



CONTACT TRACING

When an employee tests positive for COVID-19, you can attempt to become a contact tracing expert. Or you can simply put your trust in us.

You're operating your business as diligently and efficiently as possible during an unprecedented time in American history. If one of your employees becomes COVID-19 positive, your entire workforce is suddenly at risk. The Health Department is doing everything they can to help, but they're overwhelmed with cases and may not be able to focus their efforts on your organization and people. So who will?

CDC recommends contact tracing to interrupt the spread of COVID-19.

Retracing the steps of infected individuals and identifying everyone they've come into contact with onsite is a necessity, but may be impossible if you don't have the time, expertise, or resources to identify and contact every single person who may have been exposed. Collecting reams of private medical data requires a thorough understanding of state and federal privacy laws, which means you'll also need experts in data privacy laws on your staff to avoid violations and costly penalties.

Logistics: Requires hundreds of hours, highly trained full-time staff, and strict processes and scripts for phone and email contacts.

Legal: Requires the collection of highly sensitive data while complying with all state and federal privacy laws including FERPA and HIPAA; process must be compliant with ADA, Title VII, the Age Discrimination in Employment Act, and more to avoid costly fines.

Liability: Requires the creation of a detailed audit trail to prove you did everything in your power to protect your workplace, employees and customers to mitigate the risk of litigation.

CastleBranch is here to help.

Our **Contact Tracing** managed service gives you the power to effectively interrupt and prevent the spread of COVID-19.

- ✓ Our enterprise-level team of highly trained experts contacts potentially exposed individuals.
- ✓ All data is gathered in strict accordance with FERPA, HIPAA, GDPR, CCPA and other privacy laws.
- ✓ Process is tightly scripted to ensure compliance with ADA and anti-discrimination regulations.
- ✓ All interactions are carefully documented to create a clear audit log in the event of an audit.

Don't worry about becoming an expert in infectious disease policy and data privacy laws. We've got this.

Screening for infectious diseases—and making sure private information is collected and handled in compliance with all applicable federal rules and regulations—is our specialty. **CastleBranch** has more than 20 years of experience navigating these complex laws as a consumer reporting agency—documenting everything you need to help protect your legal and financial well-being. Whether it's creating a detailed audit trail, or complying with FERPA, HIPAA, CCPA, GDPR, and more, we're experts at managing complex processes—so you don't have to.

Gain visibility into the invisible. Take proactive steps to protect your employees, workplace and customers. And interrupt the spread of COVID-19.

Features

Benefits



Visibility & Insight

- ✓ Daily reports provide high-level visibility into your entire organization down to the individual level.
- ✓ Detailed audit trail to mitigate the risk of legal liability.



Full-time Contact Tracers

- ✓ Experts trained to collect sensitive information from thousands of individuals per day.



Experience

- ✓ Organization with a 22-year successful track record as a call center & managed service provider handling medical documents and records.



Managed Service

- ✓ End-to-end full-service management by a team of experts—no intervention required.



Expert managed services when you need them the most.

With the uncertainty of COVID-19 affecting businesses nationwide, there couldn't be a better time to put your trust in us. Call your **Account Executive** directly, email covid19@castlebranch.com, or call **888.914.7279** to learn more about our exclusive **Contact Tracing, iQ** and **T.E.A.M. Toolsets**.