

MAKING CONTACT:

A Training for COVID-19 Case
Investigators and Contact Tracers

THE STEPS FOR COVID-19 CASE INVESTIGATION

Case investigation involves identifying and supporting patients with confirmed or probable COVID-19. The steps involved in case investigation for COVID-19 are outlined below.

1



Case Identification and Prioritization

After receiving a report of a confirmed or probable case from a laboratory or healthcare provider, the health department opens an investigation. In general, all confirmed and probable cases should be investigated, but there may be situations where certain cases are prioritized for investigation. Health departments will determine which cases to prioritize based on local factors and considerations around how best to slow the spread of infection and protect populations at risk.

2



Rapid Notification of Results

Individuals should be notified that they have a confirmed or probable COVID-19 infection as soon as possible—preferably within 24 hours of the initial case report. This generally will be done by a healthcare provider or someone working at the health department, such as the Case Investigator.

3



Case Interview

During the interview, the Case Investigator will provide instructions on isolation and how to monitor symptoms and get medical care, if needed. The Case Investigator will identify resources or services that might be needed to help the case successfully isolate and will also ask the case to provide information on close contacts who might have been exposed to infection (i.e., “contact elicitation”).

4



Case Follow-Up and Medical Monitoring

Cases will be monitored daily to collect information on their symptoms. Monitoring can usually be done through text, telephone calls, or video conferencing. In some situations, there may not be enough Case Investigators to reach out to each case daily. In these situations, the case might be asked to monitor their own symptoms and communicate with the health department if they experience new or more severe symptoms.

5



Additional Case Follow-Up

Additional follow-up may be needed for cases moving from one setting to another (for example, from a hospital or correctional facility to another setting). In these situations, the Case Investigator will assess the person's new living situation to find out if the person needs any resources or services to help them successfully follow isolation guidance.

6



Case Close Out

The decision to end isolation takes into account a series of factors, such as the case's test results, symptoms, and work setting.

Adapted from the CDC web page "[Investigating a COVID-19 Case.](#)"

