



COVID-19 Contact Tracing Cell SOP External Messaging

Document information

Title	CTAS External Messaging
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Document history

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Aim

This document provides guidance for members of staff using CTAS to make them aware of the external messages being sent from CTAS to cases and contacts.

Background

CTAS has been developed to provide automated messages to invite cases and contacts to participate in using CTAS for contact tracing. These automated messages will be provided to cases and contacts depending on the availability of a mobile phone number and email. The following external messages will be outlined:

- Cases receiving text message invitation
- Cases receiving email message invitation
- Cases receiving text message reminder to accept the invitation
- Cases receiving email reminder to accept the invitation
- Contacts receiving text message invitation
- Contacts receiving email message invitation
- Contacts receiving text message reminder to accept the invitation
- Contacts receiving email reminder to accept the invitation

Summary of process

1. Email or mobile phone numbers are automatically uploaded to CTAS when a case is reported to SGSS.
2. Cases uploaded to CTAS will be sent invitations automatically to participate in CTAS.
3. Cases will receive a text message or email with the invitation.
 - a. If a case does not respond to the invitation a reminder will be sent
4. Cases will record information on contacts.
5. Cases complete the form; the contacts reported with mobile phone number or email will be sent an invitation to participate in CTAS.
6. Contacts receive the automated message to participate in CTAS.
 - a. If a contact does not respond to the invitation a reminder will be sent

Process

1. Emails or mobile phone numbers are automatically uploaded to CTAS when a case is reported to SGSS
 - a. Mobile phone numbers are prioritised for external messaging, and emails are sent where mobile phone numbers are not available.

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2. Where possible, cases uploaded to CTAS will be sent invitations automatically to participate in CTAS. If an automatic invitation is not possible cases will be followed up phone based contacts tracing. Phone based contact tracing has a wide range of scripts that will be used for external messaging and are outside the scope of this document.
3. Cases will receive an automated text message or email with the invitation, if a mobile phone number is unavailable.
 - a. The cases sent a text message will receive the following:

URGENT FOR ACTION: Important information from Public Health England

*Dear *forename*,*

As someone who has recently tested positive for coronavirus (COVID-19), we need to collect some information about who you met whilst you were potentially infectious. We will then contact these people in confidence to provide them with health advice. This is called contact tracing and will help us to protect you, your family, the community and the NHS.

*To provide the information we need, please visit our Contact Tracing and Advisory Service website. An account *individual.account_id* has been created for you, and is accessible at *individual_url**

*The information you give us will be held in complete confidence and in line with the Data Protection Act 2018. If you have any questions about this message or our Service, please email [*Feedback.ContactTracing@phe.gov.uk*](mailto:Feedback.ContactTracing@phe.gov.uk).*

Thank you for your help in gathering this vital information and stopping coronavirus from spreading.

*Kind regards,
Public Health England*

- b. The cases sent an email message will receive the following:

URGENT FOR ACTION: Important information for you from Public Health England

*Dear *forename*,*

This is an email from Public Health England's Contact Tracing and Advisory Service. We're getting in touch with you as part of our efforts to stop the spread of coronavirus (COVID-19).

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As someone who has recently tested positive for COVID-19, we need to collect some information about who you met whilst you were potentially infectious. We will then contact these people in confidence to provide them with health advice. This is called contact tracing and is a very effective method of protecting people and slowing the spread of infectious diseases like coronavirus.

Thousands of people across the UK have already taken part in contact tracing, helping to protect their families, community and the NHS.

*To help us gather the information we need, please visit our Contact Tracing and Advisory Service website. An account (Account ID **individual_account_id**) has already been created for you. Please activate it by clicking on the link below.*

individual_url

*The information you give us will be held in complete confidence and in line with the Data Protection Act 2018. If you have any questions about this email or our Contact Tracing and Advisory Service, please email *Feedback.ContactTracing@phe.gov.uk*.*

Thank you for your help in gathering this vital information to help understand coronavirus and stop it from spreading.

*Kind regards,
Public Health England*

4. If the case does not respond to the invitation they will be sent the following reminder.

a. Reminder text message for cases:

URGENT FOR ACTION: Important information from Public Health England

*Dear *forename*,*

We recently sent you a message as part of our efforts to control the spread of coronavirus (COVID-19).

As someone who has recently tested positive for coronavirus, we need to collect some information about who you met whilst you were potentially infectious. We will then contact these people in confidence to provide them with health advice. This is called contact tracing and will help us to protect you, your family, the community and the NHS.

*To provide the information we need, please visit our Contact Tracing and Advisory Service website. An account **individual.account_id** has been created for you, and is accessible at **individual_url***

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*The information you give us will be held in complete confidence and in line with the Data Protection Act 2018. If you have any questions about this message or our Service, please email *Feedback.ContactTracing@phe.gov.uk*.*

Thank you for your help with stopping coronavirus from spreading.

*Kind regards,
Public Health England*

a. Reminder email message for cases:

URGENT FOR ACTION: Important information for you from Public Health England

*Dear *forename*,*

We recently sent you an email as part of our efforts to control the spread of coronavirus (COVID-19).

As someone who has recently tested positive for coronavirus (COVID-19), we need to collect some information about who you met whilst you were potentially infectious. We will then contact these people in confidence to provide them with health advice. This is called contact tracing and is a very effective method of protecting people and slowing the spread of infectious diseases like coronavirus.

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Thank you for your help in gathering this vital information to help understand coronavirus and stop it from spreading.

*Kind regards,
Public Health England*

5. Cases will record information on contacts.

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6. Cases complete the questionnaire; the contacts reported with mobile phone number or email will be sent an automated invitation to participate in CTAS.
7. Contacts receive the automated message to participate in CTAS.
 - a. The contacts sent a text message will receive the following:

URGENT FOR ACTION: Important information from Public Health England

*Dear *forename*,*

You have been identified as a contact of someone who has recently tested positive for coronavirus (COVID-19). We would like to provide you with some critical health advice and ask you to complete a brief questionnaire about your health. This process is called contact tracing and will help us to protect you, your family, the community and the NHS.

*Please visit our Contact Tracing and Advisory Service website. An account *individual.account_id* has been created for you, and is accessible at *individual_url**

The information you give us will be held in complete confidence and in line with the Data Protection Act 2018.

Thank you for your help with stopping coronavirus from spreading.

*Kind regards,
Public Health England*

- a. The contacts sent an email message will receive the following:

*Dear *forename*,*

This is an email from Public Health England's Contact Tracing and Advisory Service. We're getting in touch with you as part of our efforts to stop the spread of coronavirus (COVID-19).

You have been identified by Public Health England as a contact of someone who has recently tested positive for COVID-19. We would like to provide you with some critical health advice and ask you to complete a brief questionnaire about your health. This is called contact tracing and is a very effective method of protecting people and slowing the spread of infectious diseases like coronavirus.

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*Please visit our Contact Tracing and Advisory Service website. An account (Account ID *individual_account_id*) has already been created for you. Please activate it by clicking on the link below.
*individual_url**

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The information you give us will be held in complete confidence and in line with the Data Protection Act 2018.

Thank you for your help with stopping coronavirus from spreading.

*Kind regards,
Public Health England*

8. If the contact does not respond to the invitation they will be sent the following reminder.

- a. Reminder text message for contacts:

URGENT FOR ACTION: Important information from Public Health England

*Dear *forename*,*

We recently sent you a message as part of our efforts to control the spread of coronavirus (COVID-19).

You have been identified as a contact of someone who has recently tested positive for COVID-19. We would like to provide you with some critical health advice and ask you to complete a brief questionnaire about your health. This process is called contact tracing and will help us to protect you, your family, the community and the NHS.

*Please accept this invitation and visit our Contact Tracing and Advisory Service website. An account *individual.account_id* has been created for you, and is accessible at *individual_url**

The information you give us will be held in complete confidence and in line with the Data Protection Act 2018.

Thank you for your help with stopping coronavirus from spreading.

*Kind regards,
Public Health England*

- b. Reminder email message for contacts:

URGENT FOR ACTION: Important information for you from Public Health England

*Dear *forename*,*

We recently sent you an email as part of our efforts to control the spread of coronavirus (COVID-19).

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individual_url*

The information you give us will be held in complete confidence and in line with the Data Protection Act 2018.

Thank you for your help with stopping coronavirus from spreading.

*Kind regards,
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