RingCentral

RingCentral for Contact Tracing:
Mitigating transmission with speed, intelligence, and trust

Effective and speedy contact tracing operations are imperative to breaking transmission chains, improving outcomes, and enabling organizations and the broader community to return to "normal" operations.

While contact tracing exists at a limited scale within public health agencies, the current staffing, manual processes, and limited automation are inadequate to meet the vast scale required to address the needs imposed by the pandemic.

At the same time, the potential for rapid transmission in close communities such as hospitals, schools, production facilities, and offices has raised the need and opportunity for organizations of all stripes to scale their own contact tracing operations to mitigate impact and preserve business and mission continuity.

This combination of needs and requirements is driving organizations to look for contact tracing solutions that can scale quickly and operate efficiently. Even for motivated institutions, however, the path forward can be inhibited by the current environment, approaches intended for smaller-scale operations, and data privacy regulations. These challenges often include:

1. Staffing limitations

Whether staffing contact tracing operations with volunteers or paid resources, most organizations grapple with recruiting, onboarding, and enabling a workforce composed mostly of work-from-home personnel.

2. Manual processes

Traditional manual approaches to collecting contact lists and executing outreach may be sufficient for smaller operations but are less effective with higher-scale, remote operations where speed is essential to improve outcomes.

30 contact tracers are recommended **per 100,000 persons** during the COVID-19 pandemic[1]

3. Limited automation

Contact tracing operations—traditionally composed of merely a handful of individuals—never met the threshold required to make automation investments economically viable. Therefore, although automation exists that has the potential to transform processes, relatively few examples exist in practice.

4. Data privacy

By its nature, contact tracing requires proper management and handling of private patient information that's regulated by the government. While health agencies are naturally equipped and informed, non-health organizations may feel less prepared to address these sensitive requirements.

"Efficiency is the name of the game—you need to get to people quickly and isolate anyone who tests positive."[2]

– Ingrid Katz, MD, Associate Faculty Director, Harvard University's Global Health Institute

1. https://www.naccho.org/uploads/full-width-images/Contact-Tracing-Statement-4-16-2020.pdf
2. https://www.webmd.com/lung/news/20200512/states-ramp-up-contact-tracing-amid-reopening

National and local health agencies have scaled contact tracing operations composed of as many as 20,000 tracers in less than a week with RingCentral.

Improve outcomes with an all-in-one cloud communications and engagement platform that allows you to engage contacts quickly and efficiently while empowering staff with the tools to message, call, and meet from any location on any device. RingCentral deploys and scales rapidly, integrates easily, and provides the security and privacy required with HITRUST, FedRAMP[3], and SOC 2 certifications. It is the cloud communications platform that organizations need at this moment where speed, efficiency, security, and privacy are paramount. By choosing to partner with RingCentral you can:

1. Deploy and scale quickly

Deploy in days, not weeks, and scale quickly with a comprehensive, integrated contact center and unified communications solution. Given the criticality of connecting with potential carriers to isolate people who could spread the disease, speed is of the essence. RingCentral allows you to get online quickly, make more connections faster, and respond rapidly to changing conditions.

As a cloud-based, easy-to-use solution, you can get up-and-running fast with a complete set of functions required for effective case management—from unified communications capabilities to full contact center technology including workforce optimization, scheduling, quality management, and analytics. As a market leader, RingCentral enables you to leverage pre-built integrations to the leading CRM and productivity applications and powerful APIs for custom integrations as needed.

2. Connect faster

Connect faster and improve outcomes with click-to-call simplicity, automated dialing (make 4x as many calls!), skills-based routing, scripting, and integrated reporting. Tracer efficiency is the key to success, and organizations that can reach a maximum number of potential carriers of COVID-19 with a minimum number of tracers will be the most effective in breaking transmission chains.

RingCentral offers a number of productivity enhancements to maximize the tracer's efficiency, including click to dial, reports, dashboards, CRM integration, and collaboration tools. RingCentral can provide an automated dialer that enables tracers to spend as much as 300% more of their time engaged with contacts by eliminating unproductive activities (e.g., dialing, busy signals, voicemail) required to make a live connection.[4]

3. Ensure mission success

A secure, reliable (99.99% uptime), cloud-based solution with the highest quality, low network costs, and HITRUST, FedRAMP[3], and SOC 2 certifications help ensure mission success. You can't quickly and efficiently create and deploy a contact tracing team unless you can 1) trust your tools will be available when you need them, and 2) ensure the applications your team is using are secure and compliant with patient privacy protocols.

RingCentral provides the availability, security, and privacy needed so you can focus on your mission, including SLA to 99.99% uptime with active failover, the best telephony network with the highest quality and low network costs, and HITRUST (HIPAA), FedRAMP[3], and SOC 2 certifications to ensure security and privacy.

Learn more about RingCentral for Contact Tracing by visiting go.ringcentral.com/contact-tracing today.

3. RingCentral Contact Center
4. https://www.callcentrehelper.com/the-benefits-of-using-an-automatic-dialer-32845.htm

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

06/2020