

## Daily Checklist for ARIAS Users

### About this document:

This is a daily checklist for ARIAS contact tracers. This checklist can help organize tasks that are repeated across multiple days.

### Beginning of Shift

- Review your list of assigned contacts.

**NOTE:** Use the **My Active Contacts** view to see your full list. If there's anything new or unexpected, you can review the audit history (accessible from the Related tab on a contact record) to see who assigned you this contact or made changes to it.

- Identify any contacts receiving texts or emails who have become symptomatic since your last shift.

**NOTE:** Check the "My Active Assessments with Symptoms" system view to see all assessments with one or more symptoms reported by active contacts assigned to you.

**NOTE:** Check the **My Contacts with Symptoms** view to see all contacts who have reported one or more symptoms at any time during monitoring. Check the **My Recently (48h) Symptomatic Contacts** to see all contacts who have had symptoms within the last two days.

Depending on your role and your county workflow, you may need to:

- reassign all these contacts to a case investigator for follow up.
- call and encourage or arrange testing for those with only one symptom.
- transfer those with two or more symptoms to OPERA and begin case investigation.

**NOTE:** It is a best practice to make a note in the **Additional Notes** field if you call a contact to refer to testing. This way the call is not duplicated by yourself, or a colleague if you are out sick or absent the next day.

- Make your initial call for any contacts you haven't reached yet.

**NOTE:** Check the **My Contacts Not Contacted** to identify any new contacts or individuals you have not yet reached. You may need to sort by the **3rd contact attempt** column to separate out those who have been lost to follow up.

**NOTE:** If you update the name, contact information, or **REAL-D** fields, change the **Opera Update Needed** field to Yes.

- Turn off monitoring for anyone who has completed their quarantine.

**NOTE:** In the **My Active Contacts** view, sort the **End of Quarantine** column to find any active contacts who finished quarantine.

- Make your daily symptom check-in calls.

**NOTE:** In the **My Active Contacts** view, filter by **Monitoring Status** = *Monitoring* and **Preferred Method of Contact** = *Phone* to see a list of those who require daily check-in calls.

- Review your contacts receiving automated texts and emails. Look for folks who have stopped responding.

**NOTE:** Texts and emails will generate a new assessment daily. The symptom answers will be *No* and the **Assessment Completion Status** will be *Attempted* until the contact responds to and completes the survey.

**NOTE:** In the **My Active Contacts without Recent Assessments** view, review the **Last Assessment Date** column. The **Last Assessment Date** shows the last time your contacts filled out a survey assessment. You may have an action if contacts have not responded to their text/email survey today or yesterday.

Depending on your agency protocol, you may need to:

- call these people and/or
- reach out to their emergency contacts.

**NOTE:** In the **My Opted Out Active Contacts** view, you will see any contacts who selected **No, I do not want to participate.** in their automated text or email survey. They will remain active until you manually deactivate them.

## End of Shift Wrap-Up

- Check again for symptomatic contact.

**NOTE:** While you were working today, some of your contacts may have responded to automated text and emails and now have symptoms.

- If you're going on vacation or will be off the next day, reassign all your contacts to another contact tracer or someone else as designated by supervisor.

You can get this document in other languages, large print, braille, or a format you prefer.

Contact the Coronavirus Response and Recovery Unit (CRRU) at 503-979-3377 or email [CRRU@dhs.ohsa.state.or.us](mailto:CRRU@dhs.ohsa.state.or.us). We accept all relay calls, or you can dial 711.

## Daily Checklist for ARIAS Power Users

### About this document:

This is a daily checklist for ARIAS contact tracers. Checklist can help organize tasks that are repeated across multiple days.

Beginning of Shift:

- Review the newly imported contacts.

**NOTE:** make sure the import includes all the contacts you expected (and no additional contacts). If there are problems with the export, you can contact [ARIAS.Support@dhsosha.state.or.us](mailto:ARIAS.Support@dhsosha.state.or.us).

- Look for duplicates and resolve them.

**NOTE:** Change **Automated Monitoring** to *No*. Change **Monitoring Status** to *Marked for deduplication*. This should inactive the duplicate contact.

- Check the jurisdiction field for inconsistencies or contacts that need to be reassigned to other jurisdictions.

**NOTE:** This could include county-to-county transfers that didn't occur in OPERA before the transfer, or contacts that should be re-assigned to a tribe.

- Check for contacts that do not have contact information or end of quarantine dates.

**NOTE:** This needs to be assigned to a case investigator or other designated staff person who can follow up and gather more information before it is assigned to a contact tracer.

- Assign contacts to contact tracers.

**NOTE:** You can review the **Language** fields to assign to designated bi-lingual staff.

**NOTE:** You can sort by **Address** and **Phone Number** to assign household contacts to the same contact tracer.

**NOTE:** You can review **My Team's Active Contacts** view to see all contacts assigned to your team.

- Check the **Opera Update Needed** system view.

**NOTE:** This view will highlight any contacts who have updated name, contact information, or REAL-D fields. You can manually update the person record in OPERA to save time if/when the contact has future re-exposures or becomes a presumptive case. Then change the **Opera Update Needed** field to *No*.