



POLICY AND PROCEDURE	
SUBJECT/TITLE:	Receipt of a Communicable Disease Report and 24/7 Contact System Protocol
APPLICABILITY:	Nursing / Epidemiologist
CONTACT PERSON & DIVISION:	Diane Thompson, RN, MSN, Director of Nursing
ORIGINAL DATE ADOPTED:	11/01/2011
LATEST EFFECTIVE DATE:	07/31/2018
REVIEW FREQUENCY:	Every five (5) years and as needed
BOARD APPROVAL DATE:	N/A
REFERENCE NUMBER:	200-015-P

A. PURPOSE

To provide clear guidance regarding the collection and distribution of telephone reports of reportable diseases and communicating that through a 24/7 contact system protocol when necessary.

B. POLICY

Canton City Public Health is equipped to receive communicable disease reports on a 24/7 basis. Physicians, healthcare providers and laboratories are legally required by the Ohio Administrative Code, Chapter 3701-3 to report the existence of a case, a suspected case or a positive laboratory result of any Class A, B or C reportable disease to the local health jurisdiction where the patient resides.

Class A diseases must be reported to the local health department immediately by telephone, and Class B and C diseases must be reported to the local health department by the close of the next business day. Canton City Public Health is prepared to receive reports via telephone, fax, electronic lab report (ELR) and USPS mail. To maintain a reliable system, Canton City Public Health tests its reporting system twice a year to ensure the system is functional, dependable, confidential, accurate and appropriate for the data it is receiving. Because the system is set up to receive reports by phone, fax and ELR, all elements must be tested to ensure the ability to receive reports.

C. BACKGROUND

Standard procedures dictate that phone calls relating to communicable disease reporting be directed to the communicable disease nurse or the supervisor. Due to multiple layers of reporters in the community, not all calls will proceed through the nursing division as intended. Staff answering phones have been trained on this policy. Staff are familiar with the list of notifiable diseases and can be found at: <http://www.odh.ohio.gov/pdf/IDCM/intro1.pdf>

This procedure applies to all events, real as well as exercises. This procedure discusses the mode of communication for work hours and after hour’s calls.

D. GLOSSARY OF TERMS

N/A.

E. PROCEDURES & STANDARD OPERATING GUIDELINES

Communicable Disease Reporting

Disease reports can be received by one of the following methods:

1. Verbal via phone



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2. Via fax on secure fax line
3. Electronically via the Ohio Disease Reporting System (ODRS)
4. At this time, **NO** reports should be reported via email or un-securely through the internet

Verbal Report

When receiving a verbal report via the phone during office hours, the following procedure will be followed:

1. Collect as much information as possible from the list below:
 - a. Name, Institution, and a **direct** phone number of the caller (collect this information first);
 - b. Date and Time the call was received;
 - c. Disease being reported;
 - d. Patient Demographics
If not a Canton City Resident, refer the caller to the appropriate jurisdiction. Collect the following information if Canton City resident:
 - 1) Full Name of Patient;
 - 2) Date of Birth;
 - 3) Sex (gender) of individual;
 - 4) Race and ethnicity
 - 5) Address, and
 - 6) Phone number;
 - e. Lab Information:
 - 1) Specimen Type;
 - 2) Date of Collection;
 - 3) Test;
 - 4) Result;
 - f. Any other pertinent information that the caller has, this may include occupation, other exposures, etc.
2. Direct the Caller to fax a copy of the results and other pertinent information to the confidential fax line, 330.430.7857.
3. Make the caller aware that the communicable disease nurse and/or their Supervisor may be calling back if more information as needed.
4. Provide the information in person to the Communicable Disease Nurse or Director of Nursing (DON). If the DON is not available then provide the information to the Nursing Supervisor (NS). The information must be provided in person at the earliest time able.
5. As a follow-up, an email to the DON, NS, and CDN should be made indicating receipt of the information. When utilizing email absolutely no identifiable information can be contained within the email.
6. Handle all notes in a sensitive manner compliant with the Health Insurance Portability and Accountability Act (HIPAA).

Fax Report

When receiving a report via fax, the following procedure should be followed:

1. Only the secure fax line (330-430-7857) should be used for faxing communicable disease reports.
2. One of the following individuals will process faxed communicable disease reports:
 - a. Director of Nursing
 - b. Nursing Supervisor
 - c. Communicable Disease Nurse
 - d. Epidemiologist
3. Faxes are reviewed for page completeness and disease being reported

- a. If class A reportable condition, the report will be handled by the communicable disease nurse (or supervisor) immediately (these reports should come through as a verbal report first and then a faxed report of the details. See above 1.d-f for information needed.
 - b. If class B or C, the report will be placed either on the chair of the communicable disease nurse or in his/her mailbox slot.
 - c. The Ohio Department of Health Infectious Disease Control Manual (IDCM) is used to guide the case investigation.
4. Faxes received over the weekend will be processed the first morning staff returns to the office. Class A communicable disease reports are reported immediately to a live person – if this occurs on the weekend, the emergency after hours call number is used.

When receiving a report through an electronic lab result (ELR) entry in ODRS, the following procedure should be followed:

1. ELR reports are processed by either the Director of Nursing or the Epidemiologist
2. ELR reports are saved in ODRS for the appropriate jurisdiction and saved as a NEW report
3. Once the NEW report is seen and initiated by the Communicable Disease Nurse, the report is changed to an OPEN case until the report is ready for closure.

24/7 Contact System and Testing Protocols

The 24/7 contact system is tested at a minimum of 2x/year and managed in the following manner:

Telephone: Canton City Public Health utilizes the Ohio Department of Health’s Local Health Department After-Hours Contact Drill as its main method to test the phone lines and the contact procedures for after-hours notification. This drill occurs twice a year and is a function of the Public Health Emergency Preparedness (PHEP) Grant, (Deliverable 22.1). The timeframe required to respond is detailed in the PHEP grant requirements. Documentation of performance is maintained by the Emergency Preparedness Planner or Public Information Officer (PIO).

Fax: Canton City Public Health utilizes the College of American Pathologists (CAP) Lab Proficiency Survey (LPS), in conjunction with the Association of Public Health Laboratories (APHL), The Centers for Disease Control and Prevention (CDC) and the Ohio Department of Health as a measure of receiving reportable disease reports via fax. The purpose of this exercise is to ensure that healthcare laboratories having a positive test result know the appropriate reporting structure (i.e., laboratory to local health departments, local health departments to ODH, within the required timeframe), which in turn will allow the local health department to test their ability to receive fax communication of a reportable disease. Once notified of the ‘test’ reportable disease, Canton City Public Health will be able to enter the test case into the ODRS training module. A generic account has been set up on ODRS Training for all users to enter in LPS Test results (<https://odhgatewaytrng.odh.ohio.gov/> ; User Name: test.lps, Password: Welcome-1. LPS testing is done biannually. Documentation of LPS testing will be logged and maintained by the Communicable Disease Nurse.

ELR: Canton City Public Health utilizes electronic lab results (ELR) as a way to receive positive lab results on reportable diseases. ELR is the electronic transmission from laboratories to public health of laboratory reports which identify reportable conditions. ELR has many benefits, including improved timeliness, reduction of manual data entry errors, and reports that are more complete. The ELR system is a partnership between the Ohio



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Department of Health (Informatics) and the reporting laboratory. ODH and reporting facilities are equipped to test the systems and audit compliance with reporting guidelines, reporting timeframes and accuracy.

Noncompliance of any contact system testing protocols will result in a written action plan to demonstrate correction of the noncompliance issue within 30 days of identification.

F. CITATIONS & REFERENCES

N/A.

G. CONTRIBUTORS

The following staff contributed to the authorship of this document:

1. Diane Thompson, RN, MSN, Director of Nursing
2. Jon Elias, MD, Medical Director
3. Amanda Archer, MPH, Epidemiologist

H. APPENDICIES & ATTACHMENTS

N/A

I. REFERENCE FORMS

Include a list of forms needed for this policy/procedure. If none, list as N/A.

J. REVISION & REVIEW HISTORY

Revision Date	Review Date	Author	Notes

K. APPROVAL

This document has been approved in accordance with the “800-001-P Standards for Writing and Approving PPSOGFs” procedure as of the effective date listed above.