

DHD#10 LAUNCHES SECURE TEXTING SYSTEM FOR COVID-19 CASE NOTIFICATION AND CONTACT TRACING

November 2, 2021 – District Health Department #10 (DHD#10) has, again, launched a secure text message notification system, known as TigerConnect, to inform individuals of positive COVID-19 test results and to begin contact tracing.

“This system allows us to realign our contact tracing efforts as communities continue to experience significant spread of COVID-19,” stated DHD#10 Health Officer Kevin Hughes. “At this time, District Health Department #10, and the public health system in general, does not have the capacity to call each case in a timely manner. This system helps us to quickly notify people and begin the contact tracing process. We can then educate them about isolation and household spread and identify potential source exposure.”

Individuals will be sent a text message to their cell phone from a local area code 231 number. The initial text message will contain a link that recipients need to click on to enter a chat discussion. In order to enter the chat, they will be required to enter their date of birth for privacy purposes. Once in the chat, they will be able to view a message that either asks them to reply to the case investigator with a good time to call or will provide them links to education as well as a link to a case investigation survey. This survey only asks for information that is allowable under the Public Health Code and Health Insurance Portability and Accountability (HIPAA) Privacy Act, such as demographics, symptoms, occupation, attendance at public events or gatherings, and people with whom they may have been in close contact. The survey does not gather any private information like social security numbers, personal passwords, or banking details.

The TigerConnect system also allows two-way communication between a positive case and a DHD#10 case investigator which provides the positive case opportunity to ask, and quickly receive, answers to any questions the individual may have. It is important to note that a positive case may still receive a call from a case investigator prior to receiving or responding to the text message. It just depends on where the case investigator is in the investigation process.

For questions, call us at 231-305-8675 or email us at covid@dhd10.org.

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