

TO ARPHS CCM Teams, Other PHUs

FROM Operations IMT

DATE 13 October 2021

SUBJECT **REVISED** Important Process change: uncontactable cases and contacts within Auckland region

ANNEXURE B

Summary

Making initial contact with cases and contacts is important and the following process has been updated to manage public health risk and CCM team workload:

- For Māori, Pae Ora team (email: [REDACTED]) is engaged from the outset, and prior to any Police engagement. Pae Ora team to coordinate any Community Outreach/Pae Ora Mobile Team referrals and cc ARPHS Ops.
- For Pasifika, consider early engagement of Pasifika team (email: [REDACTED]), and prior to any Police engagement. Pasifika team to coordinate any Community Outreach referrals and cc ARPHS Ops.
- CCM teams make 3 attempts to contact any case or contact before escalating to ARPHS Ops, but only after engagement with and/or follow-up by Pae Ora or Pasifika teams as appropriate.
- If a case remains uncontactable 48-72 hours after engagement of Pae Ora or Pasifika teams and involvement of the Police then those cases who remain uncontactable will no longer be actively followed up by the CCM team/ARPHS.
- If a disease contact (DC) remains uncontactable 72 hours after engagement of Pae Ora or Pasifika teams and involvement of the Police then those contacts who remain uncontactable will no longer be actively followed up by the CCM team/ARPHS.
- A case is asked a maximum of 3 times to obtain the names/DOBs of their close contacts (CCs). After this they are given the option to self-notify their CCs (CCM Team can provide information that the case can use).
- If Police locate a case after the case has been deemed uncontactable and this is within **21** days of the test date then the CCM Team attempts to re-engage with the case.

- If Police locate the DC after the DC has been deemed uncontactable and this is within **14** days of last known exposure/notification and the DC is asymptomatic then the CCM Team attempts to re-engage with the DC.

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Streamlined timeline/checklist:

- Case notified.
- Within 1-4 working hours – CCM team makes 3 attempts at contact.
- If no contact – CCM team refers to Pae Ora Kaimanaaki and Pasifika team.
- If no contact within 24 hours post case notification – CCM team completes Community Outreach and Police Follow-up Form.
- Following receipt of Police report – ARPHS Ops liaises with Pae Ora leadership and CCM team or Pasifika team to decide on whether a mobile outreach required.
- If mobile/outreach required – Pae Ora Mobile Team and Pasifika Team outreach given 72 hours to make contact.
- If still no contact – no further action is taken (unless significant public health risk identified).

Please note, that if this process identifies significant issues of public health risk (beyond being a noncontactable case), Pae Ora Mobile Team and Pasifika Team to discuss with ARPHS Ops regarding potential Police involvement and a joint decision is made alongside the Medical Office of Health.

Process: Case is unable to be contacted around time of notification

1. CCM team makes **3 attempts only**, including varying time of call/text, exhausting alternative contact details (ask the SSOs for help), and email **within 4 working hours of initial notification**, e.g. phone contact, then text, then email
 - Check RCP to confirm individual isn't hospitalised or in ED
 - Using NCTS to find GP contact details (to source alternative family phone numbers): Case details: Use the "get enrolment" icon: this pulls the GP into the circle of care
2. If no contact after **4 working hours for cases (depends on time of day notification received)**, CCM team ensures Pae Ora Kaimanaaki or Pasifika teams have had a sufficient opportunity to engage, including recommending/coordinating referral to Pae Ora Mobile Team/Community Outreach.
3. If still no engagement after 24 hours, CCM Team fills in the [Community Outreach and Police Follow-up form](#) and sends to ARPHS Ops for immediate action to communicate with Police to provide intel on other means to contact. This process requires ARPHS Ops to forward the completed Police intel involvement request ([Community Outreach and Police Follow-up form](#)) to Police SPOC 8am (0800) to 8pm (2000) 7 days on-site at ARPHS via email [REDACTED] and office cell: 022 680 1441 (if urgent). ARPHS Ops should engage with Police SPOC as early as possible and preferably within business hours so that any requests can be responded to quickly. CCM team to save the email request and form in Case file.
4. ARPHS Ops liaises with Pae Ora leadership and CCM team or Pasifika team to decide on whether a mobile outreach required.
5. Pae Ora Mobile Team/Community Outreach is provided within 72 hours.

6. CCM Team makes a further attempt to contact the case based on Pae Ora/Pasifika/Community Outreach and/or Police intel if available; or if 72 hours after engagement of Pae Ora or Pasifika teams deems case as uncontactable and no further action is taken (if not significant public health risk has been identified beyond being a non-contactable case). A note in NCTS summarises attempts to contact the case and notes that “Case is uncontactable and not actively being followed up by ARPHS”.

Process: Disease contact (DC) is unable to be contacted around time of notification

1. CCM team makes **3 attempts only**, including varying time of call/text, exhausting alternative contact details (ask the SSOs for help), and email **within 24 hours of initial identification**, e.g. phone contact, then text, then email
 - Check RCP to confirm individual isn’t hospitalised or in ED
 - Using NCTS to find GP contact details (to source alternative family phone numbers): click the “Get NES” (National Enrolment System) icon on NCTS, which will provide GP contact details 2.

If no contact after **24 hours for DC**, CCM Team:

- i. Escalate to finders service
- ii. Ensures Pae Ora or Pasifika teams have had a sufficient opportunity (a further 24 hours) to engage including recommending/coordinating referral to Pae Ora Mobile Team/Community Outreach
3. If no contact after **48 hours for DC and above completed**, CCM Team fills in the [Community Outreach and Police Follow-up form](#) [link to draft](below) and sends to ARPHS Ops for immediate action including further engagement with Pae Ora and Pasifika teams (if not already involved) to coordinate outreach and Police to locate/provide more intel on how to contact. CCM team to save the email request in DC file.
4. ARPHS Ops considers using Community Outreach and liaises with Pae Ora or Pasifika teams to coordinate as appropriate and/or direct to Police to locate if advised by Pae Ora or Pasifika teams as appropriate.
5. Pae Ora Mobile Team/Community Outreach initiated and/or ARPHS Ops forwards the completed Police involvement request ([Community Outreach and Police Follow-up form](#) [link to draft]) to Police SPOC 8am (0800) to 8pm (2000) 7 days on-site at ARPHS via email [redacted] and office cell: 022 680 1441 (if urgent). ARPHS Ops engages with Police SPOC as early as possible and preferably within business hours so that any requests can be clarified.
6. When ARPHS Ops receives reply from the Police/Pae Ora/Pasifika/Community Outreach, ARPHS Ops will feedback to CCM PHN leads.
7. CCM Team makes a further attempt to contact the DC based on Pae Ora/Community Outreach/Police information if available; or disease contact (DC) remains uncontactable 72 hours after engagement of Pae Ora or Pasifika teams and involvement of the Police then those contacts who remain uncontactable will no longer be actively followed up by the CCM team/ARPHS. A note in NCTS summarises attempts to contact the DC and notes that “DC is uncontactable and not actively being followed up by ARPHS”.
8. If Police locate the DC after the DC has been deemed uncontactable and this is within **14** days of last known exposure/notification and the DC is asymptomatic then the CCM Team attempts to re-engage with the DC.

Community Outreach / Police request form – uncontactable case/contact (saved [here](#) – to be added to CCM toolkit)

Name of the person to locate	
Category	<input type="checkbox"/> Case <input type="checkbox"/> Close contact
DOB	
NHI	
Case/Contact phone details	
Known street address	
Exposure event location	Location if known for contacts
Other information might be useful to locate the individual (what has been done so far)	E.g. Case/contact uncontactable after 3 attempts and using all known contact details
Pae Ora/Pasifika involvement	Brief summary of any involvement of Pae Ora or Pasifika teams
Action for Community Outreach / Police	<input type="checkbox"/> Identify alternative contact details and provide back to ARPHS operations for follow up. OR <input type="checkbox"/> Locate and contain case/contact and transport to MIQF. OR <input type="checkbox"/> Locate individual and provide the following information (face to face): <input type="checkbox"/> Ask the person to safely isolate immediately <input type="checkbox"/> Ask to get a swab immediately (testing centre location attached) <input type="checkbox"/> Ask if they have any COVID-19 symptoms <input type="checkbox"/> Identify any Manaaki need for isolation (food, accommodation, testing difficulty etc), please specify: <input type="checkbox"/> If the person has any questions, they contact ARPHS on 09 623 4600
ARPHS contact	<Name, email and phone of ARPHS contact/s for next 2-3 days> Cc: [REDACTED]
Community Outreach or Police feedback	

Please advise ARPHS Ops of the visit outcome as soon as possible, via

ARPHS Emergency Operations (ADHB) [REDACTED] or 021 199 6775