

Virtual Agent Survey Example

What an index fills out when able to receive the VA Survey



- Step 1: Index receives a text message



- For Spanish speaking indexes, replying to the text message with “2”

Por favor ingrese su fecha de nacimiento y código postal para confirmar su identidad.

Nombre: null

Código postal (e.g. 94601) *Requerido*

Código postal

Fecha de nacimiento (MM/DD/YYYY) *Requerido*

Fecha de nacimiento

Continuar

8:45 LTE

AA uiuat.srv3-va.com

Please enter your date of birth and your zip code to confirm your identity.

Name: Melissa

ZIP Code (e.g. 94601) *Required*

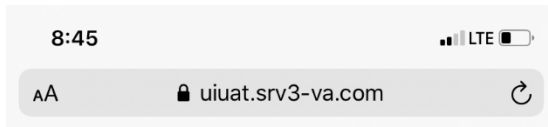
12345

Date of Birth (MM/DD/YYYY) *Required*

01/20/1995

Continue

- Step 2: Confirmation of ZIP Code and Date of Birth



Welcome, Melissa, thanks for providing that information.

7 Jan - 8:44 AM



The Fresno Department of Public Health is working hard to slow the spread of COVID-19. You can help us by answering a few very important questions. The answers you give will help us protect you, the people in your house, and your community. And your answers will also help us learn how COVID-19 is spreading in our area.

We won't ask for your Social Security Number, income, credit card information, passwords, or immigration status. Information you share is kept confidential by California's strict privacy laws.

'View Privacy Policy' - this allows you to view details of your privacy rights and use of information.

'Continue' - start the questions.

Continue

View Privacy Policy

7 Jan - 8:44 AM

Continue



7 Jan - 8:46 AM



You have tested positive for COVID-19. This virus is very contagious so it is important to keep it from spreading to others. We will give you information that will help you protect the people around you.

You should isolate (separate yourself) from other people for at least 10 days from the date when your symptoms started (or since your test date if you did not have symptoms). The time you need to stay separated from other people ("self-isolated") may need to be longer if you're still having symptoms.

Self-isolation Instructions

7 Jan - 8:46 AM



Are you able to safely self-isolate at home, away from others?

Yes, I can self-isolate at home

No, I can't self-isolate at home

7 Jan - 8:46 AM

- Step 3: County Introduction and Privacy

- Step 4: Notification of testing positive for COVID-19 and instructions to isolate

- Step 5: Able to isolate asked

You should isolate (separate yourself) from other people for at least 10 days from the date when your symptoms started (or since your test date if you did not have symptoms). The time you need to stay separated from other people ("self-isolated") may need to be longer if you're still having symptoms.

Self-isolation Instructions ▲

To safely self-isolate:

- Stay in a room or area (your "sick room") away from people or pets, if you can
- Use a bathroom no one else uses, if you have one. If you have to share a bathroom, clean all surfaces and items you touch every time you use the bathroom
- Wear a mask or face covering when you use a shared bathroom and when you are going through any areas of the house that other people use
- Do not have any visitors in your house
- Do not make or serve food to other people
- People that you live with or have come close to (less than 6 feet away) may be asked to get tested and to separate themselves from others for 14 days in case they have also been infected.

7 Jan - 8:46 AM

Yes, I can self-isolate at home



7 Jan - 8:47 AM



Great to hear you can safely self-isolate. It's important to isolate to protect others.

7 Jan - 8:47 AM



Next, we'd like to know about the status of your health.

Which of these COVID-related symptoms apply to you? Select all that apply. If you haven't recently had any COVID-related symptoms, please select "None".

Click OK at the bottom of the symptoms list after you have finished selecting your symptoms.

Symptoms ▼

None ○

Continue

7 Jan - 8:47 AM


- Self-isolation instructions can be shown from the drop-down menu

- Step 6: Record any symptoms by using the drop-down menu and selecting the symptoms

7 Jan - 8:47 AM


 When did these symptoms start? If they started on different days, just pick the earliest date.

Onset Date

12/27/2020 


Continue

7 Jan - 8:48 AM

 Based on the information you gave us, you were likely contagious starting on December 25th, 2020. This means that, without knowing it, you may have spread the virus to other people since this time.

Next we'd like to learn more about any groups of people you've been near since this date. By sharing this information, you will help us make sure these people can take care of themselves and protect their own families and other people close to them. They may also need to get tested. All of these important steps help us to stop the spread of COVID-19 in our community.

- Step 7: Enter the onset date of symptoms and it will tell the index the start date of the contact elicitation window.

 Schools are a common place where COVID-19 spreads.

Are you connected to a school? Either as a student, teacher, employee or volunteer.


Yes, student ☐

Yes, staff/faculty or volunteer ☐


No, not connected to school ☐

Continue

- Step 8: Asks if the index is affiliated with a school

 Since December 25th, 2020, were you close to any other people (less than 6 feet away) in any of these place? Please choose all that apply.

Click OK at the bottom of the list of places after you have finished selecting the places you have been to.

Places 

None of these places ☐

Continue

7 Jan - 8:49 AM

- Step 9: Gathers close contact information with a list of places in the drop-down menu.

7 Jan - 8:49 AM



The next step is to check if people around you may have been exposed. They may now have the virus but don't know they do. We want to help them get tested. We also want to let them know how to quarantine (or separate themselves from others) so they can be safe and keep others safe.

Think about everyone who you have been close to since you became contagious on December 25th, 2020. For example, think about people in your household, people you hugged or shared meals with, or anyone who was within 6 feet of you for 15 minutes or more over a 24-hour period. These are sometimes called "close contacts."

Have you had any close contacts since December 25th, 2020?

Yes, I have

No, I haven't

Skip

7 Jan - 8:50 AM

- Step 10: Gathers close contact from the close contact definition.

Yes, I have



7 Jan - 8:50 AM



We need to inform the people you were in close contact with while you were contagious. We can help them get tested and to separate themselves from others ("self-quarantine") for a period of time in case they are infected. This includes people you live with. Do you agree to share the contact information for some or all of these recent close contacts?

Keep in mind that all information you provide is kept confidential and is protected by California's strict privacy laws. By law, we cannot tell people who may have exposed them. This will be done anonymously and participation is voluntary.

Yes, I'll share contact information

No, I won't share contact information

Skip this step

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- Step 11: Gathers that close contact information

Yes, I'll share contact information



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- Continued Step 11



To the best of your ability, please enter the following information about the individuals you have been in close contact with since December 25th, 2020.

If this individual does not live in California and is visiting, enter the county that they are visiting.

First Name

Required

Last Name

Required

Mobile Number (e.g. 123-123-1234)

Required

County

Fresno



Required

Exposure Date



Required

Type of contact

Select Type of contact



Optional

Approximate Age

Optional

[Add another contact](#)



Thanks for providing that information. We only have a few steps left, let's keep going.

7 Jan - 8:53 AM



In the 14 days before December 27th, 2020, did you have close contact with anyone known to have COVID-19 (positive for COVID-19)?

This information helps us to understand where you may have gotten the virus. It also helps us to stop outbreaks in the future.

Yes, had close contact



No, did not have close contact



Unknown



Continue

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Step 12: Determining exposure to COVID-19



Before we finish, there is just a little more information we need. This information will be shared with your local and state health departments and is confidential and protected by California's strict privacy laws. This information helps us learn how COVID-19 is affecting your community.

Please share the following information about yourself. For your address, please enter the address that you currently live in since you became contagious December 25th, 2020.

Home Number

Optional

Email Address

Optional

Street Address

Optional

Apartment/Unit Number

Optional

City

Optional

Continue

Skip

- Step 13: Gathers personal identifying information



Please share the following important information about yourself. This information helps us learn how COVID-19 is affecting your community.

Race

Optional

Hispanic

Optional

Gender

Optional

Sexual Orientation

Optional

Language

Optional

Continue

- Step 14: Demographics information



Thanks. To finish, do you have CA Notify enabled on your phone?

Yes, I have CA Notify

No, I don't have CA Notify

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- Step 15: Asks about the CA Notify App and how to access it

No, I don't have CA Notify



7 Jan - 8:55 AM



CA Notify is California's exposure notification system. Add your phone to get COVID-19 exposure alerts and to protect those around you. It is free, easy and effective.

Once you activate CA Notify, it does all the work. All you do is keep your Bluetooth on. You will only receive alerts if you were in close contact with someone who tests positive for COVID-19. Your privacy is protected as your identity is not known and your location is not tracked.

Android users can download CA Notify through the Google Play store and follow the prompts to activate.

iPhone users can enable Exposure Notification directly from Settings. Open the Setting App > Exposure Notifications > Turn On > Select United States / California and complete the onboarding.

Continue

7 Jan - 8:55 AM

Continue



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Thanks for answering these questions!

You may get a call from the Public Health Department to ask about some of the information you shared.

Please remember to self-isolate (separate yourself) from others to protect the people you care about and to prevent the spread of COVID-19 in your home and community.

- Step 16: Reminder that the Health Department may call and to isolate

Comments:

- Once you choose an answer and it moves on to the next step, you cannot go back and change an answer.
- The Personal Identifying Information and Demographics questions says optional, but you cannot continue without answering these questions.
- This example survey was filled out on 01/07/2021
- Was not able to go back see other options such as: “No I can’t self-isolate at home”, “No, I won’t share contact information.”

(Continued on the following pages are some examples of clicking on the links after the survey)



Remember, make sure to call 911 right away if you have an emergency or if you have dangerous COVID-19 symptoms like a very hard time breathing where you cannot catch your breath, ongoing pain or pressure in your chest, a new feeling of confusion, or if your lips or face are turning blue.

The information in this survey does not replace the clinical advice, diagnosis, or treatment that you would get from a medical professional like a doctor or nurse. If you begin to feel symptoms or if your health starts to get worse, please call your doctor or nurse or local urgent care center to get care.

[COVID FAQs](#)

[Self-isolation Instructions](#)

[Learn about CA Notify](#)

7 Jan - 8:55 AM

COVID FAQs



7 Jan - 8:55 AM



Hi, it's the California COVID virtual assistant. I can help you answer common questions about COVID and contact tracing. You can select one of these topics or type a different question.

Why am I being contacted?

Apoyo en Español

What happens if I test positive?

Return to Work

CA COVID-19 Resources

Privacy and Confidentiality

7 Jan - 8:56 AM



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California has a wide list of COVID-19 Resources available. Which would you like to learn more about?

Immigrant Support

Resources for Childcare

Food Resources

Full list of resources

Pregnancy/Nursing Resources

Symptoms Resources

7 Jan - 8:56 AM



If you are confirmed to have COVID-19, it is important to separate yourself from others so they do not get sick.

If you live with others, stay in a designated “sick room” or area away from people or pets. Use a separate bathroom, if available, and disinfect frequently touched surfaces and items to prevent spreading the virus. When going to the bathroom or walking through common areas you should also wear a mask or face covering to protect the rest of your household.

People you live with are considered close contacts and likely will be recommended to get tested.

[Stay at home duration](#)

[Why am I being contacted?](#)

[Treatment Support](#)

[How does contact tracing work?](#)

[Living in Close Quarters](#)



If you tested positive and had symptoms, you should stay home at least 10 days since your symptoms first appeared. In addition, to be cleared from home-isolation, you must also meet the following criteria:

- You have had no fever for the last 24 hours without using fever-reducing medications (e.g., Advil or Tylenol).
- Your symptoms have improved.

If you tested positive and never experience any symptoms, you should stay home for 10 days since the date of the positive test.

Medi-Cal Eligibility

Covered California Eligibility

Local Health Center Info.

Find a Testing Site

Return to Work

Return to Work



7 Jan - 8:57 AM



California is working to support people financially affected by the COVID-19 outbreak and on return to work related issues. This can include support for those who can't work due to COVID-19, those who are caring for an ill or quarantining family member, and how to return to work safely.

What can I help you with?

I can't work due to COVID-19

Caring for family member

File for Unemployment

Returning to work safely

Immigrant Financial Support

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I can't work due to COVID-19



7 Jan - 8:57 AM



If you can't work because you're sick or in isolation/ quarantine due to COVID-19, there may be financial benefits available for you.

If you'd like to learn more about multiple options, don't worry, as you'll be able to come back and review this menu.

Pick an option to get started.

Paid Sick Leave

Disability Insurance

Workers' Compensation Claim

Unpaid Leave

Overview of all Benefits

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Overview of all Benefits

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Overview of all Benefits



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Okay, let's go to the page for that.

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