

How contact tracers use SafeEntry and TraceTogether in their work

BEFORE

AFTER

Activity mapping phase

- Contact tracers call confirmed cases and ask for a detailed rundown of their activities and interactions
- They also call the patient's family and friends to verify information and fill in any information gaps



- Contact tracers retrieve the SafeEntry data of a confirmed case from a computer system and use it as a reference for interviews
- They corroborate the patient's account with SafeEntry data



Locating and contacting close contacts

- Contact tracers identify and call close contacts
- If close contacts cannot be reached or identified, Ministry of Health contact tracers approach other agencies for help, including the police
- Further interviews are conducted
- Contact tracers comb the streets, trawling through CCTV footage and conducting ground inquiries to track down individuals
- Contact tracers may also go door to door to find the individuals



- If the patient uses TraceTogether, contact tracers will ask the patient to "trigger" the download of data from the app
- Contact tracers can then access the patient's proximity data through a special computer system
- Contact tracers can also retrieve the phone numbers of close contacts from the TraceTogether system and contact them directly

