomatic report look like? (Single Monitoree)	Specific symptoms shown. See **page 33** for more details	Specific symptoms shown. See **page 33** for more details	Report highlighted in red, but specific symptoms unavailable. See **page 33** for more details	Report highlighted in red, but specific symptoms unavailable. See **page 33** for more details
What does a symptomatic report look like? (Reporting Household)	Specific symptoms shown for each monitoree in household. See **page 32** for more details	Specific symptoms shown for each monitoree in household. See **page 32** for more details	Report highlighted for all household members. Specific symptoms and specific household member that has symptoms unavailable. See **page 33** for more details	Report highlighted for all household members. Specific symptoms and specific household member that has symptoms unavailable. See **page 33** for more details

15.2 **Summary of Messages Sent to Monitorees**

15.2.1 Language

The language of the monitoree daily reports is determined by the "**Primary Language**" field, which can be set on import, in the enrollment wizard, or by editing the "Identification" section of a record's Monitoree Details. Languages are organized in the drop-down by supported languages, partially supported languages, and unsupported languages. If a language is supported, Sara Alert can send a monitoree's automated reports in that language. If the language is partially supported, Sara Alert can send automated reports in that language via some preferred reporting methods, and a message will appear on enrollment with more details. If a language is selected that is currently unsupported, the system will send messages to the monitoree in English.

15.2.2 Automated Daily Report Notification Eligibility

Every day, the system **will send an automated notification containing the daily report** via the monitoree's preferred reporting method during their monitoring period if eligible.

TIP: The system can only send phone-based notifications to phone numbers from the U.S., Canada, and Mexico.

NOTE: A monitoree who is in a household but is not the Head of Household will never receive messages from Sara

Alert. The Head of Household will receive messages for that monitoree via the Head of Household's preferred reporting method.

To determine if a monitoree is eligible to receive daily notifications, view the notification icon on the dashboard (see **page 78)** or open the monitoree's record and scroll to the "Reports" section. This section contains the information needed to assess a monitoree's notification eligibility.

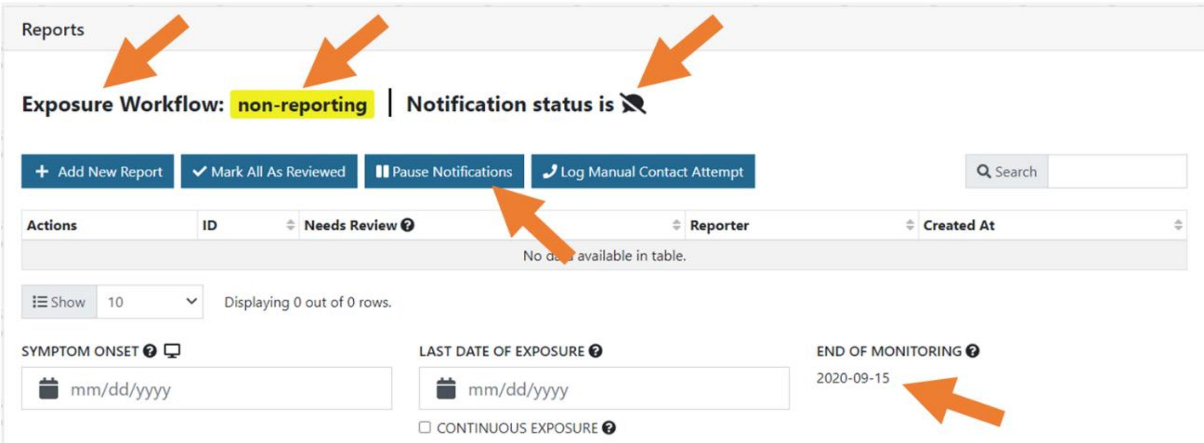


Figure 260: Eligibility to receive notifications in monitoree details

The following flowcharts can be used to identify if the system is expected to send the monitoree a notification on a specific day.

Tip: See the **Quick Start Guide for Monitoree Notifications** for notification eligibility checklists by monitoree type and workflow.

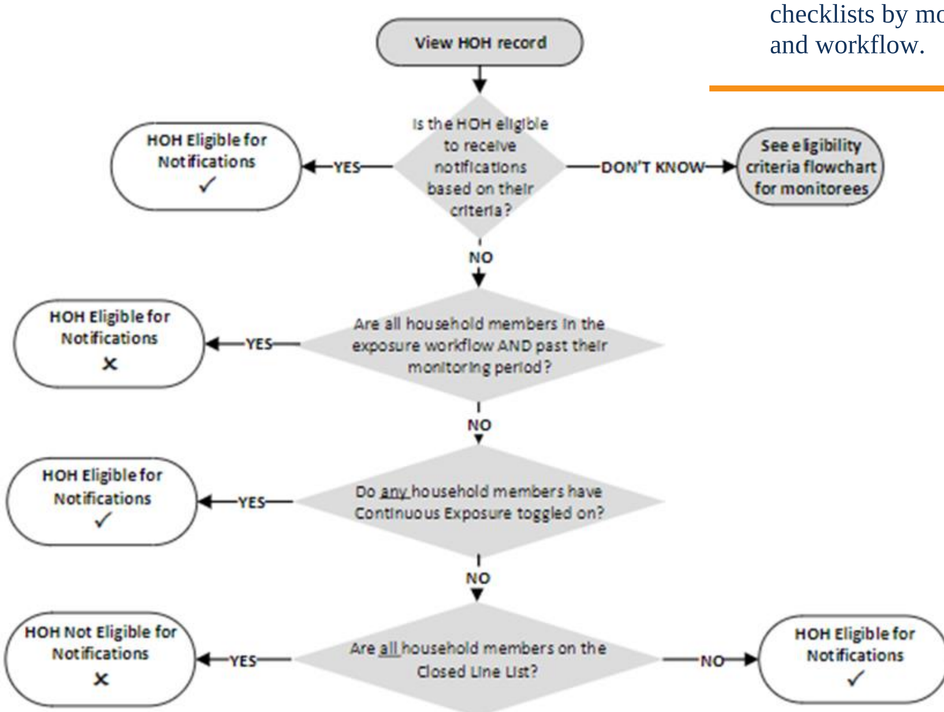
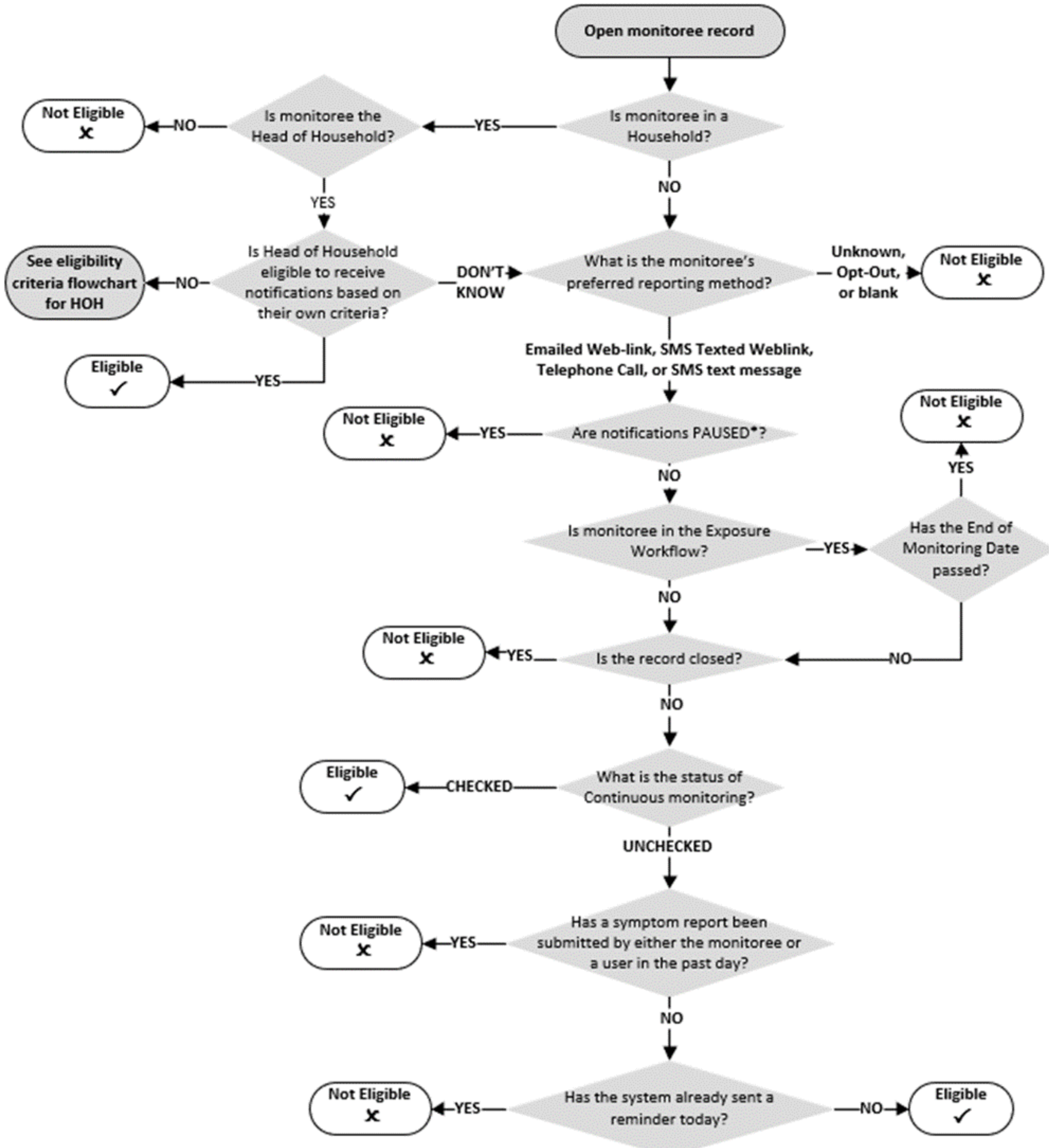


Figure 261: Guide to Determine Daily Notification Eligibility for Monitorees Who Are A Head of Household



*A user cannot Pause/Resume notifications or modify Continuous Exposure for records on the Closed line list

Figure 262. Guide to Determine Daily Notification Eligibility for Monitorees

15.2.3 Welcome Message from Sara Alert™ (Email and SMS only)

It is important to coordinate the timing of system welcome messages with monitorees so that they know the message is legitimate. The date and time that the welcome message was sent is captured in the History section of the monitoree's record.

- **Emailed Weblink:** Monitorees who select **"E-mailed Web Link"** as the preferred reporting method **at the time of enrollment** will receive an initial welcome notification from the system immediately after enrollment is completed through the user interface or import. The email welcome message provides a link for the monitoree to submit their daily report.
- **SMS Texted Weblink:** Monitorees who select **"SMS Texted Weblink"** as the preferred reporting method **at the time of enrollment** will receive an initial welcome notification from the system immediately after enrollment is completed through the user interface or import. The SMS texted weblink welcome message provides the monitoree's initials and age, as well as a link to the Sara Alert website/privacy policy.
- **SMS Text-message**: Monitorees who select **"SMS Text-message"** as the preferred reporting method **at the time of enrollment** will receive an initial welcome notification from the system immediately after enrollment is completed through the user interface or import. The SMS welcome message **does not** contain the daily report.
- **Telephone Call:** Monitorees who selected Telephone Call as the preferred method **will not** receive a specific welcome call**.**
- **Households (Email or SMS Weblink):** If a user enrolls a household in Sara Alert, the welcome message will only include a daily report weblink for the Head of Household. A subsequent message will be sent at the HoH's preferred contact time with reports for all enrolled household members.
- **NOTE**: If the preferred reporting method is initially set to **"Unknown", "Opt-Out", or "Telephone Call"** and later updated to **Email** or **SMS Messages** (weblink or text), the monitoree **will not** receive a welcome message from the system.

15.2.4 Automated Daily Report Message Timing (Email, SMS, and Phone)

It is important to set automated daily reporting expectations with monitorees to ensure compliance with local reporting requirements. If a user **DOES NOT** specify a preferred contact time (i.e., if "Preferred Contact Time" is blank), the system will send automated daily reports during the "Afternoon" contact times until otherwise specified.

- **SMS Messages** (web-link or text): Automated daily report messages will be sent once a day starting with the first preferred contact time period **on the day after enrollment.**
    - **EXAMPLE**: If a monitoree is enrolled at 4 pm EST on June 1, but their preferred contact time is morning, they will receive a welcome message at 4 pm EST on June 1, and then daily report messages every day they are eligible between 8 am – noon EST starting on June 2.
    - **EXAMPLE**: If a monitoree is enrolled at 4 pm EST on June 1, but their preferred contact time is evening, they will receive a welcome message at 4 pm EST on June 1, and then daily report messages every day they are eligible between 4 pm – 8 pm EST starting on June 2.
    - **NOTE:** For **SMS Text Message**, if the monitoree does not respond to their daily report after 18 hours, the system will log a failed contact attempt in the record

History. This **does not** represent a second attempt to contact the user. See **page 38**.

- **Email:** The initial daily report will be sent as part of the welcome message with subsequent daily reports sent at the monitoree's preferred contact time.
- **Telephone Call**: If enrollment occurs during the monitoree's preferred contact time, the system will send daily report messages every day starting at time of enrollment. If enrollment occurs outside of the monitoree's preferred contact time, the system will send out daily report messages every day starting during the next preferred contact time period.
    - **EXAMPLE**: If a monitoree is enrolled at 4 pm EST on June 1, but their preferred contact time is morning, they will receive daily report messages every day they are eligible between 8 am – noon EST starting on June 2.
        - **EXAMPLE**: If a monitoree is enrolled at 4 pm EST on June 1, but their preferred contact time is evening, they will receive daily report messages every day they are eligible between 4 pm- 8 pm starting on June 1.

15.2.4.1 Monitoree Time Zone

The "Preferred Contact Time" field is relative to a monitoree's time zone. The monitoree's time zone is determined by the following Monitoree Address fields:

- If the monitoree has a "State" entered in the "Address at Destination in USA Where Monitored" section, the monitoree's time zone is set to that state capital's time zone.
- If the above field is blank, the "State" entered in the "Home Address Within USA" tab is used. The monitoree's time zone is set to that state capital's time zone.
- If both of the above "State" fields are blank, US Eastern Time is used.

15.2.5 Automated Reminder Messages by Preferred Reporting Method (Telephone Call Only)

Sara Alert sends automated reminders to monitorees or Heads of Households who report via Telephone Call to improve reporting response rate.

- **Telephone Call**: If the monitoree does not respond to the initial call, Sara Alert will call back hourly—up to four more times that day—until a valid response is logged by the system; the monitoree may receive up to 5 total call attempts each day if they do not respond.
    - If the system does not understand the monitoree or the monitoree responds using different words than "Yes" or "No", the prompt will be repeated a few times to attempt to collect a valid response before disconnecting. In this scenario, the monitoree will be considered "non-reporting."
- **Email or SMS Messages** (web-link or text): No reminder messages are sent to monitorees who prefer email or SMS if they do not respond to the daily email within a set period of time; monitorees will receive one message from the system approximately every 24 hours.

15.2.6 Monitoring Complete Message

A message indicating that a monitoree has completed monitoring is sent if the monitoree is on the asymptomatic line list at the end of the monitoring period. Monitoring complete messages are sent via email or text, depending on the monitoree's preferred reporting method.

15.2.7 Invalid Responses (Telephone Call and SMS-Text Message)

For monitorees who report via Telephone Call or SMS Text Message there are only two valid responses to their daily report:

- "YES" (or Primary Language equivalent) indicates the presence of any listed symptoms in any household members (if applicable)
- "NO" (or Primary Language equivalent) indicates the absence of all listed symptoms in all household members (if applicable)

For text messages, the responses are **not** case-sensitive. The system will not allow any other responses. Sara Alert™ handles invalid responses differently depending on the contact method:

- **For Telephone Call:** The automated voice will explain that the monitoree's answer was not understood and prompt them to try again
- **For SMS Text-Messages:** The system will reply with a text that says "I'm sorry, I didn't quite get that. Please reply with 'Yes' or 'No.'" **The monitoree must then submit a correct response within one hour** for that day's report to be logged. If a reply is submitted more than one hour after the message is sent, it will not be recorded by the system.

After four incorrect responses in a single contact attempt, the system will respond with the following message:

"I'm sorry, you've reached the maximum number of response attempts. If you are experiencing a medical emergency, please call 911"

At this point the monitoree will not be able to submit a report until their next day of monitoring. The History section will record the details:

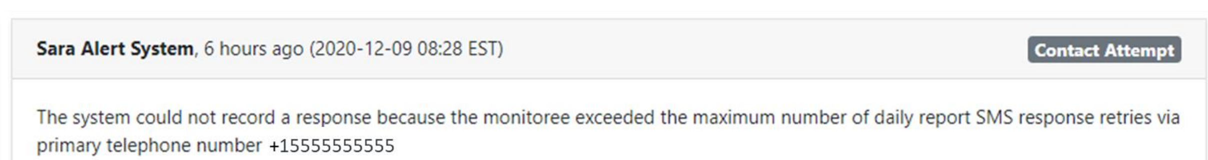


Figure 263: The failed contact attempt will appear in the History section

15.2.8 Monitoree SMS Opt-Out (SMS-Text Message and SMS Texted Weblink)

At any time, monitorees can opt-out of Sara Alert SMS monitoring by replying to any SMS-Text Message or SMS Texted Weblink report message with "STOP" (not case sensitive). If a monitoree does this, Sara Alert will no longer be able to send any text messages to that phone number until the monitoree texts "START" to the Sara Alert phone number. Each phone carrier may instruct monitorees to use different opt-in (e.g., START, UNSTOP) or opt-out keywords (e.g., STOP, UNSUBSCRIBE, CANCEL); Sara Alert is able to process industry standard opt-in/opt-out key words.

NOTE: Monitorees can still be contacted via Telephone Call using the same phone number if their Preferred Reporting Method is changed to "Telephone Call".

If a monitoree opts out of Sara Alert in this way, the History section will record when the monitoree texted "STOP" or a similar keyword to block the system from sending messages:

Figure 264: The History section will show that the monitoree texted "STOP"

A blocked number will also be indicated in the Monitoree Details section of the monitoree's record. The text "SMS Blocked" will appear next to the blocked phone number and the preferred reporting method will be displayed in red if an SMS-based method is selected.

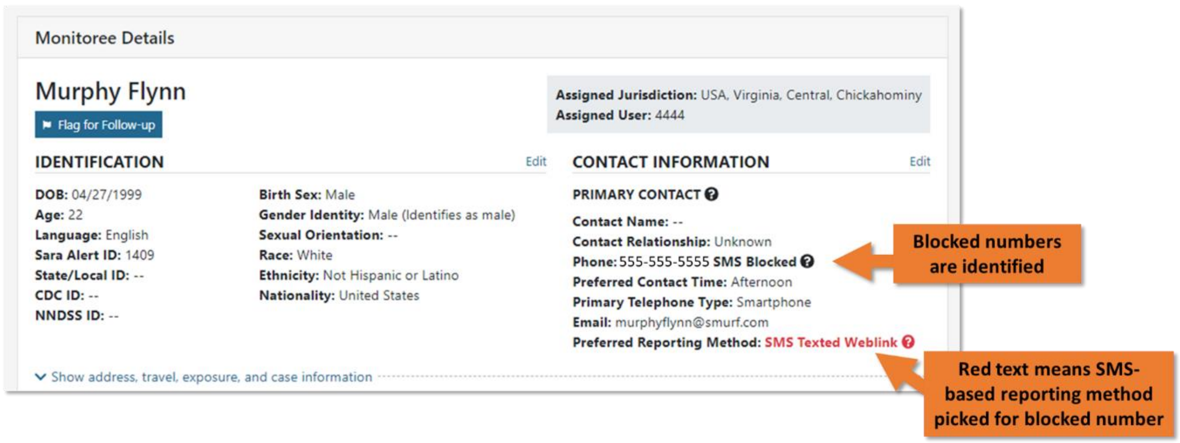


Figure 265: The History section will show that the monitoree texted "STOP"

When enrolling or updating a record, including after import, the system will display a warning if you enter a phone number that has blocked text messages from Sara Alert.

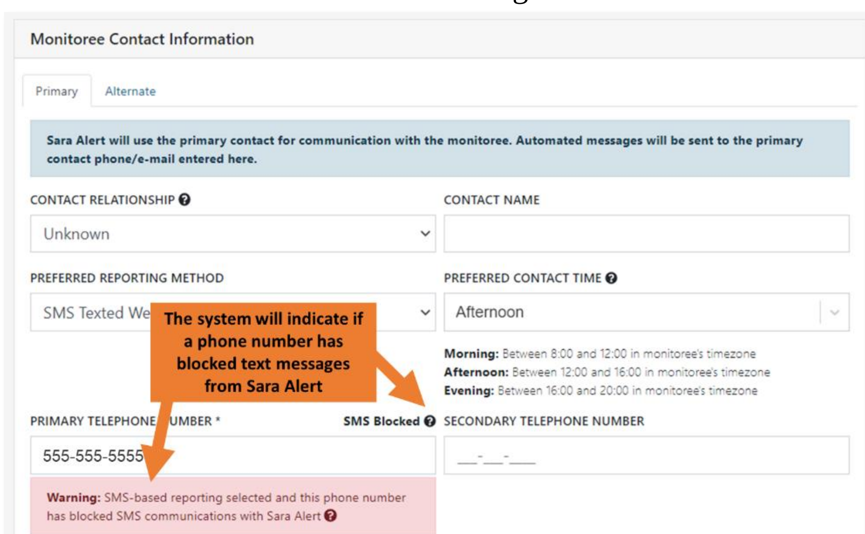


Figure 266: The Enrollment Wizard will show a warning if you enter a phone number that has blocked Sara Alert

The history section will document the inability to text the monitoree each day.

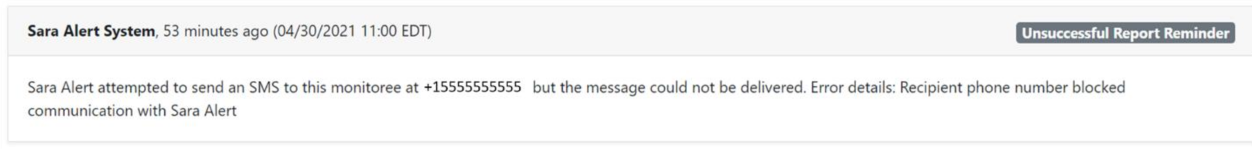


Figure 267: The History section will document failed attempts to text this monitoree

If the monitoree subsequently allows texts from Sara Alert by texting “START” or a similar keyword, this will be documented.

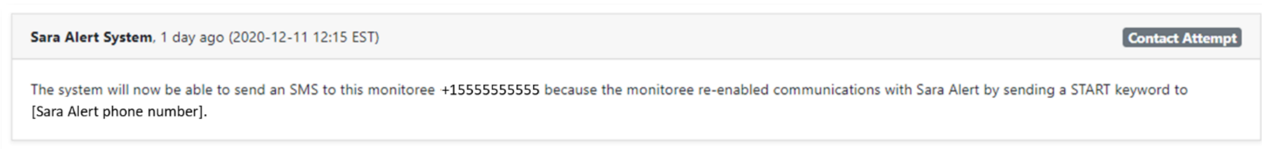


Figure 268: The History section will document the monitoree texting “Start” to re-enable texts

To find all monitorees that have opted out of Sara Alert this way, you can apply the “SMS Blocked” Advanced Filter.

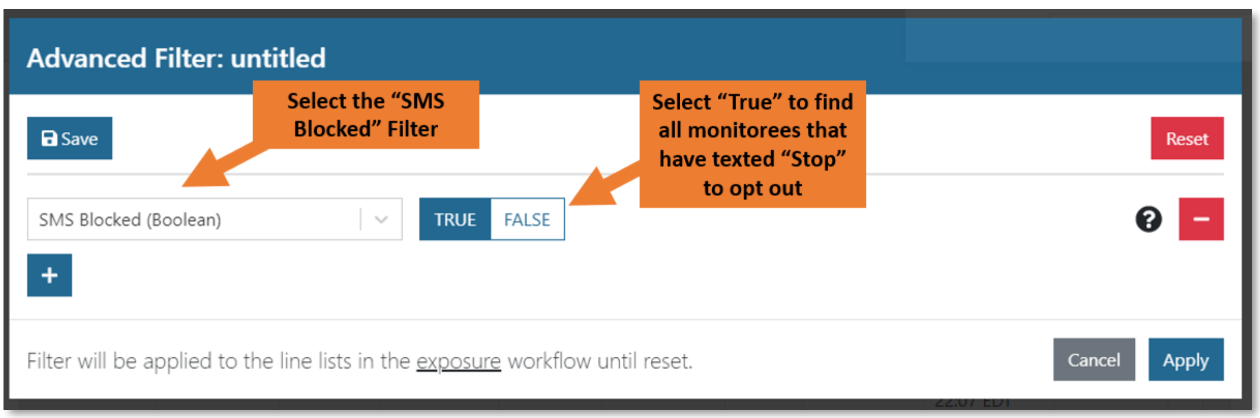


Figure 269: Use the “SMS Blocked” Advanced Filter to find all monitorees that have texted “Stop” to Sara Alert

15.3 Submitting Daily Reports to Sara Alert™ (Monitoree Self-Report Screenshots)

Tip: See the **[Quick Start Guide for Helping Monitorees with Daily Reports]()**

Monitorees should be informed what trusted phone number or email sender to expect the daily report messages to come from. To reduce the chance of any successful spoofing attempts, monitorees should be reminded that Sara Alert™ messages will only ask if a monitoree (and any household members) are or are not experiencing symptoms and related questions added by jurisdictions. Sara Alert™ will never ask for other sensitive information, including social security number, account numbers, passwords, or security question responses.

NOTE: Sara Alert™ current supports sending notifications to monitorees in multiple languages (see **page 23**).

15.3.1 E-mailed Web Link

Monitorees who report via E-Mailed Web Link will receive a daily email formatted as shown below. Heads of Households will receive a separate daily text for each active monitoree. The monitoree's age and initials will appear at the end of each weblink as well as at the top of the Daily Report. Email notifications will always come from the same email address. The trusted email address is shared with jurisdictions at the time of onboarding.

NOTE: Exact formatting may vary depending on the email client the monitoree uses. A jurisdiction's contact information will only appear if they have provided it to Sara Alert.

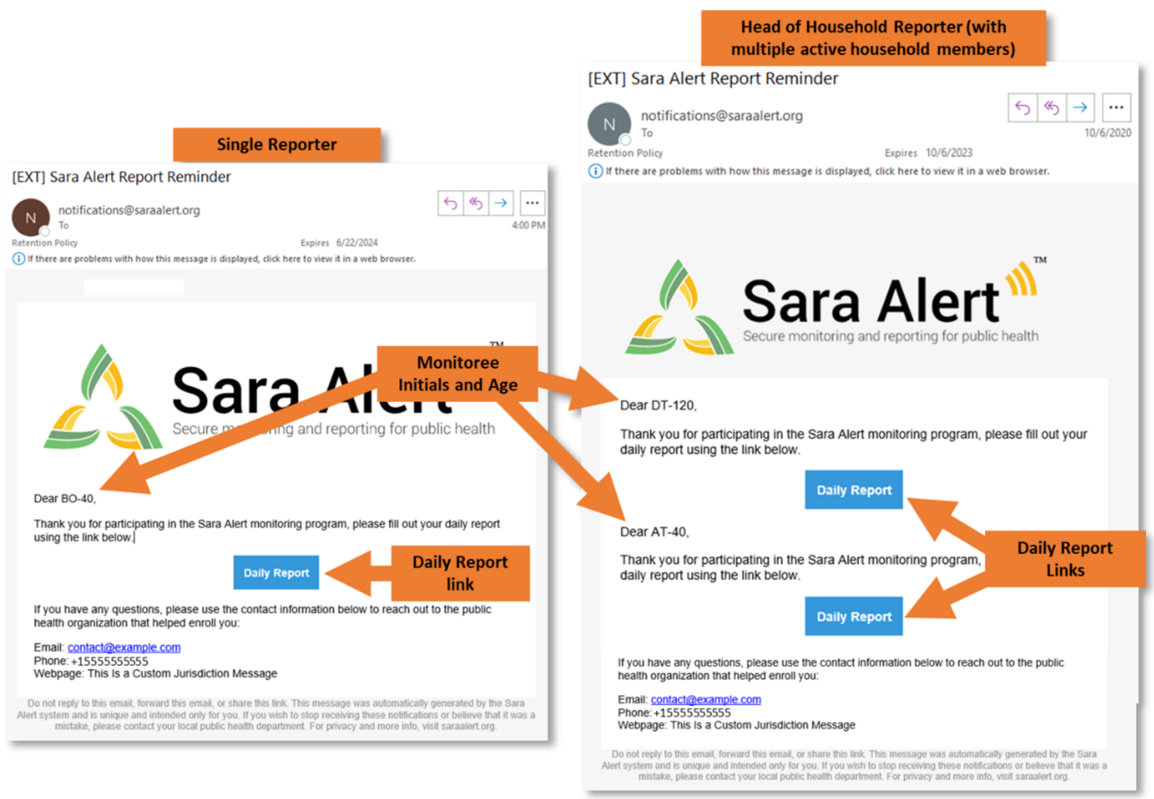


Figure 270: Example daily symptom request emails sent to monitorees

1) Monitorees click on the "Daily Report" link to open their daily report:

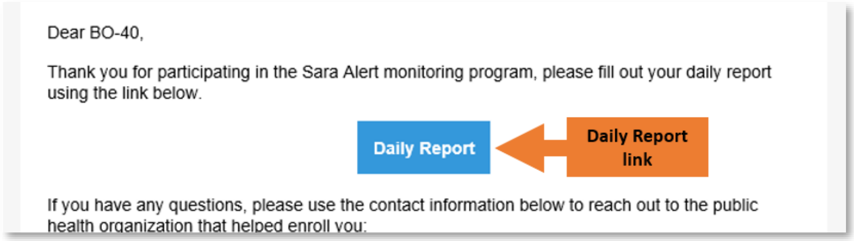


Figure 271: Example daily symptom request emails sent to monitorees

2) The monitoree's daily report will open in a browser window. The monitoree can then indicate symptoms by checking the corresponding boxes. If a monitoree is **not symptomatic**, they can indicate this by **either:**

- Checking the **"I am not experiencing any symptoms"** box and clicking "**Submit.**"
    - If the "I am not experiencing any symptoms" box has been checked, all other symptom boxes will become uncheckable.
    - If a symptom has been indicated, the "I am not experiencing any symptoms" box becomes uncheckable.
- Leaving all symptom boxes unchecked and clicking "**Submit**"

NOTE: The exact appearance of the daily report will differ depending on the monitoree's internet browser and the disease which is being monitored. The daily report shown below is for COVID-19.

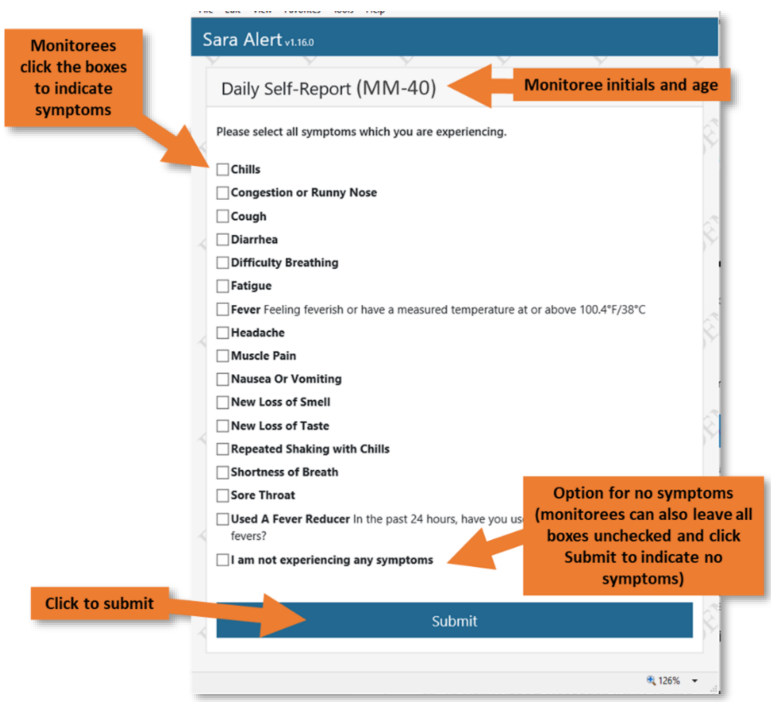


Figure 272: Example daily symptom request emails sent to monitorees

3) After submitting their report, the monitoree will be shown a message confirming their report was completed. The exact content may differ between jurisdictions.

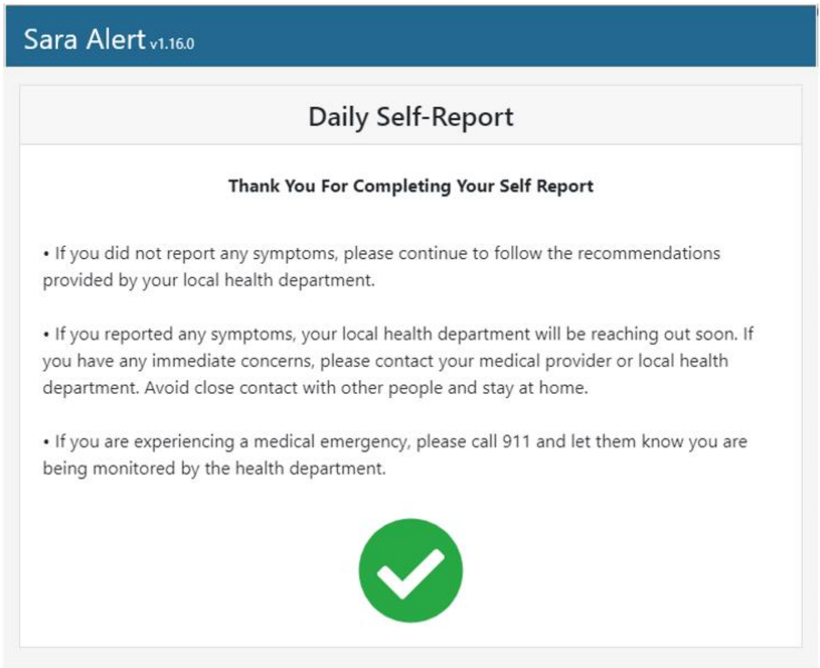


Figure 273: Confirmation message

15.3.2 SMS Texted Weblink

Monitorees who report via SMS Texted Weblink will receive daily text messages as shown below. Heads of Households will receive a separate daily text for each active monitoree. The monitoree's age and initials will appear at the end of each weblink as well as at the top of the Daily Report.

NOTE: Exact formatting may vary depending on the phone the monitoree uses.

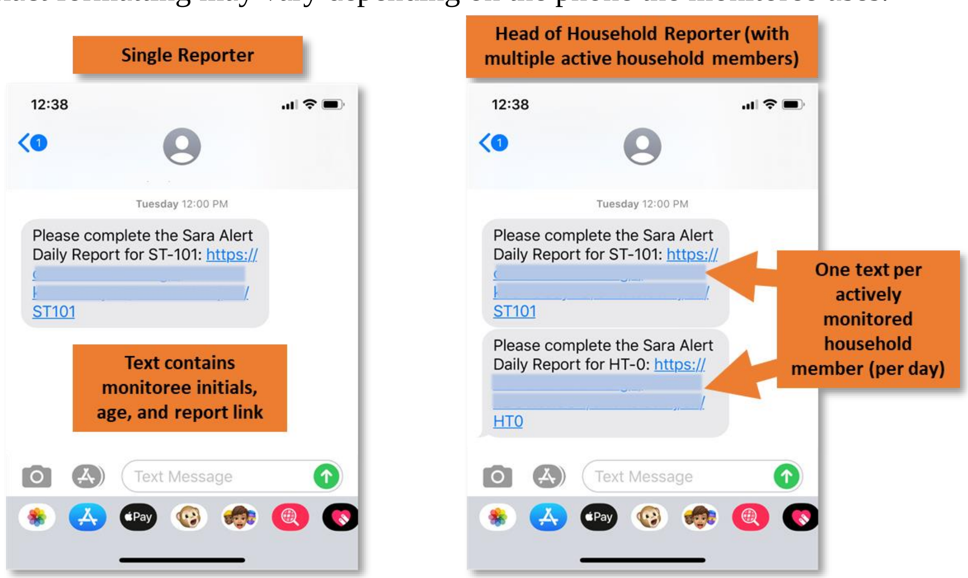


Figure 274: Example daily symptom request text messages sent to monitorees

1) Monitorees click on the daily report link to open their daily report:

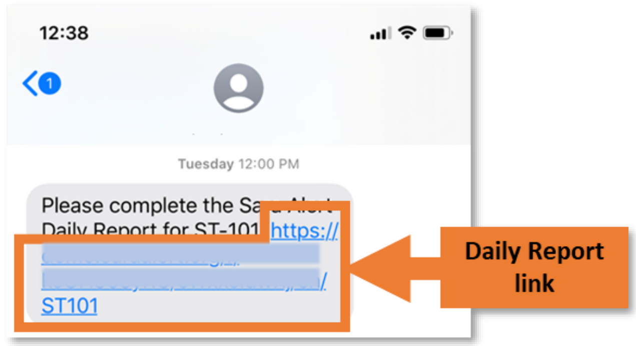


Figure 275: Daily report link within the text

2) The monitoree's daily report will open in a browser window. The monitoree can then indicate symptoms by checking the corresponding boxes. If a monitoree is **not symptomatic**, they can indicate this by **either:**

- Checking the **"I am not experiencing any symptoms"** box and clicking "**Submit.**"
  - If the "I am not experiencing any symptoms" box has been checked, all other symptom boxes will become uncheckable.
  - If a symptom has been indicated, the "I am not experiencing any symptoms" box becomes uncheckable
- Leaving all symptom boxes unchecked and clicking "**Submit**"

NOTE: The exact appearance of the daily report will differ depending on the monitoree's phone and internet browser. In most cases, monitorees will need to scroll down to access the full symptom list and Submit button. The daily report below is for COVID-19.

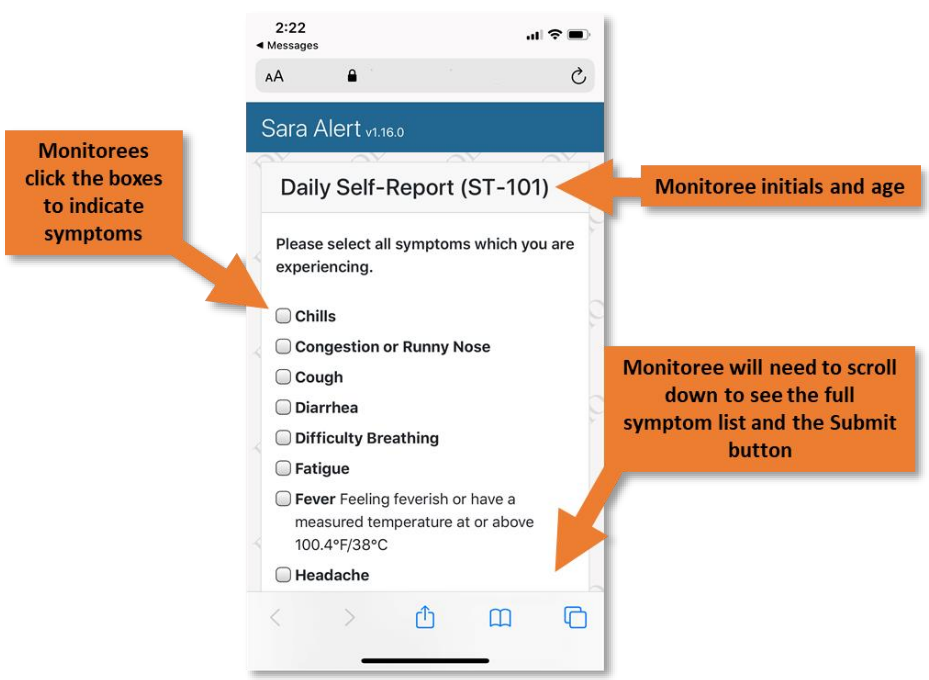


Figure 276: Example daily self-report for someone reporting via SMS Web Link

3) After submitting their report, the monitoree will be shown a message confirming their report was completed. The exact content may differ between jurisdictions.

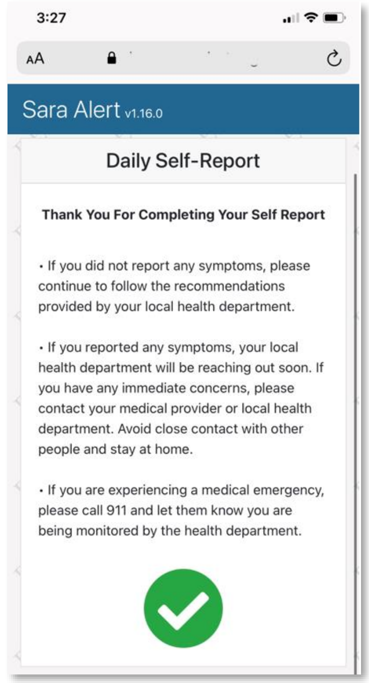


Figure 277: SMS Web Link confirmation message

15.3.3 SMS-Text Message

Monitorees who report via SMS Text Message will receive daily text messages as shown below. Heads of Households will receive a single text for all monitorees in their household.

NOTE: Exact formatting may vary depending on the phone the monitoree uses. The daily report below is for COVID-19.

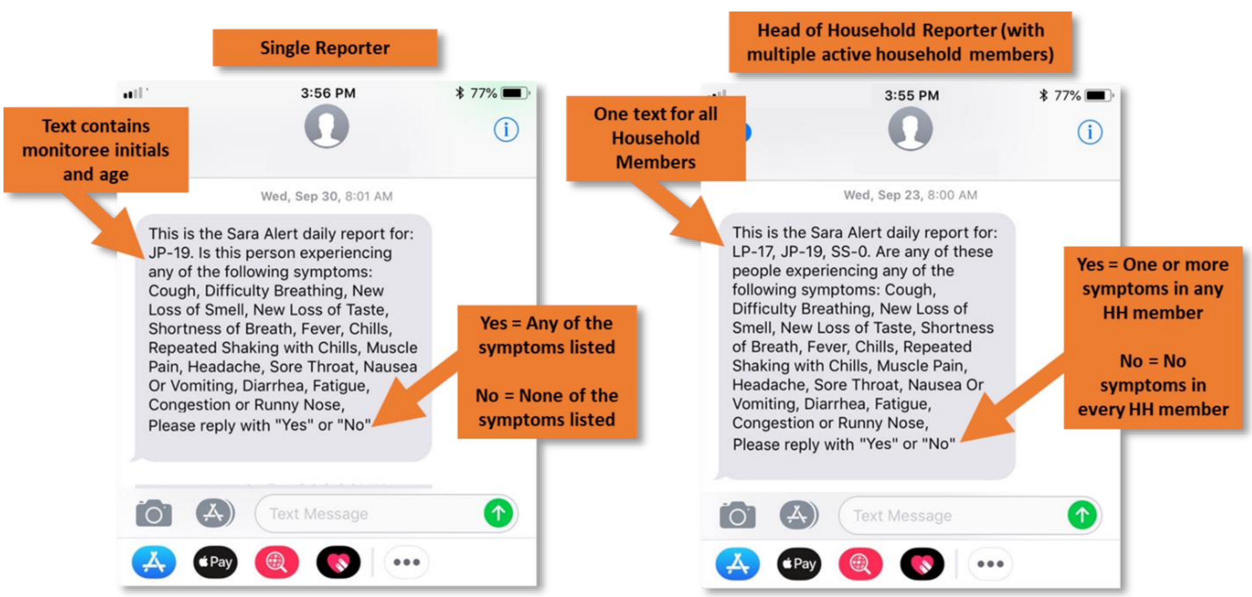


Figure 278: Example daily symptom request text messages sent to monitorees

1) Monitorees respond directly to the message with either "Yes" or "No."

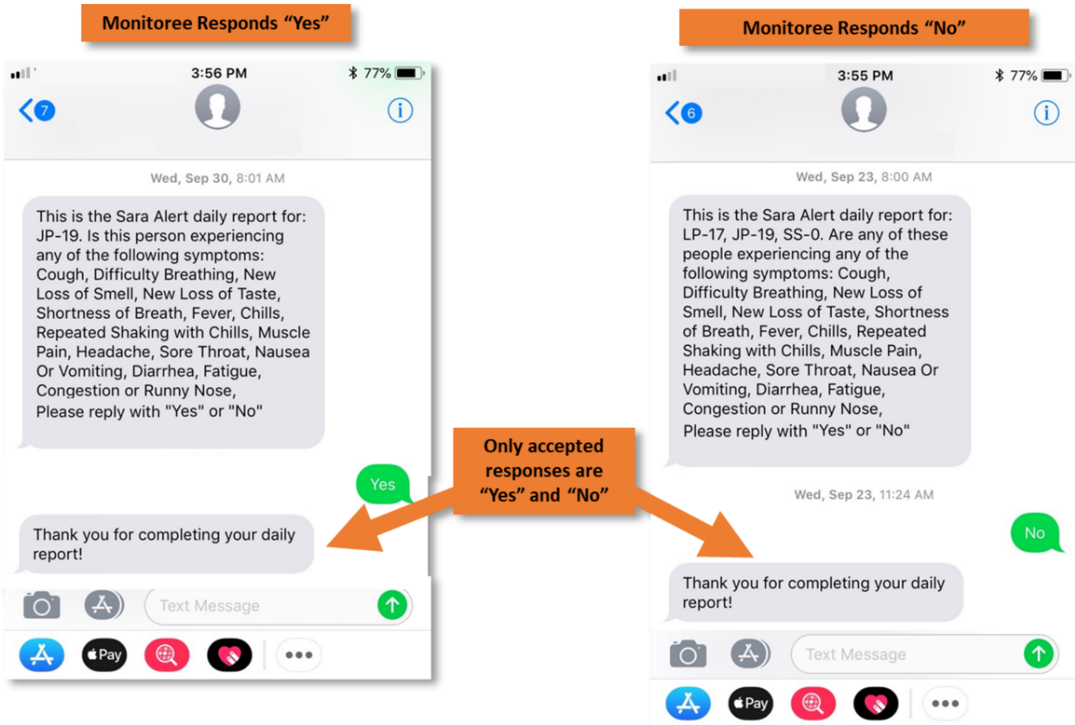


Figure 279: Valid responses to SMS-Text self reports

2) If a monitoree gives an invalid response, they will be prompted again:

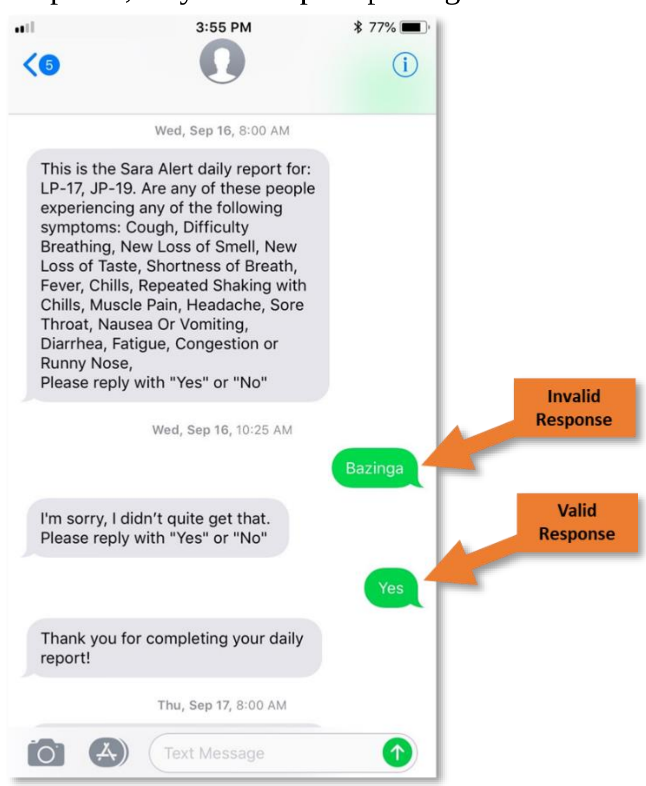


Figure 280: Invalid responses prompt a follow-up

3) If the monitoree continues to provide invalid responses and reaches the maximum number of daily report SMS response retries (4 attempts), the system will inform them they were unable to record a response.

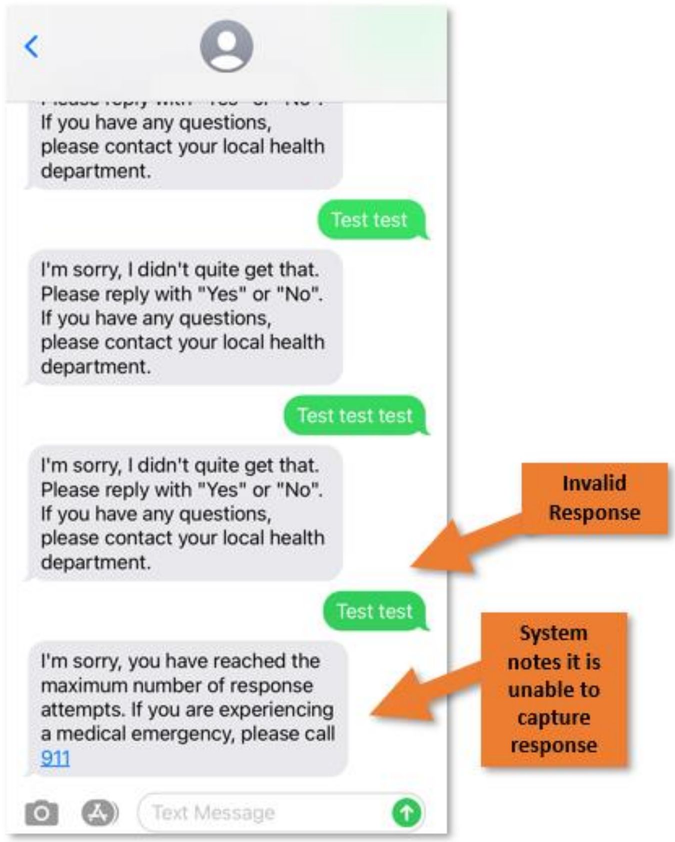


Figure 281: System notes if the monitoree reaches the maximum number of invalid retries

15.3.4 Telephone Call

Monitorees who report via Telephone Call will engage in a conversation with "Sara" an automated operator. "Sara" will first introduce herself and identify the, monitorees by initials and age:

> *"Hello, this is Sara, the automated public health assistant calling for your daily report. This is the report for:"* **[The voice will then list out the monitoree initials and ages]**

- **Single reporter (example):** *"Hello, this is Sara, the automated public health assistant calling for your daily report. This is the report for: AB, age 29"*
- **Household (example):** *"Hello, this is Sara, the automated public health assistant calling for your daily report. This is the report for: AB, age 29; JB, age 22"*

"Sara" will then list off the symptoms from the case definition. The following example is for COVID-19:

> *"Is this person* **[or, for households, "Are any of these people"]** *experiencing any of the following symptoms:[chills, congestion or runny nose, cough, diarrhea, difficulty*

breathing, fatigue, fever, headache, muscle pain, nausea or vomiting, new loss of smell, new loss of taste, repeated shaking with chills, shortness of breath, sore throat]

After "Sara" has completed listing the symptoms, she will say:

"Please reply with 'Yes' or 'No'"

At this point the monitoree should respond with either:

- "Yes"—indicating the presence of ANY symptoms that were listed in ANY of the individuals who are being monitored
- "No"—indicating the absence of ALL symptoms in ALL individuals being monitored

If the monitoree responds with "Yes" or "No", "Sara" will reply with:

"Thank you for completing your daily report! Goodbye."

If the monitoree gives **any other response**, "Sara" will prompt the monitoree for another response:

"I'm sorry, I didn't quite get that. Let's try again."

After four incorrect responses in a single contact attempt, the system will respond with the following message:

"I'm sorry, you've reached the maximum number of response attempts. If you are experiencing a medical emergency, please call 911"

At this point the monitoree will not be able to submit a report until their next day of monitoring.

Appendix A Advanced Filter Fields and Descriptions

Table A-1. Advanced Filter Fields and Descriptions

Filter Name	Type	Description	Filter Logic
Candidate to Reduce Quarantine after 10 Days	Boolean (True/False)	Set to "True" to show all records that meet CDC criteria to end quarantine for COVID-19 after Day 10 (based on Last Date of Exposure)	**True Criteria**: Record is/was on asymptomatic line list **AND** submitted an asymptomatic report on any date in the **eligibility date range** **Eligibility date range**: ([Current Date] ≥ [Last Date of Exposure] + 10 days) AND ([Current Date] ≤ [Last Date of Exposure] + 13 days)
Candidate to Reduce Quarantine after 7 Days	Boolean (True/False)	Set to "True" to show all records that meet CDC criteria to end quarantine for COVID-19 after Day 7 (based on Last Date of Exposure and most recent lab results)	**True Criteria**: Record is/was on asymptomatic line list **AND** submitted an asymptomatic report on any date in the **eligibility date range AND** has at least one lab report that meets the **lab report criteria.** **Eligibility date range:** ([Current Date] ≥ [Last Date of Exposure] + 7 days) AND ([Current Date] ≤ [Last Date of Exposure] + 9 days) **Lab report criteria**: ([Lab Result]="negative") AND ([Test type]= "PCR" OR "Antigen") AND ([Last Date of Exposure] + 5 days ≤ [Specimen Collection Date] ≤ [Last Date of Exposure] + 9 days)
Active Monitoring	Boolean (True/False)	Select "True" to show only monitorees who are not on the "Closed" line list (and "False" for the opposite).	**True Criteria:** [Monitoring Status] = "Actively Monitoring"
Address (outside USA)	Text	Enter any part of a monitoree's address to show only monitorees where that exact or partial text appears anywhere in their non-US address.	**True Criteria:** Entered text exactly or partially matches **any** of the following fields under the **Home Address Outside USA (Foreign)** Header: • [Address 1] • [Address 2] • [Address 3] • [Country] • [Postal Code] • [State/Province] • [Town/City]

Filter Name	Type	Description	Filter Logic
Address (within USA)	Text	Enter any part of a monitoree's address to show only monitorees where that text appears anywhere in their US address.	**True Criteria:** Entered text exactly or partially matches **any** of the following fields under the **Home Address Within USA** Header: • [Address 1] • [Address 2] • [County (District)] • [Town/City] • [Zip] • [State]
Age	Number	Enter an age range to show only monitorees whose current age (based on Date of Birth) is within that range.	**True Criteria:** [Current Date] – [Date of Birth] is within the specified range of years.
Assigned User	Multi-Select	Select Assigned User number(s) to show monitorees assigned to any of the selected users.	**True Criteria:** Monitoree is assigned to at least one of the selected Assigned User values.
Close Contact with a Known Case ID	Text	Enter known Case IDs (separating multiple Case IDs with commas) to show monitorees who have values in their “Close Contact with a Known Case” field that **contain** or **exactly match** the entered values.	**True Criteria:** Entered text exactly or partially matches the [Close Contact with a Known Case] field
Common Exposure Cohort Name	Text	Enter any part of a monitoree's common exposure cohort to show only monitorees where that text appears anywhere in the "Member of a common exposure cohort" field.	**True Criteria:** Entered text exactly or partially matches the [Member of a Common Exposure Cohort] field.
Continuous Exposure	Boolean (True/False)	Select "True" to show only monitorees who have Continuous Exposure selected (and "False" for the opposite).	**True Criteria:** [Continuous Exposure] = “True”
Daily Reporters	Boolean (True/False)	Select "True" to show only monitorees who are a Head of Household or not in a household in Sara Alert (and "False" for the opposite).	**True Criteria:** Monitoree is a Head of Household **OR** Monitoree is not in a household (Self-Reporter)
Email	Text	Enter an email address to show only monitorees with an email address that contains the entered text.	**True Criteria:** Entered text exactly or partially matches in the [E-Mail Address] field
Enrolled	Date Picker	Specify a date range to show only monitorees who were enrolled in that range.	**True Criteria:** [Enrollment Date] is within the specified date range
Enrolled	Relative Date	Specify a number of days in the past to show only monitorees who were enrolled on, before, or since that date.	**True Criteria:** [Enrollment Date] is within the specified date range
Exposure Risk Assessment	Select	Select a Risk Exposure level to show only monitorees who currently have that level selected.	**True Criteria:** [Exposure Risk Assessment] = Selected Value
Flagged for Follow-up	Select	Select a reason to show monitorees who currently have a Flag for Follow-up with the reason selected.	**True Criteria:** [Reason for Flag for Follow-up] = Selected Value
Household Member	Boolean (True/False)	Select "True" to show only monitorees who are in a household but are not a Head of Household in Sara Alert (and "False" for the opposite).	**True Criteria:** Monitoree is in a Household **AND** Monitoree is **NOT** a Head of Household

Filter Name	Type	Description	Filter Logic
Ineligible for any recovery definition	Boolean (True/False)	Select "True" to show monitorees in the Isolation workflow that are ineligible to meet any recovery definition, and may therefore never reach the Records Requiring Review line list	**True Criteria:** Monitoree is in the Isolation workflow, does not have both a Symptom Onset Date, and does not have a positive lab result with a Specimen Collection Date
Jurisdiction	Multi-Select	Select Jurisdiction(s) to show monitorees assigned to any of the selected Jurisdictions.	**True Criteria:** Monitoree is assigned to at least one of the selected Jurisdiction values.
Lab Result	Combination	Specify parameters for a lab result to show only monitorees who have at least one lab result that meets ALL the specified parameters. A user can specify a test type, a specimen collection date range, a report date range, and/or a result. The user can choose any combination of those four parameters to specify for a single filter.	**True Criteria**: Monitoree has at least one lab result where ALL the following (if specified by the user) are true: • [Result] matches the specified result. • [Test Type] matches the specified test type. • [Specimen Collection Date] is within the specified date range. • [Report Date] is within the specified date range.
Last Date of Exposure	Date Picker	Specify a date range to show only monitorees with a Last Date of Exposure in that range.	**True Criteria:** [Last Date of Exposure] is within the specified date range
Last Date of Exposure	Relative Date	Specify a number of days in the past or future to show only monitorees who were exposed on, before, or after that date.	**True Criteria:** [Last Date of Exposure] is within the specified date range
Latest Report	Date Picker	Specify a date range to show only monitorees whose latest report is in that range.	**True Criteria:** [Latest Report Date] is within the specified date range
Latest Report	Relative Date	Specify a number of days in the past to show only monitorees whose latest report was on, before, or since that date.	**True Criteria:** [Latest Report Date] is within the specified date range
Manual Contact Attempts	Number	Specify a number of manual contact attempts to show only monitorees who have that number of documented manual contact attempts.	**True Criteria:** The number of Manual Contact Attempts of the chosen type (Successful, Unsuccessful, or All) is within the specified range
Monitoring Plan	Select	Select a Monitoring Plan to show only monitorees who currently have that Monitoring Plan selected.	**True Criteria:** [Monitoring Plan] = Selected Value
Name (First)	Text	Enter a name to show only monitorees with a first name that contains or matches the entered text.	**True Criteria:** [First Name] contains the entered text
Name (Last)	Text	Enter a name to show only monitorees with a last name that contains or matches the entered text.	**True Criteria:** [Last Name] contains the entered text
Name (Middle)	Text	Enter a name to show only monitorees with a middle name that contains or matches the entered text.	**True Criteria:** [Middle Name] contains the entered text
Never Reported	Boolean (True/False)	Select "True" to show only monitorees who have no Sara Alert reports (and "False" for the opposite).	**True Criteria:** Number of Monitoree Reports = 0

Filter Name	Type	Description	Filter Logic
Notifications Paused	Boolean (True/False)	Select "True" to show only monitorees who have Notifications Paused (and "False" for the opposite).	**True Criteria:** Notifications are paused
Preferred Contact Time	Select	Select a Preferred Contact Time to show only monitorees who have that time selected.	**True Criteria:** [Preferred Contact Time] = Selected Value
Preferred Reporting Method	Select	Select a preferred reporting method to show only monitorees who have that method selected.	**True Criteria:** [Preferred Reporting Method] = Selected Value
Primary Contact Relationship	Multi-Select	Select Contact Relationship(s) to show monitorees with any of the selected Contact Relationships captured in their Primary Contact information	**True Criteria:** Monitoree has at least one of the selected Contact Relationship values in their Primary Contact information.
Primary Language	Select	Select a Language to show only monitorees for whom that is the Primary Language. **NOTE:** Monitorees with a "Blank" Primary Language report in English. These will not appear when filtering for "English."	**True Criteria:** [Primary Language] = Selected Value
Reported in last 24 hours	Boolean (True/False)	Select "True" to show only monitorees who have a daily report that was created within past 24 hours (and "False" for the opposite). **NOTE:** This includes reports submitted by a user.	**True Criteria:** Monitoree has a report with a timestamp in the past 24 hours
Requires Interpretation	Boolean (True/False)	Select "True" to show only monitorees who have "Requires Interpretation" selected (and "False" for the opposite).	**True Criteria:** [Interpretation Requirement] = “True”
Sara Alert ID	Text	Enter a Sara Alert ID (the last digits of the record's URL) to show only monitorees with that **EXACT** ID.	**True Criteria:** [Sara Alert ID] = Entered Value
Sent Notification in last 24 hours	Boolean (True/False)	Select "True" to show only monitorees who received a notification from Sara Alert within the past 24 hours (and "False" for the opposite).	**True Criteria:** Sara Alert successfully sent the monitoree a notification in the past 24 hours (does not include failed contact attempts)
SMS Blocked	Boolean (True/False)	Select “True” to show only monitorees who have texted “STOP” in response to a Sara Alert text message and cannot receive messages through SMS-based Preferred Reporting Methods until they text “START.”	**True Criteria:** Monitoree has the “SMS Blocked” badge in their Contact Information
Symptom Onset	Date Picker	Specify a date range to show only monitorees with a Symptom Onset Date in that range.	**True Criteria:** [Symptom Onset Date] is within the specified date range
Symptom Onset	Relative Date	Specify a number of days in the past or future to show only monitorees whose symptom onset date is on, before, or after that date.	**True Criteria:** [Symptom Onset Date] is within the relative date range
Telephone Number (Exact Match)	Text	Enter a 10-digit phone number to show only monitorees with that **EXACT** PRIMARY phone number. **NOTE:** Sara Alert ignores all non-numerical characters input into this search filter	**True Criteria:** [Telephone Number] = entered text

Filter Name	Type	Description	Filter Logic
Telephone Number (Contains)	Text	Enter a partial phone number to show only monitorees with a PRIMARY phone number that CONTAINS the entered number. NOTE: This field accepts numbers only. **DO NOT** enter non-numerical characters.	**True Criteria:** [Telephone Number] contains entered text
Unenrolled Close Contact	Boolean (True/False)	Select "True" to show only monitorees who have at least one person listed in their record's Close Contact table who is not enrolled in Sara Alert. Select "False" to show only monitorees where there are no people listed in their record's close contacts table who are not enrolled in Sara Alert (including monitorees with no one listed in their Close Contacts table).	**True Criteria:** Monitoree has at least one contact in their record's Close Contact table who is not currently enrolled in Sara Alert.
Vaccination	Combination	Specify parameters for a vaccination to show only monitorees who have at least one vaccination that meets ALL the specified parameters. A user can specify a vaccine group, a product name, an administration date, and/or a dose number. The user can choose any combination of those four parameters to specify for a single filter.	**True Criteria**: Monitoree has at least one vaccination where ALL the following (if specified by the user) are true: • [Vaccine Group] matches the specified group. • [Product Name] matches the specified product name. • [Administration Date] is within the specified date range. • [Dose Number] matches the specified dose number.

Appendix B Advanced Filter Operator Description

Table B-1. Advanced Filter Fields and Descriptions

Operator Name	Type	Description
Today	Relative Date	The current calendar day in the user's time zone.
Tomorrow	Relative Date	The next calendar day in the user's time zone.
Yesterday	Relative Date	The previous calendar day in the user's time zone.
In the Past	Relative Date	The selected number of past days, weeks, or months and up to and including the current date. For data elements that are time stamped by the hour and minute, the filter will return records up to the current date and time. For all other date elements, the filter will return records through the current date.
In the Future	Relative Date	Returns records from the current date and selected number of future days, weeks, or months. For data elements that are time stamped by the hour and minute, the filter will return records from the current date and time going forward. For all other data elements, the filter will return records through the current date.
Within	Date	Within selected calendar dates, including the selected dates
Before	Date	Before the selected date, not including the selected date
After	Date	After the selected date, not including the selected date
Less Than	Number/Relative Date	Less than, but not including the entered value
Less Than or Equal To	Number	Less than the entered number, including that number
Equal To	Number	Exactly the entered number
Greater Than or Equal To	Number	Greater than the entered number, including that number
Greater Than	Number/Relative Date	Greater than, but not including the entered value
Between	Number	Between the entered numbers, including those numbers
Blank (appears as no text)	Date, Combination	Blank. Choosing this option will filter for records where the field is blank.

Appendix C "Stickiness" of Monitoring Dashboard Filters, Searches, and Settings

In table below: "Yes" = Dashboard setting (row) is preserved ("sticks") after the action (column) is performed; "No" = Setting is not preserved.

Table C-1: Dashboard Setting "Stickiness" by User Actions

Dashboard Setting	Navigate to a monitoree's record + click "Return to Dashboard"	Perform a Bulk Action	Refresh the page	Enroll new Monitoree, then click "Return to Dashboard"	Navigate to Analytics or Admin Dashboard, then back to Monitoring Dashboard	Change line lists in same workflow	Navigate to the other workflow
Line List Symptomatic 6 Non-Reporting 18 Asymptomatic 0	Yes	Yes	Yes	Yes	Yes, only if user started from the Exposure Workflow	N/A	N/A
Jurisdiction Filter Jurisdiction USA, State 1 All Exact	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Assigned User Filter Assigned User 21 All None	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Search Terms Search Steve	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Applied <u>Saved</u> Advanced Filter Advanced Filter SavedFilter	Yes	Yes	Yes	Yes	Yes	Yes	Yes
# Entries displayed per page Show 25 Displaying 6 out of 6 rows.	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Column Sort Monitoree Jurisdiction Assigned User State/Local ID	Yes	Yes	Yes	Yes	Yes, only if user started from the Exposure Workflow	Yes, if new line list contains the column	No
Current page number viewed Previous 1 2 Next	Yes	Yes	Yes	Yes	Yes, only if user started from the Exposure Workflow	No	No
Applied <u>Unsaved</u> Advanced Filter Advanced Filter untitled	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Appendix D Unsuccessful Report History Items

This table describes History Error Details that may be specified for “Unsuccessful Report Reminder” history items. The accuracy and specificity of the error details is dependent on information provided by the phone carrier.

Table D-1: Error Detail Descriptions for SMS or Telephone Reporting Methods

History Error Details	Description	Recommended Action
Invalid recipient phone number.	This error occurs when the monitoree’s phone number is incorrectly formatted.	Review the monitoree’s telephone number and ensure it includes 10 digits and the correct area code.
Recipient phone number blocked communication with Sara Alert.	This error occurs when the monitoree or a monitoree’s HoH has texted “STOP” to block texts from Sara Alert.	Refer to your jurisdiction’s guidance for monitorees who block Sara Alert. The monitoree will not be able to receive automated reports from Sara Alert until they text “START” to Sara Alert.
Recipient phone number is in an unsupported region.	This error occurs when the monitoree’s phone number is from a region Sara Alert does not operate in (ex: Antarctica).	If the monitoree plans to remain in the unsupported region for their monitoring period, change their Preferred Reporting Method to E-mailed Web Link.
Recipient phone is off or otherwise unavailable. The system will retry in an hour if it is still in monitoree’s preferred contact period.	This error occurs if the monitoree’s phone was turned off or did not have sufficient signal to receive a notification when Sara Alert tried to contact them.	If error reoccurs frequently, ask monitoree if their phone can be turned on and receive calls and messages during their preferred contact time. If not, consider changing Preferred Reporting Method to E-mailed Web Link.
Recipient may have blocked communications with Sara Alert, recipient phone may be unavailable or ineligible to receive SMS text messages.	This error may occur if: 1. The monitoree has manually blocked Sara Alert’s telephone number through their phone settings. This method of blocking Sara Alert is different from when a monitoree texts “STOP” and blocks Sara Alert by unsubscribing to our messages. 2. Monitoree’s phone does not have sufficient signal	1. Ask monitoree to unblock Sara Alert through their phone settings or switch Preferred Reporting Method to E-mailed Web Link. Because the monitoree has blocked messages through settings, texting “START” will not restart their notifications. 2. If the monitoree’s phone cannot receive messages during their preferred contact time, switch Preferred Reporting method to telephone call via landline or E-mailed Web Link.

History Error Details	Description	Recommended Action
	3. The phone is unable to receive SMS texts	3. If phone is a landline or otherwise unable to receive SMS texts, switch Preferred Reporting Method to telephone call or E-mailed Web Link.
An unknown error has been encountered by the messaging system.	This error occurs when Sara Alert receives a very generic error from the phone carrier with no further details.	If error occurs frequently: 1. If the monitoree's phone cannot be turned on and receive calls or messages during their preferred contact time, switch Preferred Reporting Method to telephone call via landline (if appropriate) or E-mailed Web Link. 2. If the monitoree is using a phone that is roaming off network, this may disrupt delivery of messages. Change Preferred Reporting Method to either a different phone number that is not roaming off network, or to E-mailed Web Link.
Recipient phone number may not exist, the phone may be off, or the phone is not eligible to receive SMS text messages.	This error occurs if the monitoree's phone number was never or no is longer in service, does not have sufficient signal to receive messages, or has a phone that cannot receive SMS texts.	If the monitoree confirms their phone number is no longer in service or cannot receive SMS texts during their preferred contact time, update the record with an alternative phone number or change Preferred Reporting Method to E-mailed Web Link.
Recipient phone number may not eligible to receive SMS text messages, or carrier network may be unreachable.	This error may occur if the system attempts to send an SMS text to a landline or an unreachable carrier.	If the monitoree is using a landline, change Preferred Reporting Method to telephone call, or use an alternative phone number that is eligible to receive SMS text messages.
Message has been filtered by carrier network.	This error occurs if Sara Alert's message or call was blocked by the monitoree's phone carrier.	Please contact the Sara Alert Help Desk with the Sara Alert IDs of the monitorees and the associated phone numbers. Please do not send any other identifying information to the Help Desk. Our technical team can help investigate. While we investigate, change "Preferred Reporting Method" to E-mailed Web Link for the monitoree to continue to receive notifications.

This table describes History items with the “Report Email Error” tag.

Table D-2: History Descriptions for E-mailed Web Link Reporting Methods

History Error Details	Description	Recommended Action
Error Details are not available for the Preferred Reporting Method of E-mailed Web Link.	This error occurs when an unspecified error (e.g., general network error) occurs when the system attempts to send a report via the E-mailed Web Link Preferred Reporting Method that is beyond a user’s control.	If error occurs frequently, change to an alternative Preferred Reporting Method. Note that an invalid or blank email address will not trigger this type of history item.