COVID-19 Contact Tracing

Working together to help slow the spread of COVID-19.

How it Works

- If you test positive for COVID-19, a contact tracer from your local health department will contact you.

- The contact tracer will check-in on your health, discuss with whom you've been in close contact and ask you to stay at home to self-isolate.

- The contact tracer then contacts the people with whom you had close contact to ask if they have symptoms and offer guidance about testing and quarantine.

- Unless you give permission, your name will not be given to those you identify as close contacts.

- It's important to be forthcoming with contact tracers as the information gathered is vital to stopping the spread of disease.

Technology

- The Houston Health Department partnered with Qualtrics on secure web-based surveys to gather information from people with COVID-19 and their close contacts.

- If you tested positive for COVID-19, you may receive a health assessment survey that asks about your health and with whom you had close contact.

- You will then receive follow-up wellness check surveys.

- Meanwhile, the people you identified as close contact may receive a survey asking about their health and providing guidance about testing and quarantining.

- Links to these surveys will come via email or text message and include a phone number you can call if you have questions or concerns.

Security and Safety

- Caller IDs will display Houston Health 713-853-8700 when a Houston Health Department contact tracer calls.

- Automated text messages from Houston Health Department contact tracers will come from 35134, 73940 or 39242.

- Contact tracing automated email assessments from the Houston Health Department will come from houstonhealthdepartment@qualtrics-survey.com.

- If you receive a call, text or email regarding contact tracing and you are unsure if it's legitimate, please call the Houston Health Department COVID-19 Call Center at 832-393-4220.

- Contact tracers will never ask for your social security number, bank information or credit card number.

- Information gathered during the contact tracing process is not used for any other purpose.