

Script & Forms

Release 23-09-2021

RELEASE NOTE

Auteur, service et coordonnées de contact	Date	Copie à	Commentaires
Script & Forms	21-09-2021	Click here to enter text.	Click here to enter text.

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1. Release

RELEASE NUMBER		
TYPE		URGENT
APPLICATION	Script & Forms	
VERSION		
DATE ACCEPTATION	22/09/2021	
DATE PRODUCTION	23/09/2021	

2. New features

2.1. CR127 - New “advice 8” for vaccinated High Risk Contact with household contacts

New “Advice 8” to display rules for asymptomatic vaccinated High Risk contact (HRC), If the person cannot completely isolate himself from the index case (eg if the index case is a young child) :

- the last exposure will not be until the end of the isolation period.
- The second test will then be done 17 days * after the onset of symptoms (or the positive test) of the index case.
- However, the quarantine ends after the first negative test.

Impacted scripts : 2A, 2C, 1A (house member)

HIGH RISK CONTACT – USE CASES

Advice ID	Case	Title	Quarantine	Test d 0	Test day 7	Test day 17
1	HR Contact with symptoms (2 minors or 1 major)	Conseil 1: Contacter votre médecin généraliste + test PCR immédiat et isolement	contact GP	contact GP	contact GP	no
2						
3	HR contact asymptomatic	Conseil 3 : Quarantaine pendant 10 jours + mesures de prudence et monitoring des symptômes pendant 14 jours + TEST direct et 7 jours après le contact	10 days	yes (not if last contact date > 72h)	yes	no
4	HR contact asymptomatic with NO strict isolation "House member"	Conseil 4 : Test PCR : DIRECTEMENT et au jour 17 + quarantaine pendant 20 jours + attention accrue aux mesures d'hygiène pendant 24 jours	20 days	yes	no	yes
5	Fully Vaccinated HR contact	Conseil 5 : Se faire tester immédiatement (et quarantaine jusqu'à l'obtention du résultat négatif) et un second test 7 jours après le dernier contact	3 day	yes	yes (except If HR contact was more than 72 hours ago)	no
6	Displayed only on 2A "from scratch" for travelers coming back from VOC country	Conseil 6 : Quarantaine 10 jours + suivi des symptômes pendant 14 jours + TEST immédiatement et 7 jours après la date de retour.	10 days	yes	yes	no
7	HR Contact already infected in last 180 days	Conseil 7 :	no (except if at least 1 symptoms = yes → Advice 1)	no (except if at least 1 symptoms = yes → Advice 1)	no (except if at least 1 symptoms = yes → Advice 1)	no
8	HR contact fully vaccinated with NO strict isolation "house member"	Conseil 8 : Test PCR DIRECTEMENT et au jour 17 + quarantaine jusqu'à l'obtention du résultat négatif	3 days	yes	no	yes

2.2. CR131 - Addition of 2 informative flags for school and quarantine on 3B script

2 new flags will be available on the 3B script in order to inform the call center agents that the ticket is:

- **SCHOOL: YES OR NO** : a follow-up ticket generated following a 2A ticket created by the CLB for the tracing of schools
- **QUARANTINE: 3 DAYS / 10 DAYS / 20 DAYS**: indicates the duration of the citizen's quarantine

2.3. CR133 – the "save as draft" feature is disabled after successful submission of a ticket

In all scripts, the "save as draft" button will be hidden if the ticket has been successfully closed. It will therefore no longer be possible to use this functionality when ticket has the status "Closed with data" or "Closed without data".

Impacted scripts : ALL

2.4. Update the content of Advice 7 for asymptomatic High Risk Contact already infected in last 180 days

The content of Advice 7 is modified to comply with the current rule.

Advies 7:

U bent de afgelopen 180 dagen positief getest. De kans op herinfectie is laag en u heeft geen majeure symptomen. Je moet daarom niet in quarantaine noch getest te worden. Indien er wel symptomen zijn, dan moet u wel getest worden en in quarantaine blijven tot de resultaten gekend zijn.

Respecteer de hygiënemaatregelen, en draag buitenshuis stoffen maskers (voor personen > 12 jaar). Vermijd contacten met personen met een verhoogd risico op ernstige ziekte (vb. grootouder). U mag naar uw werk of naar school gaan en deelnemen aan hobby's of andere vrijetijdsactiviteiten (vb. sportclub, kunstacademie, jeugdbeweging). Indien nodig kunt u ook naar het kinderdagverblijf gaan.

U zal uw symptomen gedurende 14 dagen moeten opvolgen (neem uw temperatuur twee maal per dag), en neem in geval van koorts of andere COVID-19-symptomen telefonisch contact op met uw huisarts.

Informatie voor de agent:

vraag actief na of de persoon de hygiënemaatregelen kent. Zie FAQ laag risico contacten.

Impacted scripts : 2A, 2C, 1A (house member) and 2S