

COVID-19

Contact Tracing & Reporting System

Qualtrics, an SAP company, has developed a Contact Tracing and Reporting System so that organizations, governments, and other institutions have accurate, real-time information to provide help to positive and at-risk residents in order to identify hot spots and slow the spread of infection.

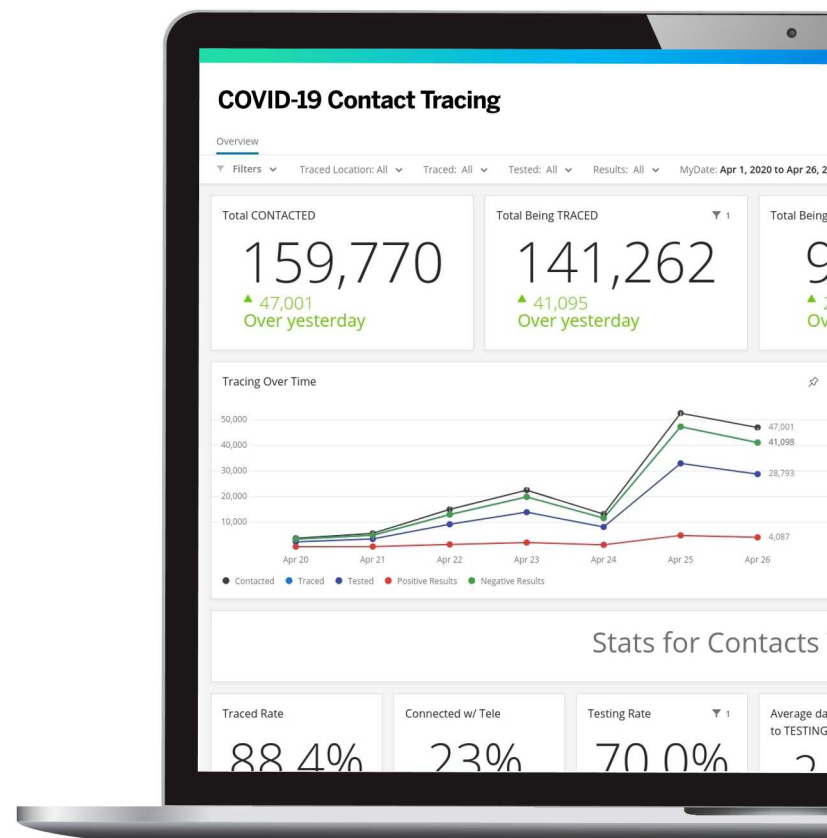
THE ISSUE

Contact tracing is a critical step in getting the economy moving while keeping our communities and organizations safe in a post-pandemic world. Currently, the bulk of reporting on COVID-19 testing from local labs and state governments is entered manually through PDF forms, spreadsheets, and email, resulting in delayed actions. The challenge is to provide contact tracing in a confidential, automated environment where actions can be taken quickly.

THE SOLUTION

The Qualtrics Contact Tracing and Reporting System allows individuals who test positive or are at high risk of contracting COVID-19 to confidentially upload contacts and locations they have visited in recent weeks. Once contact information has been entered, our automated system will notify each contact anonymously and follow up regarding testing options and daily symptom monitoring.

Prioritizing privacy and security, this data can then be leveraged by organizations to manage the spread of the virus, trace new cases, and provide case management. Qualtrics is a FedRAMP authorized, HITRUST certified, and ISO 27001 certified provider, meeting the highest security requirements.



Benefits of a Confidential Contact Tracing and Reporting System

- + Automated real-time reporting and tracking of COVID-19 cases for both individuals and locations
- + Unified data collection for aggregation and analysis by government, private industry, or health departments
- + Does not require apps, Bluetooth, or GPS tracking, resulting in increased trust and compliance
- + Immediate assessment and test scheduling for exposed contacts
- + Simple CRM integration through real-time API or batch upload of patients



HITRUST

qualtrics^{XM}

Go to qualtrics.com/here-to-help for more information.



Patient identified as COVID-19 positive or categorized into high-risk group



Patients invited through email or SMS to provide contact information of those they interacted with via secure form



Contacts automatically notified of potential exposure

Offered opportunity to schedule COVID-19 test



Assist call centers and manual tracing workforces while continuing to have a single source of data



Automated follow-ups over next 14 days

Qualtrics is the world's leading experience management platform. With Qualtrics XM you can create, monitor and manage every experience on a single platform. Our advanced artificial intelligence and machine learning helps uncover deep insights and makes connections between your customer, employee, product and brand experiences to help close experience gaps and drive value back to the bottom line. Qualtrics is a FedRAMP authorized and HITRUST certified provider meeting the highest security requirements of the federal government and HIPAA security requirements. Learn more at qualtrics.com.