Oregon Health Authority

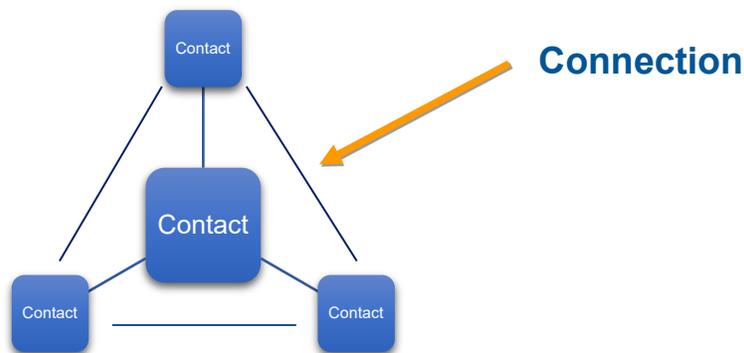# ARIAS Household Connections

Contents

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When Should You Use Household Connections?

Household connections are links between two contacts who live together and share a form of contact such as a phone or address. This includes a parent with young children, where you ask the parent if they or their children have developed symptoms. This also includes adult roommates who share a landline phone and do not have individual cellphones, at which either may answer the phone first and hand the phone to the next contact.

The benefit of household connections is it improves ease of use and saves time while you are on the phone. When household connections are set up, every household member is listed in the **Connections** tab of every household member's contact record. From the **Connections** tab, click on a name to navigate to their contact record in ARIAS. If household connections are not set up, you need to remember which contacts should be discussed on the same call, if any. Then, you must return to your home screen and scroll or search to find the next contact.

However, setting up household connections can be cumbersome for larger households. Household connections are links between two contacts. For a household of two you would need one connection. For a household of three, you would need to create three household connections to link all contacts. For a household of four, you need to create six household connections to link all the contacts. For larger households, you need increasing numbers of household connections.

NOTE: Household connections are not recommended for all contacts. These connections are not helpful for adult roommates if they have individual phone numbers. Also, household connections are not helpful for any contacts using automated monitoring or otherwise not being called over the phone daily. Additionally, household connections are less helpful in complex households, such as a child of divorced parents with shared custody with the child alternating households throughout their quarantine period.

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How to Identify Contacts in a Shared Household

Identify households by reviewing the *Address*, *Phone* and *Email* columns in **My Active Contacts** system view. You can also review the *Last Name* column; however, it is less likely to be helpful.
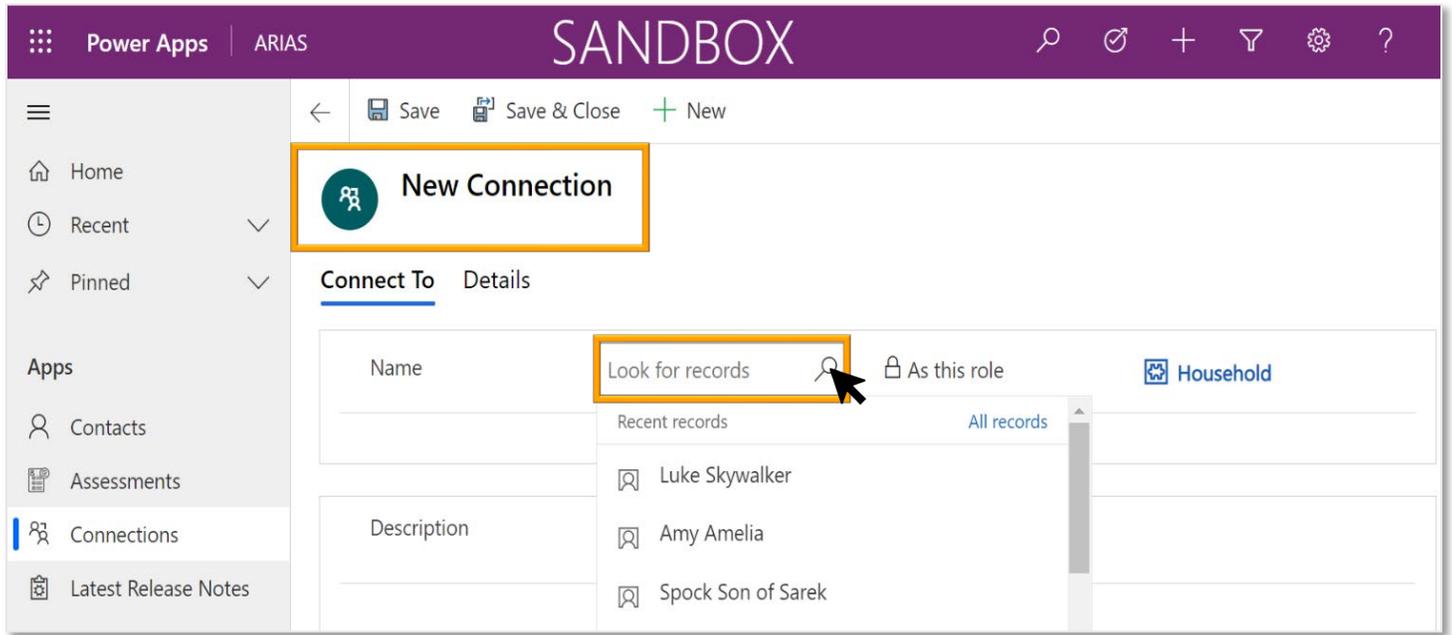

How to Create Connections Between Household Contacts

ARIAS does not automatically reference or notify you when multiple contacts live in a shared household. For example, ARIAS will not notify you if a parent with young children are all under monitoring. In this example, the contacts should be monitored together and discussed in one daily phone call to the parent. Household contacts can be identified using connections in ARIAS. To connect household members together or view existing connections:
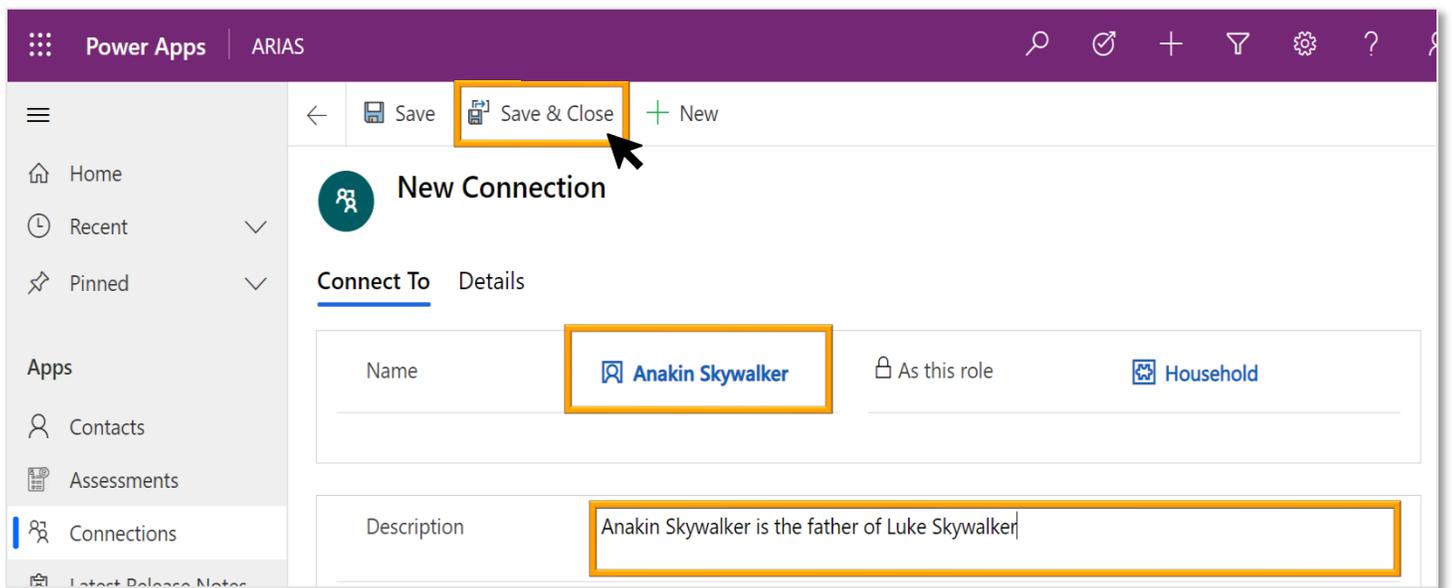
1. From the **Contacts** screen, click the **Connections** tab. This will show any current household connection for this contact. To add a new connection, click **+ New Connection**.
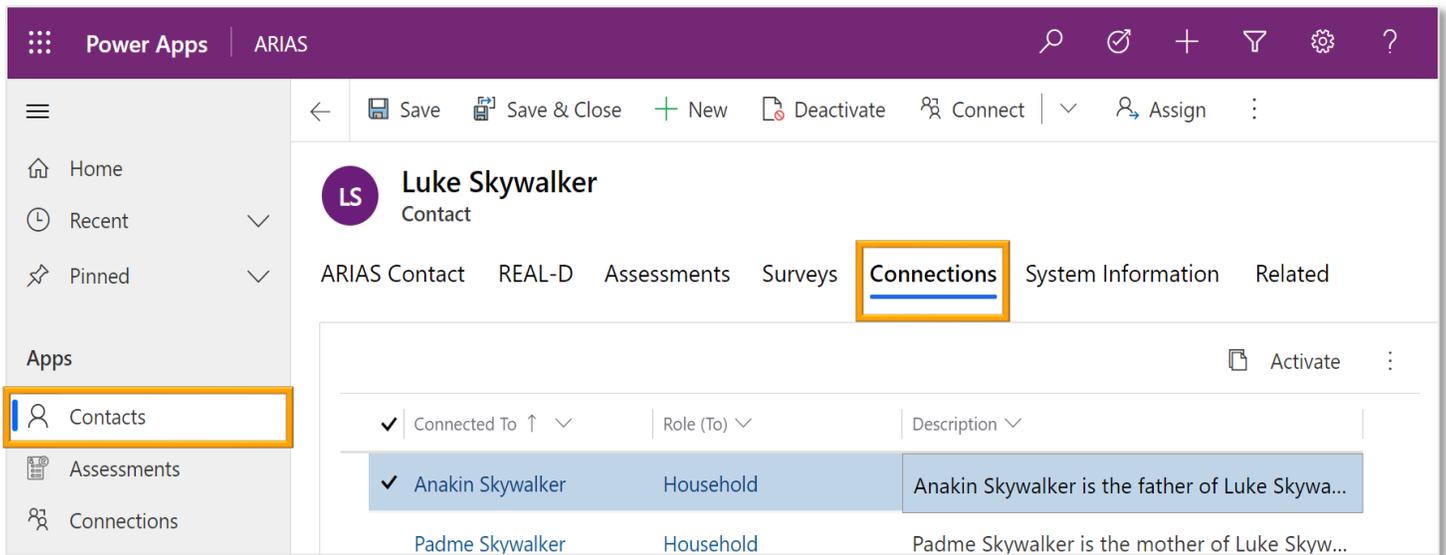
2. This will open the **New Connection** screen. Click in the search box next to **Name** to find the household members.

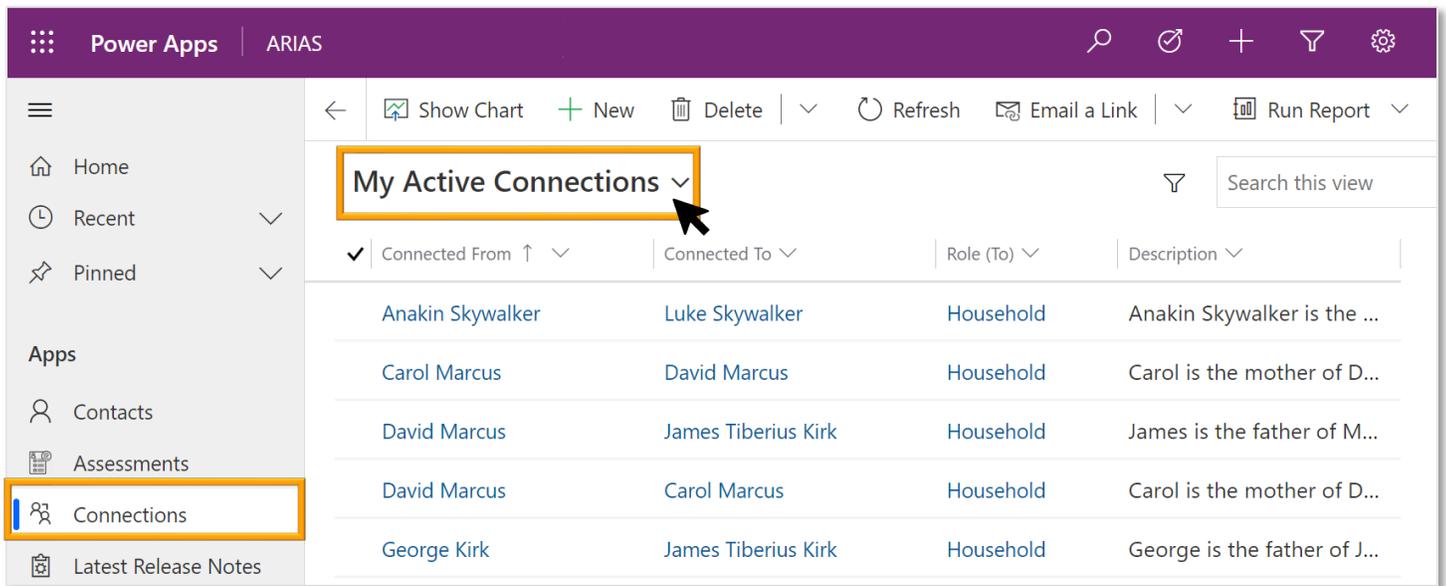3. When you have entered the name and a description of the connection, click **Save and Close**.

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4. Your new connection will be viewable from either contact record.

5. Click on **Connections** in the left navigation menu to see a list of all connections between active contacts assigned to you.

NOTE: Connections are links between <u>two contacts</u>. When multiple contacts are connected, they will only be connected in pairs, <u>not as a shared connection</u>. You will need to create a new connection for each pair of contacts. For example, to connect three contacts, you will need to create three connections. To connect four contacts, you will need to create six connections, and so on for larger households.

NOTE: To identify new household connections in your contacts, sort each of the *Address*, *Phone*, and *Email* columns on your **My Active Contacts** view. If two contacts share any one of these fields, they may be household contacts. If confirmed, record their household status in a connection and the notes field of each contact record for future reference.

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