CONTACT TRACING is an easy, confidential process that slows the spread of an infectious disease, such as COVID-19. If you test positive for COVID-19 and your test result is reported to your local health department, you will most likely be contacted by the NC COVID Community Team through text, email, or a phone call. Their job is to provide you with information on how to protect yourself and loved ones and, in certain situations, learn more about where you might have been exposed to the virus. All information that you provide is confidential and is not shared outside of the NC COVID Community Team.

Contact tracing is used for many different diseases. See below for an example detailing the contact tracing process for COVID-19:

Mia and Mark are at the same birthday party over the weekend.

The next day, Mia begins to show symptoms of COVID-19 and tests positive.

The NC COVID Community Team receives Mia’s positive test results and contacts Mia through text, email, or a phone call. Mia is provided with information on how long to stay home, treatment options, and how to access available support services such as food or housing aid. The NC COVID Community Team provides Mia with recommendations per CDC and NCDHHS guidance.

Mia provides the contact information for the people, including Mark, who were in close contact with her per the guidelines provided by the NC COVID Community Team.

DID YOU KNOW? For COVID-19, a close contact is defined as those you have been within 6 feet of for more than 15 minutes within a 24-hour period. These do not have to be consecutive minutes.

The NC COVID Community Team contacts Mark through text, email, or a phone call to notify him that he may have been exposed to COVID-19.*

*The NC COVID Community Team representative keeps Mia’s identity anonymous when notifying her contacts of their exposure.

DID YOU KNOW? Your information will never be shared with other organizations – it will only be used to assist contact tracing efforts. Contact tracers will also never ask you to provide information such as credit card information or immigration status.

As a close contact, Mark can opt in to receiving daily monitoring texts or emails so that he can notify a contact tracer of any symptoms he may experience. The electronic notification can also connect Mark with new resources he may need. He can opt out at any time.

When Mia and Mark meet the right criteria, they can return to normal activities per the CDC and NCDHHS guidance that was provided to them by the NC COVID Community Team.

DID YOU KNOW? Help is available. The NC COVID Community Team can offer advice on taking care of yourself and may be able to connect you to available support such as testing, treatment, delivery of groceries or medication(s), and COVID-19 related supplies like masks. You can call the NC COVID Community Team from 7am-7pm at 1-844-628-7223 or call your local health department.

BE THE ONE.

You can help slow the spread of an infectious disease, such as COVID-19. If you receive an email from NC-Outreach-noreply@dhhs.nc.gov, receive a text from 45394, or see your local health department or NC Outreach number (844-628-7223) appear on your phone caller ID, please answer us to protect your community and the people you care about. You may also call NC Outreach (844-628-7223) to learn more about available support to stay healthy.