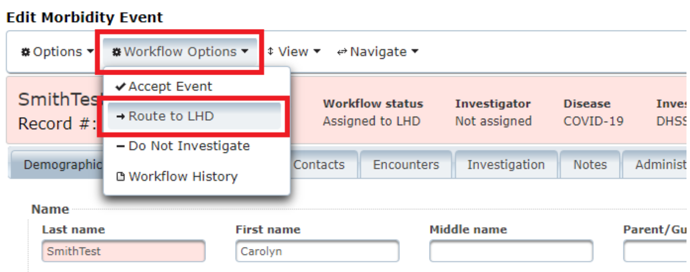
Re-Routing Cases in EpiTrax

If a case is incorrectly assigned to your jurisdiction, you can route the case to the appropriate LHD by clicking on the "**Workflow Options**" button and selecting **Route to LHD**.



- The below screen will appear. Select the health department to which this case should be rerouted, and then select the Route to LHD button.
- Make sure to select either **Save & Continue** or **Save & Exit,** otherwise the case will not be re-routed and will remain assigned to you.
- If you find out later that a case assigned to your jurisdiction has a different current address than what is listed in EpiTrax (and belongs to a different jurisdiction), make sure to add that address in EpiTrax *before* routing the case to the new jurisdiction.

Routing Contacts

If a contact to a case in your jurisdiction case resides in another jurisdiction, you can route the contact event to the proper LHD for follow-up. The routing of contact events is done the exact same way as the morbidity events.

- Go to the contact's event record, click the "**Workflow Options"** button and select **"Route to LHD"**.
- Make sure that you have entered the contact's address, phone number, and disposition (last exposure) date in the demographics tab of the contact event record. This will help the appropriate LHD initiate an investigation.

This highlights the importance of creating a list in your "**Events**" that includes contact events, so that you can see any contacts assigned to your jurisdiction and check it often. This should reduce the need to send emails to other jurisdictions/district staff to notify about contacts.