

# Mia's Experience: COVID-19 Testing and Contact Tracing in North Carolina

Follow this scenario where Mia gets tested for COVID-19. Learn how her co-workers are informed and supported by the COVID-19 Community Team.



Mia runs an errand where she is in close contact with others.

She does not have any symptoms of COVID-19 and goes to work alongside her three co-workers.

Mia feels sick. She has a headache and dry cough and stays home from work.

Mia uses the [Check My Symptoms](#) tool to see if she should get tested for COVID-19.

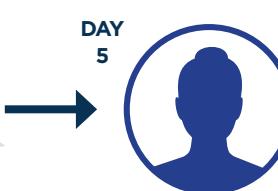
Mia chooses to get an email response from the Check My Symptoms tool (NC-COVID-19-NoReply@dhhs.nc.gov). The email says that she should consider getting tested.

Mia calls her local testing place and makes an appointment for the next day.

Mia responds to the [Check My Symptoms](#) questionnaire and is asked: Are you a front-line or essential worker, healthcare worker, or first responder? Do you live in or have regular contact with high-risk settings? Do you have any COVID-like symptoms? Have you been near anyone recently who has COVID-19?



Mia is asked at the testing place: What symptoms have you had?



Mia takes her email from the [Check My Symptoms](#) tool to her local testing place. She gets a COVID-19 test done and is reminded to stay home while she waits for her results to protect her family and co-workers.

Mia's healthcare provider gets **Mia's** test results.

Mia's healthcare provider asks her additional information to help her recover: How long have you had these symptoms? Has anyone in your household tested positive for COVID-19 or had symptoms?

The testing place sends Mia's test to a lab.

Mia's healthcare provider calls her and lets her know that her COVID-19 test came back positive.



A member of the **COVID-19 Community Team** calls Mia from her Local Health Department. They give **Mia** the information and supports needed to protect herself and her loved ones.



Mia answers the call and is asked: Do you have a safe place to stay? Are you able to stay away from close contact with other people? Do you need anything to be able to stay away from others? Do you need to provide your employer with a work note? Are any of your family members feeling sick? Have you been anywhere recently where you were in close contact with others? Any information you share is confidential and will remain private.

The Team member works with Mia to identify who she's been in close contact with. She recalls having been in close contact with her co-workers.

Mia continues to stay home, avoiding contact with others in her household (self-isolation).

Mia is able to answer "yes" to three questions:

1. Has it been at least 10 days since you first had symptoms? AND
2. Has it been at least 24 hours (1 day) since you have had a fever without using fever-reducing medicine? AND
3. Has it been at least 24 hours (1 day) since your other symptoms have improved (such as coughing and shortness of breath)?

She is able to be near others again and returns to work. Mia continues practicing the 3 Ws – wear, wait, wash.

Flip over to see how Mia's co-workers were affected.

## Mia's Experience: COVID-19 Testing and Contact Tracing in North Carolina Continued



The **COVID-19 Community Team** calls, emails, or texts **Mia's co-workers** to inform them they were near someone with COVID-19.

Mia's co-workers self-quarantine. They stay home from work and away from others.

Together with the COVID-19 Community Team member, Mia's co-workers learn how to use the COVID-19 Community Team Outreach Tool. They share their symptoms and what they need to protect themselves and their loved ones with their Local Health Department.

*Mia's co-workers answer the call: I am calling today because you have been in close contact to someone who has tested positive for COVID-19. We would like to help make sure that you and your family are healthy and have the resources, information and support you may need at this time. We can't share the name of the person who has tested positive for COVID-19. Any information shared here, including yours, is confidential and kept private. If you agree to share information, we will log that information into your personal page on the COVID-19 Community Team Outreach Tool.*



**Mia's co-workers** monitor their symptoms and log the information in their personal page on the COVID-19 Community Team Outreach Tool.

- Co-worker #1 chooses to get a daily phone call from their Local Health Department.
- Co-worker #2 chooses to get a daily email from NC-ARIAS-NoReply@dhhs.nc.gov.
- Co-worker #3 chooses to get a daily text message from 45394.

*Mia's co-workers are asked: Are you experiencing any signs or symptoms of COVID-19? Do you have what you need to be able to stay at home safely for the duration of your stay home period? Please stay at home and check your symptoms for the duration of your quarantine period.*



**Mia's co-workers** get tested for COVID-19 – two go to their personal healthcare providers, and the other goes to their Local Health Department.



Two of Mia's co-workers tests come back negative. They do not develop any symptoms while they monitor using the COVID-19 Community Team Outreach Tool. They return to work after they complete the remainder of their quarantine period\*.

**\*Quarantine period is 14 days following last known exposure date**



One of Mia's co-workers gets a call from their healthcare provider letting them know that they have tested positive for COVID-19.

**Flip over to see how the COVID-19 Community Team supports Mia's co-worker who has tested positive.**

For more information on other COVID-19 symptoms, places to get tested, ways to be informed if you have tested positive for COVID-19 or been in close contact with someone with COVID-19, visit:

- Check My Symptoms tool: [ncdhhs.gov/symptoms](http://ncdhhs.gov/symptoms)
- Frequently Asked Questions about Testing: [covid19.ncdhhs.gov/Testing](http://covid19.ncdhhs.gov/Testing)
- Frequently Asked Questions about Contact Tracing: [covid19.ncdhhs.gov/ContactTracing](http://covid19.ncdhhs.gov/ContactTracing)

