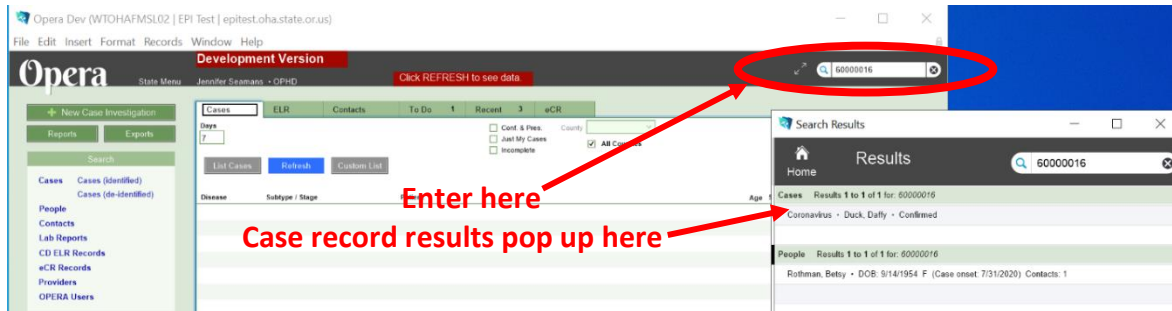


Opera Case Investigation Data Entry Instructions

1. **Locate case record** by typing case ID or address from p1 of the case interview form into Opera search bar. *Note: An Opera search for address will report all Case records (at the top of the results) and Person records (below) that match the address. Person records can be attached to one or more Case records, and to other Person records (same HH, close contact, etc.). When you are entering data, you will be working with Case records.*

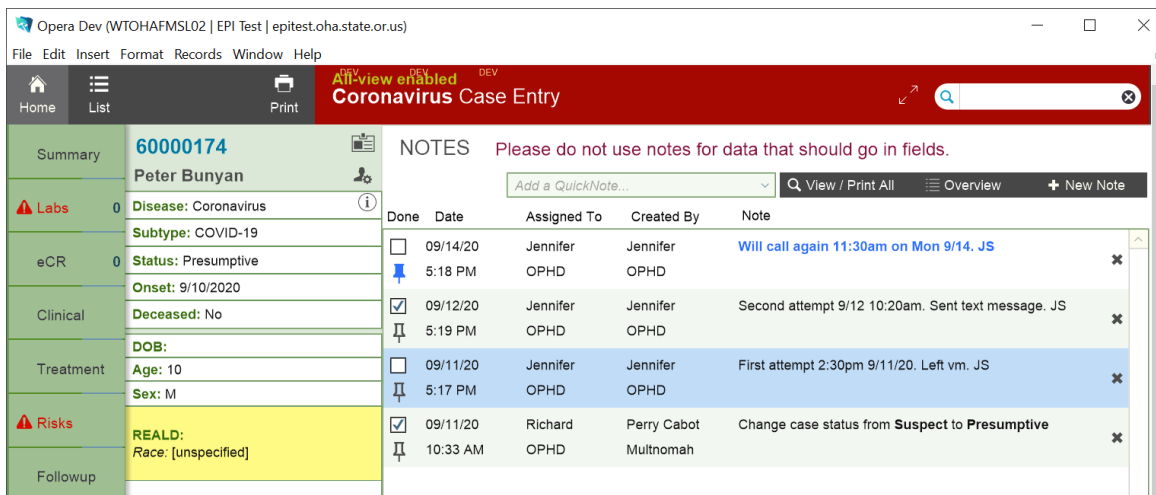


- In the Search Results window, review the case record(s) that appear at the top. If searching on case ID, one case should appear. Address can return multiple matches.
- Confirm that DOB matches your case interview form. If DOB does not match (*this only happens rarely, with in-person paper interviews*):
 - Confirm which DOB is correct by checking ELR records attached to that case: Labs → click on lab report entry → Show ELR Details at bottom of screen) If the interview form is correct and Opera is not, update DOB in Opera.
 - If DOB are significantly different, send email to team lead.
- If you find duplicate Person records (same DOB, similar spelling of name, same address, etc), send an email or Opera note to Lex Zhang (alexia.y.zhang@dhsosha.state.or.us) with the duplicated Person IDs.

IF CASE WAS NOT REACHED:

Document each call attempt by leaving a **Note** in the Opera case record **Notes** tab – example:

“First attempt 3:21pm 9/9/20. Left vm. <Initials>”



ALSO: Enter 1st Attempts on Risk tab as well- see page 6 of this guidance document for instructions.

Updated 9/11/20

IF CASE WAS REACHED, AND DATA IS BEING ENTERED INTO OPERA FROM DATA FORM:

A good data entry practice is to work from the Summary down through each tab in the left sidebar menu in the Opera record, OR systematically through each page and field on the data form, rather than skipping around – whichever way helps to make sure no fields are missed.

As you enter data, Opera highlights fields in yellow, or text in red, and/or with an * next to old data to remind you to enter/update important fields. **Fields that are critical or often missed are also highlighted in red text below.**

Note: if you select an incorrect radio button, Shift+Click will deselect the option.

2. Verify fields in the MIDDLE Summary section are correct and complete:

- **Disease:** Coronavirus
- **Subtype:** COVID-19
- **Status** – refer to [OHA Novel Coronavirus Investigative Guidelines](#) in order to confirm that the interviewee meets case definitions:
 - Confirmed = presence of positive ELR, even if subsequent negative ELR
 - Presumptive = *no* positive ELR, 2+ Sx from {SOB, cough, fever, new anosmia, or pneumonia Dx'd by chest X-ray} not explained by alternate Dx, and close contact with a confirmed case
 - Suspect if neither case definition is met. Link as close contact (10) if applicable.
- **Onset:** check Clinical section of the data form (top p4) for date of symptom onset.
- **Deceased:** No if case is alive, or Yes
- Enter **Sex** and **Pregnancy Status** from bottom p5; enter expected date if Yes (for case).

Opera Dev (WTOHAFMSL02 | EPI Test | epitest.oha.state.or.us)

File Edit Insert Format Records Window Help

Home List Print

DEV view enabled
Coronavirus

Summary 60000016 Daffy Duck

Labs 0 Disease: Coronavirus Subtype: COVID-19

eCR 0 Status: Confirmed Onset: 7/22/2020

Clinical Deceased: No

Treatment DOB: 1/1/2020 Age: 6 months Sex: M

Risks REALD: Race: Multiple

Followup Born: Worksite: Nike - Serena Williams Bldg Occupation: Refused Housing:

Epilinks

Contacts 3

Docs 111 Elm St Apt 5 Beaverton OR 97006 WASHINGTON

Letters BAD: 503-555-5555 daffy.duck@gmail.com

Log Provider: [none added]

Notes 10 Keep Active [checked]

Local Epi: Sunny Lee

Received by LHD: 7/30/20

LHD Completion Date: 8/3/20

State Completion Date:

CDC Supplement

SUMMARY No Labs Ent

NOTES:
SECOND ATTEMPT 8/3, LEFT VM. 1
Mon, Aug 3, 2020, 2:04 pm • (16 day)
Jennifer Seamans [OPHD] Case inte
sent by postal mail .US
Sat, Aug 1, 2020, 10:34 am • (18 day)
Sunny Lee [Clackamas CHD] Chang
Fri, July 31, 2020, 2:03 pm • (19 day)
Sunny Lee [Clackamas CHD] Chang
Fri, July 31, 2020, 2:03 pm • (19 day)
Sunny Lee [Clackamas CHD] Chang
Epi Info 34 2020 2:03 pm - 140.400

CONTACTS (no disposition):
Duck, Daisy Clackamas
Coyote, Wile E Washington

RISKS (answer = Yes):
Travel outside home area
Contact with case

- REALD (data form p1-3) – also refer to [REALD Implementation Guide](#) for best practices

- Click on REALD section of Summary to popup dialogue box and enter data on tabs. From left to right:

- Race tab: from bottom of p3, enter self-report in top field.
 - Also check categorical Race/ethnicity box(es)
 - If multiple self-reported race/ethnicities, also complete the **multiracial or primary race/ethnicity field** (red circle above).
- Enter Language preferences from p1 in second tab.
- Enter Disability questions from p2 in third tab.
- SOGI tab: Enter data from p1-2 in right most tab.

REALD: Race, Ethnicity, Language and Disability

How do you identify your race, ethnicity, tribal affiliation, country of origin, or ancestry?

Would you like to identify as multiracial or would you like to choose a primary racial or ethnic category?

REALD: Race, Ethnicity, Language and Disability

Sexual Orientation and Gender Identity

What first and last name do you want to use?

What pronouns do you use? (Check all that apply)

How do you describe your gender?

Are you transgender?

How do you describe your sexual orientation or sexual identity?

What is your sexual orientation or sexual identity? (Check all that apply)

- If REALD is missing and other data sources (such as ELR) are available, use “Old Race/Ethnicity” fields.

- **Worksite section (data form p7)**
 - Copy Country of Birth from REALD p3, if volunteered.
 - **Enter Worksite name WITH location descriptor** if there are multiple sites.

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File Edit Insert Format Records Window Help

Home List Print **Coronavirus Case Entry**

Summary 60000016 **Daffy Duck**

Labs 0 **Disease:** Coronavirus **Subtype:** COVID-19

eCR 0 **Status:** Confirmed **Onset:** 7/22/2020

Clinical **Deceased:** No **DOB:** 1/1/2020

Treatment **Age:** 6 months **Sex:** M

Risks **REALD:** Race: Multiple

Followup **Born:** Worksite: Nike S. Williams Bldg; Pig n' Pancake

Epilinks **Occupation:** Designer; Dishwasher **Housing:**

Contacts 4 111 Elm St Apt 5 Beaverton OR 97006 WASHINGTON

Docs BAD: 503-555-5555 daffy.duck@gmail.com

Letters 0

NOTES:

SECOND ATTEMPT 8/3, LEFT VM. WILL CONTACT 8/5. JS

Fri, Sept 11, 2020, 4:26 pm • (1 h 43 m ago)

Jennifer Seamans [OPHD] Changed 'Hospitalized' from [Empty] to Yes

Mon, Aug 3, 2020, 2:04 pm • (39 days ago)

Jennifer Seamans [OPHD] Case interviewed 8/3 3pm. Case reports Sx onset 7/31, lives with grandparents, spouse and 2 children. Instructed to isolate thru 8/9. Case requests rent assistance and case letter to be sent by postal mail. JS

Sat, Aug 1, 2020, 10:34 am • (41 days ago)

Sunny Lee [Clackamas CHD] Changed 'Associated with a known outbreak' from: [Empty] to Yes

CONTACTS:

erow, Meagan E.....Clackamas.....M - Reverse Contact Link

CLINICAL RISKS (answer = Yes):

Never Any cough Dyspnea

- **If case has multiple jobs:** separate by semicolon. *E.g. ABC LTCF; DEF nursing*
- Industry and Occupation: first click will give a drop-down menu. **Double clicking or hitting Backspace after one click will allow you to type over the field for values not included in drop down menu.**
- If multiple industries/occupations, separate by semicolon. *E.g. site manager; home health nurse*
- Verify **home address** with information from data form (**p3**). If either is incorrect, or the case gave an alternate mailing address, type over the existing fields and select the appropriate radio button for address type.
 - Entering the zip code will automatically populate city and county.
 - Copies of old addresses and corresponding dates are saved in the Person record, so don't worry about losing existing data.
 - If case is unstably housed, enter in Summary section below REALD.
- Verify **phone** and enter **email address (data form top of p3)** by clicking on the phone section and updating as needed.

Continuing down each tab on the LEFT sidebar:

3. **Labs** – normally updated during ELR processing. Helpful for case investigator to double check.
 - Review ELR to see if data fields make sense.
 - If No: Click on each ELR entry to update Specimen Type, Test Type, and Result per ELR data entry guidance document. (see addl document)
 - If no **ELR details** are present at the bottom of the lab report details, check the Docs section for uploaded fax of lab report.
 - Note: as of September, ELRs include addl data collection fields (pregnancy status, LTCF residence, healthcare worker, etc.) – these are entered as separate records and can be used to verify case interview data.

4. **eCR** – rarely used, mostly for hospitalizations

5. Clinical data (data form p4)

- See example next page
- Check appropriate **Symptomatic** Yes/No status, and enter **Onset** and **Diagnosis** dates (top red circle below). Avoid checking **Onset Indeterminate** if possible.
- **Important:** Make sure to enter **Hospitalized** status in lower section Clinical page. If case was hospitalized, add an Opera note to County to obtain hospital records.

- Click **"Ask Clinical Questions"** button to pop up dialogue box where you'll enter data for each symptom.
- Record "yes" or "no" from data form p4. Neither box checked = unknown.
- Enter "Other diagnosis/co-infections" as "Other diagnosis/etiology" note under symptoms.

6. **Treatment:** leave blank, unlikely to use this section of Opera for COVID.

7. Risk tab (data form p5-6)

- **CRITICAL:** Make sure to enter date of **1st Attempt** at top of page - LPHA metric field.

Opera Dev (WTOHAFMSL02 | EPI Test | epitest.oha.state.or.us)

File Edit Insert Format Records Window Help

Home List Print

DEV All-view enabled DEV Coronavirus Case Entry

Summary 60000016 Daffy Duck

Labs 0 Disease: Coronavirus Subtype: COVID-19

eCR 0 Status: Confirmed Onset: 7/22/2020

Clinical Deceased: No DOB: 1/1/2020 Age: 6 months

Treatment

RISKS 1st call try 08/03/2020 Interviewed Yes No Interview Req Travel

QUESTIONS Risk questions Answer Details (When, where, why...)

Underlying medical conditions? Neurologic/neurodevel Parkinson's Disease

How was the case first identified? Other, specify in notes

Travel outside home area Yes

Contact with case Yes

Any HH Contact

Community contact

- Click **Interviewed = Yes**. **Date**, **“Who”** and **Interviewer** fields will appear:

Opera Dev (WTOHAFMSL02 | EPI Test | epitest.oha.state.or.us)

File Edit Insert Format Records Window Help

Home List Print

DEV All-view enabled DEV Coronavirus Case Entry

Summary 60000016 Daffy Duck

Labs 0 Disease: Coronavirus Subtype: COVID-19

eCR 0 Status: Confirmed Onset: 7/22/2020

RISKS 1st call try 08/03/2020 Interviewed Yes No Interview Req Travel

QUESTIONS Risk questions Answer Details (When, where, why...)

Underlying medical conditions? Neurologic/neurodevel Parkinson's Disease

How was the case first identified? Other, specify in notes

Travel outside home area Yes

Contact with case Yes

Any HH Contact

Community contact

Who Patient by Jennifer Seamans

- Fill in **Date** interview completed
- **“Who”** field = source of interview. Usually Patient if information comes from case, even if case provides the information to a family member or interpreter; occasionally Parent (if minor) or spouse/family member if case is unavailable/unable to communicate.
- Select name of **Interviewer**. Click twice to enter a name that is not in drop-down menu.
- Click on **“Ask Risk Questions”** button to open popup & enter information. Make sure to check **“None”** if none apply, leave blank if blank on interview form.

Risk Questionnaire

File Edit Insert Format Records Window Help

Enter Risk Questions for Case 60000016

Daffy Duck 0 M Washington C Coronavirus 7/22/20 C

Ask about exposures from Wednesday, 8 July through Wednesday, 22 July 2020

Next: How was the case first identified?

Pre-existing medical conditions?

Q. Pre-existing medical conditions?

A. Chronic Lung Disease Diabetes Mellitus Cardiovascular disease Chronic Renal disease Chronic Liver disease Immunocompromised Condition Neurologic/neurodegenerative (If YES, specify) Other chronic diseases (If YES, specify) Current smoker Former smoker

Identify None Unknown

Notes Parkinson's Disease

Jump to Question Multiple Choice

Pre-existing medical conditions? How was the case first identified? Travel outside home area Contact with case Any HH Contact Community contact HH contact Congregate setting Work in healthcare Use cannabis/THC/CDB

Record 1 of 14 (2)

Double check that timing of risk factor responses falls within the yellow highlighted exposure window (2 weeks prior to onset/test date) at the top of the pop-up. Include notes for each question if details are available.

Sources of Risk question responses to enter into pop-up:

Field	Data Form location	Notes
Underlying medical conditions	p5	Select all that apply. Enter specifics or additional conditions in Notes field. Do not include non-chronic conditions such as seasonal allergies.
Case first identified	top p5	
Travel	top p6	If Travel = Yes, click on Travel button above to open Travel pop up.
Contact with case	bottom p5	
Congregate setting	p3 lives p7 works/volunteers in congregate setting	Select all that apply
Work in Healthcare	middle p7	
Cannabis	middle p5	If yes, also enter forms.
Gatherings	middle p6	Enter details in Notes field
Attend/work in daycare/school	middle p7	Enter name of daycare/school in Worksite field & “student” in Occupation field above.

If **Travel** button is clicked, this pop-up appears:

Travel

OK

Daffy Duck 0 IV Washington 7/22/20 Coronavirus -MERS, SARS, Confirmed

Ask about exposures from Wednesday, 8 July through Wednesday, 22 July 2020

Regions Visited

- ☐ Oregon
- ☒ USA
- ☐ Canada
- ☐ Mexico
- ☐ Latin America
- ☐ Caribbean
- ☐ Europe
- ☐ Asia
- ☐ Middle East
- ☐ Africa
- ☐ Oceania
- ☐ unspecified foreign

Purpose(s)

- ☐ business
- ☐ vacation
- ☒ see family
- ☐ military
- ☐ missionary
- ☐ volunteer
- ☐ Peace Corps
- ☐ education
- ☐ adoption
- ☐ immigrant/refugee
- ☐ migrant labor
- ☐ other
- ☐ unknown

Travel Mode(s)

- ☐ auto
- ☒ plane
- ☐ train
- ☐ bus
- ☐ cruise ship
- ☐ other vessel
- ☐ bike
- ☐ other
- ☐ unknown

Companion(s)

- ☐ solo
- ☒ same HH
- ☐ multiple HHs
- ☐ organized group
- ☐ cruise
- ☐ military
- ☐ other
- ☐ unknown

Enter flight information

Notes on Travel

visit NY for sister's wedding

Delta
Flight 11
Seat 4A
LGA to PDX on 7/23
flew w/HH member Daisy

Travel Summary

Purpose: see family
Transport: plane
Travel Party: same HH
*****DOMESTIC TRAVEL*****
Domestic travel from 7/14/2020 through 7/23/2020
USA: New York
*****NOTES*****

8. Follow up tab (data form p2, 4, 6-8) – **note that this data pertains to infectious period, 2 days prior to symptom onset (or positive test collection date) to present (or end of isolation).**

- Click on “Follow Up Questions” button to open popup & enter information. Check table below for data entry notes and where to find in the data form.

Field	Data Form Location	Notes
Similar Illness	p6	Specify who/relationship in Notes
Public Settings	bottom p6	Select all that apply (<i>above</i>)
Last day worked	p8	
Worked while sick	p8	Click Yes if last day worked is <i>after</i> two days prior to onset date, AND case was at worksite, otherwise No or Unknown . If worksite is not a known OB , send Opera note to County staff to flag case.
Work transportation	middle p8	Select all that apply.
Letter for work	p7	
Wraparound services	bottom p2	
Exp to vulnerable pop	middle p3 AND bottom p7	Select all that apply. Assign note, **Notify County or team lead**
Case received education	p9	Yes if post interview script was completed
Hospital Exp	bottom p4	
EMS	bottom p4	
Recovered	middle p4	

9. **Epilinks** tab – also refer to [OHA Novel Coronavirus Investigative Guidelines](#)

- **Critical fields circled in red below.**
- Record responses to known outbreak, close contact of case, exposure type/date.
- Describe in notes any relevant details including **case IDs of known contacts** whom case may have acquired COVID from, or transmitted COVID to.

- ****IMPORTANT**** Epilink code=how case most likely acquired COVID - data form p9)

Epilink Code	Acquired from
HH	Household member(s)
CC	Close contact(s) not in HH
OB	Workplace, mass gathering, or identified OB - *enter OB #
SP	Community acquired (no known or possible source)
CL	No longer used

NOTES:

- Expected infection source (other case IDs listed in Notes, or outbreak site) should have earlier symptom onset or test date.
- Prioritize closest contacts in determining code. **If case had both HH and CC contacts, prioritize HH.**
- If case acquired COVID directly from an outbreak: **enter OB Epilink, OB ID** and Gen 1.
- If case acquired from a HH or CC, who acquired it from an OB: **enter OB ID** and Gen 2.
- When OB ID is entered, Opera will auto populate OB name and line list of OB cases.

10. **Contacts** tab: enter Household, Work, other Close Contacts (**data form p8-9**)

- Click “+ **Contact**” button in upper right. Enter contact’s information (at minimum first and last name) in search window that pops up:

- If Opera has record(s) with similar results (including those that differ slightly), they will appear in the next window. Click on the green **Details** button to examine records. Click **Use this Contact** to link contact if found, otherwise **Ignore Match, Create New Person**.

- Auto-populate addl HH members** (see next page for screenshot)
 - Double clicking on linked HH member in Contacts list → brings up their contacts
 - Click on “**Contact Dupe**” button
 - Select interviewee case record in the **TO** field
 - Checking boxes of contacts to be duplicated, then “**Duplicate Contacts**”
 - Might create duplicate contact in interviewee record. Click X to delete.

Click on each linked Contact to update record:

- **Close contact who is already a case:** Make sure “**Already a Case**” appears in the AriasExport field of the Contact line list. In the Contact details below, enter **Relationship** type as drop down, with description of relationship and linked case ID in **Notes** field.

CONTACTS

Name	Age	Sex	Ref	AriasExport	Done
Kitzerow, Meagan E	74	F		Not Ready	<input type="checkbox"/>
Duck, Daisy	36	F	Household	Already a Case	<input checked="" type="checkbox"/>
Coyote, Wile E		M	Household	Complete	<input type="checkbox"/>
Goose, Mother	70	F		Ready	<input type="checkbox"/>

Duck, Daisy Sick ☒ Contact has compatible signs/symptoms (or seroconverted)

DOB: 7/14/1984 **Age:** 36 **Sex:** F **Pregnancy:** ☐ Y ☐ N ☐ U

Race: Hispanic **Language:** Spanish **Occupation:** **Relation:** Household

Interview Type: **Interview Date:** **Interview Status:** Not Yet **Contact Tracer:**

Notes: cough and fever starting 7/25 needs Spanish translator

- **Close contact who is already being monitored:** In the Contact details below, make sure **ARIAS Export Ready** is unchecked, and **Not Ready** appears in the AriasExport field above. Update **Relationship** and **Date Last Exposed** fields. Enter relationship and linked case ID in Contact Notes. Assign Opera Note to County staff to manually update the Monitoring End Date in ARIAS.
- **Close contact who meets the presumptive case definition:** ****Ensure that case meets Investigative Guidelines (confirmed to have 2 symptoms from the list of 5, and close contact with Confirmed case) before creating new Presumptive case.****
After entering/linking the person information, click on “**Create Case**” on right of Contact Details section:

CONTACTS

Name	Age	Sex	Ref	AriasExport	Done
Kitzerow, Meagan E	74	F	Family (not in same HH)	Not Ready	<input type="checkbox"/>
Duck, Daisy	36	F	Household	Already a Case	<input checked="" type="checkbox"/>
Coyote, Wile E		M	Household	Complete	<input type="checkbox"/>
Goose, Mother	70	F		Ready	<input type="checkbox"/>

Kitzerow, Meagan E Sick ☒ Contact has compatible signs/symptoms (or seroconverted)

DOB: 9/8/1945 **Age:** 74 **Sex:** F **Pregnancy:** ☐ Y ☐ N ☐ U

Race: White **Language:** English **Occupation:** **Relation:** Family (not in same HH)

Interview Type: **Interview Date:** **Interview Status:** Not Yet **Contact Tracer:**

Notes: 655 SW 13th Ave Canby, OR 97013

Create Case

In the Create Case pop-up window:

Disease = **Coronavirus**, Case Status = **Presumptive**. County defaults to same as case – in the example below, case actually resides in a different county, and the red bar appears to highlight the discrepancy. Once County is corrected, red bar will disappear. Once case is created, assign to correct Epi – add Opera note if interview is needed.

Create a New Case Investigation
includes a check for duplicates

Disease: ☒ Coronavirus ☐ MIS-C ☐ Person under monitoring

Case Status: **Presumptive** [Clear]

Last Name:

First Name:

Middle:

DOB:

or age:

Sex: ☒ F ☐ M

Institution of residence:

Patient's Address:

Zip Code:

City, State:

County:

Phone:

[Clear Form] [Cancel] [Create Case]

- **Close contact who is not a confirmed or presumptive case (new PUM):** Enter **Relationship** drop-down. **Date last exposed** = last contact with case - if same HH, case's isolation end date. Enter/confirm **phone number**. Make sure **Arias Export Ready** is checked, and **Ready** appears in Contact list.

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File Edit Insert Format Records Window Help

Home List Print Coronavirus Case Entry

Summary: 60000016 Daffy Duck

Labs: 0 Disease: Coronavirus Subtype: COVID-19

eCR: 0 Status: Confirmed Onset: 7/22/2020 Deceased: No

Clinical: DOB: 1/1/1990 Age: 30 Sex: M

Treatment: REALD: Race: Multiple

Risks: Born: 111 Elm St Apt 5, Beaverton, OR 97006, WASHINGTON

Followup: Occupation: Designer, Dishwasher Housing: Past yr: Unstably Housed

Epilinks: 111 Elm St Apt 5, Beaverton, OR 97006, WASHINGTON

Contacts: 4 BAD: 503-555-5555 daffy.duck@gmail.com

Log: Provider: [none added]

Notes: 11 Keep Active [x] Local Epi: Sunny Lee Received by LHD: 7/30/20 LHD Completion Date: 8/3/20 State Completion Date:

CONTACTS

Name	Age	Sex	Ref	AriasExport	Done
Kitzerow, Meagan E	74	F		Not Ready	[x]
Duck, Daisy	36	F	Household	Already a Case	[x]
Coyote, Wile E	M	Household	Complete	[x]	
Goose, Mother	70	F	Household	Ready	[x]

Goose, Mother Sick [x] Contact has compatible signs/symptoms (or seroconverted)

DOB: 1/1/1950 Age: 70 Sex: F Race: Multiple Language: Preferred Language Occupation: Designer, Dishwasher Relationship: Household Interview Type: Interview Date: Interview Status: Not Yet Contact Tracer:

County: Washington Date Last Exposed: 9/11/2020 Monitoring Ends: 9/25/2020

ARIAS Export Ready [x]

Notes: Grandmother of case 60000016. lives in same HH but is now isolating in hotel. Not yet interviewed. No known symptoms as of 9/11.

- For new **PUM entry**, also add in Contact Notes section:
 - Date, relationship to case, and case ID
 - Any information about symptoms
 - Whether any interview or education has been relayed or mailed
 - Any special circumstances for the contact tracer to be aware of (high risk group, worksite if known, language preference/interpreter needs, etc.)
 - Initials

11. **Docs** tab (optional – upload electronic copy of data form): Upload PDF → Case Interview.

12. Create new **Note** summarizing the case. Suggested wording:

- **Case interview completed by <interviewer> on <Interview date>, data entered on <today's date>. [Include key details such as outbreaks, high risk/vulnerable contacts, number of PUMs.] Sent *CHD case letter via postal mail. <Initials>**

Assign additional follow-up needs as notes to team lead or County staff as indicated on the SOP. Make sure to include **separate notes to County staff** (in addition to the summary note above) about any urgent situations such as congregate setting, exposure to vulnerable populations, pregnancy, etc. – in addition to contacting County or team lead by phone. For example:

- **Case worked while sick 9/9-9/10- at ABC skilled nursing facility, patient care. <Initials>**
- **Case is MSFW, requests assistance accessing Worker Relief Fund for rent. <Initials>**
- **Case LTFU - please send Unable to Reach letter. <Initials>**
- **Please send case letter via email to <email address>. <Initials>**