# Help us trace your contacts

## Use the digital contact tracing service to help stop the spread of COVID-19.

- This new digital service will support the manual contact tracing teams, help prevent the spread of COVID-19 and save lives.

- It allows you to enter your details digitally to help identify close contacts as quickly and efficiently as possible.

- The sooner contacts are able to self-isolate, the less likely they are to spread the infection.

## How does it work?

Digital contact tracing begins when you test positive for COVID-19. You will receive two SMS (text) messages from 'HSCtracing'.

- The first message is for people who have the StopCOVID NI app downloaded on their phone. It will prompt you to let the app know you have tested positive. The app will share that information anonymously with anyone you have come into contact with who also has the app installed.

- The second message will invite you to share your close contacts quickly and efficiently using the new digital service. You can find this service, called 'Help us trace your contacts' at: https://trace.covid-19.hscni.net

Filling in your details should take about 15 minutes. Once you have entered your contacts into the website, we can get in touch with them to warn them that they may have been infected, and advise them on what they need to do.

## What do I need to use the service?

First, you will need your six digit code. You will find the code in the bottom part of the SMS message which told you that you had tested positive for COVID-19. The SMS will look like this:

Please wait until you have received the code before you attempt to access the service.

Once you enter your code, we will ask you for two types of information.

- We will ask you some questions about yourself and your symptoms to help us understand how COVID-19 is spreading.
  We will also ask for your telephone number in case we need more details about something you tell us.

- We will then ask for as much information as you can provide about the people you have been in close contact with. Anything is helpful, but we will need at least names and telephone numbers to be able to contact them.

## What kind of contacts do I need to tell you about?

We need you to tell us about:

- people you have been in close contact with (for example, people you live with, or friends you have spent time with)

- places you have worked

- any other times when you may have come into contact with people (such as on public transport, in a health and social care setting, shopping or travelling)

Think about where you've been and who you may have met in the period from 48 hours before your symptoms began until now.

## What is considered "close contact"?

"Close contact" could apply to someone who:

- spends significant time in your household

- is a sexual partner

- has had face-to-face contact (within 1 metre), including being coughed on or having skin-to-skin physical contact

- has been within 1 metre of you for one minute

- has been within 2 metres of you for more than 15 minutes

- has travelled with you in a vehicle

It would not be considered close contact if your interaction took place solely through a Perspex (or equivalent) screen or while one of you was wearing full medical-grade PPE in a health and care setting.
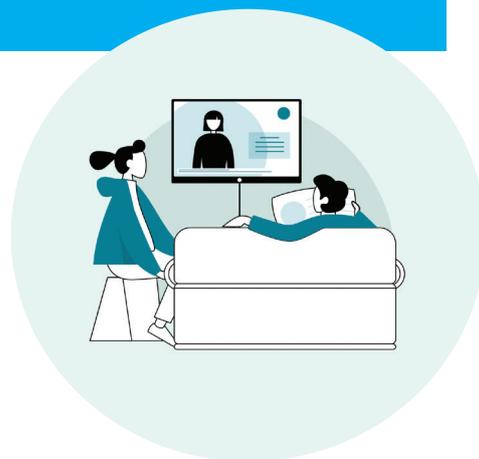
## How will the service protect my privacy?

To protect your identity, **we will not share your details** with those whose details you will provide.

We will only use the information you have given for the purpose of contact tracing and learning about the disease. **Nothing else.**

## What if I can't use the digital service?

If you can't use the digital service, or you choose not to, we will try to call you to ensure we have all the details we need to protect others and reduce the spread of COVID-19.

- These calls will come from the contact tracing team on the telephone number 028 9536 8888.

- We will ask for the same information as the digital service.

HSC Health and Social Care

WE ALL MUST DO IT TO GET THROUGH IT — STAY SAFE — SAVE LIVES