

## Contact Tracing as a Service

To successfully lift social distancing measures and re-open our global economy, public health agencies must conduct rigorous contact tracing to reduce COVID-19 exposure that could lead to additional waves of outbreaks.



### Contact Tracing

Contact tracing is the scientific process of identifying people who may have been exposed to a person who has a confirmed case of COVID-19. These contacts are self-quarantined and monitored for symptoms. If a contact later becomes a confirmed case, the process of contact tracing is repeated, until the chain of transmission is halted. This is a fundamental public health process used to contain all communicable diseases.

### Contact Tracing Challenges

- **Labor-Intensive:** identifying contacts for each confirmed case is complex, especially when exposures include tracing contacts from all public spaces and interactions
- **Time-Consuming:** connecting with each contact and monitoring their symptoms with daily follow-ups
- **Complexity:** managing the massive scale of cases including new cases as well as those requiring further attention, such as those pending test results, or missing data
- **Inaccuracy:** ensuring data integrity as the numbers of confirmed cases and contacts grows

Due to the unprecedented size, scale and severity of the COVID-19 pandemic, state and local public health agencies need extensive contact tracing support.

### Conduent provides:

- Contact tracers and resource coordinators to reach out to individuals who have come in contact with COVID-19 patients, counsel them, refer them for testing, and connect them to relevant resources to help them through their quarantine period.
- Nearly 20 years of expert public health agency support for contact tracing initiatives.
- We support 200+ languages.
- Technology and innovative service support to meet your agency's immediate contact tracing requirements.
- Contact center operations and customer service are critical to what we do and have done for decades.

Our public health experts work side-by-side with your agency's team to implement contact tracing as a service. Count on Conduent as your 'easy button' for contact tracing. We have the skilled personnel, proven tools and contact center resources to help you engage with constituents and resolve your state's contact tracing challenges.

## CONDUENT AT A GLANCE

- Recognized contact center industry leader\*
- Expertise spans 20 industry sectors
- Supports 200+ languages
- 114+ contact centers worldwide
- 25,000+ skilled contact center specialists expertly handle many types of calls and contacts
- 2.5M+ interactions daily
- 10B+ annual customer communications

\*recognition sources include Gartner Inc., Nelson-Hall and Information Services Group

## Conduent COVID Community Response Services

Leveraging four decades of public sector health and human services expertise, Conduent offers three levels of skilled support services, including:



### COVID Case Management/Disease Investigation

Reduce the strain on local health resources by deploying healthcare experts trained to perform virtual or in-person patient communications. These highly skilled professionals can also facilitate for patients and contacts to ensure they have access to food, medication and transportation while in quarantine or self-isolation.



### COVID Contact Tracing

Identify, notify and monitor people exposed to COVID-19 using our skilled contact tracers and industry-leading, proven technological tool

**Contact Tracers** – Skilled, trained contact tracers will manage the labor-intensive, complex contact tracing process, reaching out to patients who have tested positive to identify contacts, uncover patient travel, perform relationship mapping and provide instruction to those affected. This team will assist in tracking the spread of the virus.

**Maven® COVID-19 module** – Securely track, manage and report on cases and inform outbreak containment decisions. Maven delivers comprehensive disease surveillance and outbreak management to integrate and coordinate information and analytic insights among collaborating public health stakeholders.



### COVID Contact Support

Use our skilled contact center representatives for initial outreach to constituents who test positive for COVID-19, and provide helpful resources for anyone seeking information.

For more information email [maven@conduent.com](mailto:maven@conduent.com), visit [here](#), or call 1(833)77MAVEN



Conduent delivers mission-critical services and solutions on behalf of businesses and governments – creating exceptional outcomes for its clients and the millions of people who count on them. This is why most Fortune 100 companies and over 500 government entities depend on Conduent every day to manage their essential interactions and move their operations forward.

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