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GovConnect™
Contact Tracing and Tracking

GovConnect Contact Tracing and Tracking (CTT), built on Salesforce Service Cloud, enables modern public health case investigation, health monitoring, contact tracing, and contact monitoring. GovConnect integrates with existing disease surveillance systems to rapidly stand-up highly scalable contact centers and to automate workflows through self-service mobile experiences and omni-channel communications.

FEATURES

Case Investigation and Support
Robust tracking of confirmed and suspected cases through dynamic automated workflows. Integrated capability to offer wraparound supports and isolation resources to individuals.

Contact Tracing and Tracking
Potential exposures are elicited from confirmed positive cases and can be routed to contact tracers to urgently conduct both automated and manual outreach to limit the spread of the disease.

Integrated Call Center Operations
Scalable role management to provision secure profiles for both department of health users along with any call center staff onboarded to handle surging case counts.

Network Analysis & Advanced Analytics
Demographic and geographic tracking of disease metrics to inform broader jurisdictional strategies to respond to changing conditions as identified cases grow or decline.

Testing Process Analysis
Business process support to streamline the incoming flow of data from lab feeds or testing centers to reduce the end-to-end timeframe between a positive test result and the quarantine of exposed contacts.

Public Health Ecosystem Integration
Connectors with other public health systems to share data and build a complete picture of an individual's public health interactions. This includes Public Sentiment & Trust Campaigns, full Disease Surveillance, and Immunization Registry and Vaccine Management integration points.

BENEFITS

- Offers Integrated Cybersecurity and Privacy, enabled by Deloitte Cyber
- Enables 'opt-in' communication, enabling users to self report.
- Provides a comprehensive view of network and can incorporate data and trend modeling.
- Offers public health insights to guide strategy and policy from health officials
- Virtual interactions speed up responses to cases and reduce the need for field staff
- Integrated contact center functionality supports case-based follow-up if needed
- Reduces manual effort by incorporating process automation.
- Reduces burden of data collection for health staff and improves accuracy of self-reported data.

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