

## Contract Tracing Autodialer for Healthcare Workers FAQ

### 1. Why is this autodialer service now being offered to healthcare workers?

- The intent of using the autodialer is to enhance current tracing processes by alleviating pressures when triaging and shortlisting workers that have met the exposure criteria.
- We have seen a sustained record number of COVID-19 cases confirmed in Alberta. Our Occupational Health Nurses (OHNs) are working tirelessly to meet demands. To support this team, we need additional options in following up with contact tracing. Alberta Health has adopted this service into contact tracing for the general public to expedite contact tracing for the general public.

### 2. When would I receive one of these calls?

If a possible occupational exposure to COVID-19 occurs within your workplace, particularly during an outbreak, you could receive a call from the autodialer.

### 3. What information will I receive during this call?

- The initial message will inform you that it is the AHS autodialer and request that you take a few minutes to participate in a questionnaire to determine whether or not you meet the threshold for occupational exposure.
- The system will then ask a brief series of logistical questions to make this occupational exposure determination.
- Once the system has completed the questions, you will then be informed of the next steps and required action.
- If you are informed that you have potentially been exposed to COVID-19, it is important that you self-isolate immediately. AOHN will then contact you with next steps.
- The autodialer would not be used to contact workers who have tested positive. We would rely on existing processes.

### 4. What information might I need to have when I get the call?

- Personal Health Card Number
- You must ensure your phone number has been updated in e-People in order to be eligible to receive a call from the autodialer for contact tracing purposes.

### 5. I received a call and could see that it was from AHS, but the call would drop and I couldn't get the information.

If this occurs, your call was logged as an answered call, but not complete. The system will make three attempts to contact you before leaving a message. You will be added to the list for follow up by Workplace Health and Safety.

### 6. What if I am busy when I receive the call?

Once the call is answered, you will be asked if you are available to complete the questionnaire. You will be offered an opportunity to put a brief hold on the call in order to complete a task before the questionnaire.

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7. **What time can I expect these texts/calls?**  
Automated phone calls will be delivered between 8:00 AM and 10:00 PM seven days a week.
8. **Will I be charged for the call/message?**  
No. Sending this COVID-19 questionnaire through SMS text and autodialer is permitted under special circumstances during the COVID-19 Pandemic.
9. **How long will my information be stored?**  
Record retention will be maintained at 11 years to meet the compliance of AHS Privacy Policy.
10. **What is the risk of a privacy breach associated with autodialer systems?**  
The autodialer and SMS systems are programmed to provide results to the numbers provided by e-People.