COVID-19 case investigation and contact tracing is underway with public health professionals from the OC Health Care Agency (HCA) — your local health department — including doctors, nurses, epidemiologists, and investigators with training in communicable diseases and interviewing skills.

These folks make up our Case and Contact Investigator (CCI) team. So how does it work?

1. **Step 1**
   - When a resident takes a diagnostic PCR test and the results are positive for COVID-19, it is reported to our CCI team. The process generally takes 1-3 days.

2. **Step 2**
   - The CCI team makes contact with the resident using methods like phone, mail, and email to ensure they have the ability to isolate and get their day-to-day needs met.
   - *If you've tested positive, need assistance and have yet to hear from us, our Health Referral Line is here to help at (800) 564-8448.*

3. **Step 3**
   - The CCI team builds a timeline of when the individual's symptoms began, and helps identify a list of potential contacts. Then, they get to work notifying the people on the list of the potential exposure, check-in on them regularly, and offer personalized guidance based on their unique health history related to testing, treatment and care.

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Please know the HCA does not perform contact tracing and case investigation based on serology/antibody test results. Serology results are NOT used to diagnose a current COVID-19 infection and are not reportable to the HCA.

Guidance related to COVID-19 quarantining from the HCA is available here: http://www.ochealthinfo.com/self-quarantine-guidance/