

Contact Tracing: What you need to know

October 23, 2020

Contact Tracing is an epidemiological tool used to track and limit the spread of the disease. This document describes the contact tracing process.

Contact Tracing Process

A contact tracer is a public health worker who attempts to identify all people who were exposed to someone with COVID-19

- **People who test positive will be contacted by text message from a contact tracer.** The contact tracer will use this text number: **1-225-396-5385**.
- The **phone number that will appear** when the contact tracer calls is **877-766-2130**. You can save this to your phone's recognized contacts.
- The contact tracer will **ask questions** about the person's health status, where they have traveled, who else they have been in contact with during the time the person was contagious.
- The contact tracer then **notifies any close contacts** that they have been exposed to the virus.
- Contact tracers will **advise the close contacts** to stay home, monitor their symptoms, and may advise them to get tested.
- They will also try to **link the person who tested positive to important health and social services** that might be needed while they are required to stay at home.
- The contact tracer will also try to **link the close contacts** to important health and social services (that they may require to stay home).
- To **protect privacy**, those who are called by a contact tracer are only informed that they may have been exposed to the virus on a certain date; they are not told the identity of the person who may have exposed them.

Who are close contacts?

A close contact is a person who was within 6 feet of an infected person for at least 15 minutes during a 24-hour period starting from 48 hours before illness onset until the time the infected patient is isolated.

Steps to take if you have possible or confirmed COVID-19

- **Stay home** from work and school. And stay away from other public places
- **When at home**, stay in a specific room and away from others, and use a separate bathroom
- **Cover** your cough and sneezes
- **Monitor** your symptoms
- **Get rest** and stay hydrated
- **Wash your hands** often with soap and water for at least 20 seconds or use a hand sanitizer that contains at least 60% alcohol
- **Avoid sharing** personal items with other people in your household



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- **Clean** all surfaces that are touched often, like counters, tabletops, and doorknobs. Use household cleaning sprays or wipes according to the label instructions
- If you have a **medical appointment**, call your healthcare provider and tell them of your COVID-19 status
- **Call 911 for medical emergencies** and alert them that you have or may have COVID-19