



Case Investigation Just-In-Time Training

We would like to first thank you for dedicating your time to do case investigations for the Kane County Health Department in response to the outbreak of COVID-19. Your service needed and appreciated.

Below are the **steps** to follow to properly watch the training videos and proceed after completing the training videos.

1. Watch I-NEDSS – COVID-19 Case Investigations Video
 - a. Shows how to enter data in I-NEDSS (Illinois' National Electronic Disease Surveillance System)
2. Watch REDCap Training Video
3. Watch Mock Case investigation Video
4. Review helpful information below

Helpful Information:

- When discussing a case via email, use the state case number to identify the case.
- How to start the call:
 - “Hello, my name is _____, with the Kane County Health Department. Is _____ available? (If yes, proceed) Before I proceed, please verify your date of birth. (If confirmed, proceed) Thank you. The Health Department has received a lab report confirming you tested positive for COVID-19. Therefore, there are some questions I would like to ask you to assist us in reducing the spread of this infectious disease.”
 - If an interpreter is required, inform the person you will call them back. Use the Pacific Interpreter info sheet to access an interpreter
- Cases reporting to be asymptomatic may over look minor symptoms (i.e. runny nose, nasal congestion, tiredness, loss of taste or smell, etc.)
- Be sure to review isolation and quarantine requirements for the case and close contacts
- Be sure to review isolation protocol (10 things) with the case.
- Additional resources are available via the resource folder provided to you in an email.
- Kane County Does not provide a copy of results. The case should obtain this from the testing facility / doctor. If any issues reach out to your mentor.

Next Steps

1. Send an email to Theresa Heaton (heatontheresa@co.kane.il.us) to inform you have completed the training videos.
2. You will receive an email with information regarding a mentor. This mentor will be there to get you started with your first case, answer any questions, clarifications, and provide ongoing support
3. In order to get started with case investigations, you must have access to I-NEDSS and REDCap. If you do not have access prior to doing video trainings, you can inform your mentor.
4. You will also need to ensure you have a Kane County cell phone to use for case investigations.
5. Once you complete your first investigation, feel free to check in with your mentor to review any questions and seek feedback. Do not be shy to ask questions, as this is a learning process. You will get better with investigations as you continue to do more.



Case Investigation Just-In-Time Training

Additional Information:

- A mentor will be assigned to assist you with getting started, to answer any questions and provide clarification.
- Weekly Case Investigator Check-in
 - This is a time to receive updates and ask questions
- Weekly IDPH Situation Updates
 - Updates are provided by the Illinois Department of Public Health to provide information related to guidance and data entry for state-wide systems
 - Pertinent updates for case investigators is reviewed during the weekly case investigator check-in