

Dear Community Partners,

San Francisco is deploying a new tool via text messaging to support you in case you test positive for COVID. It helps with case investigation and contact tracing while linking you to an online questionnaire about your health, needs for City support, and close contacts who might have been exposed to COVID-19. It is confidential, just like a phone call from the health department.

Anyone who tests positive for COVID-19 in San Francisco (and provides a phone number at the time of their test) will receive a text message linking them to an online questionnaire about their health, their needs for City support, and their close contacts who might have been exposed to COVID-19. Close contacts will also receive a text message linking them to this online questionnaire, without identifying who might have exposed them to the virus.

In addition, San Francisco residents who test positive and live in highly impacted neighborhoods of the City will receive a phone call from the health department. Anyone whose answers to the online questionnaire indicate that they need help isolating safely will receive a phone call from the health department, offering that help.

We need all San Franciscans who receive the text message to respond and to let us know if they need our help in order to slow the spread of COVID-19. In a surge with a high volume of new cases, this tool will help us more quickly target our resources to those who need them most.

We ask that you please share information about the text message and online questionnaire with your communities so that everyone knows they may be receiving text messages from the City.

Please contact Thomas Knoble at thomas.knoble@sfdph.org if you have any questions about the Virtual Assistant Tool.

Video demonstration of the virtual assistant:

- English: https://youtu.be/nOs4Wen_Za0
- Spanish: <https://youtu.be/PjRZj9P85QI>

For additional information:

- <https://covid19.ca.gov/contact-tracing/>
- <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19-Contact-Tracing.aspx>

Best,

Community Partners Group
Community Branch-COVID Command Center