



**WAUKESHA COUNTY**  
**OFFICE OF THE COUNTY EXECUTIVE**

January 29, 2021

Dear Parent or Guardian,

Waukesha County Public Health is announcing two new ways that you may receive important COVID-19 alerts.

- Today, a new system is live that will allow you to sign up for weekly COVID-19 updates, including vaccination information.
- On Monday, we are launching a system that will send text or email alerts to some residents who test positive for COVID-19.

**Text and Email Alerts**

On Monday, February 1, 2021, Waukesha County Public Health will launch new software that will help streamline the contact tracing process by sending a text or email alert to some residents who test positive for COVID-19. Text message notifications will come from the number “48355.”

Although the contact tracing process in schools will not change, if there are people who test positive for COVID-19 in your household, you may notice that some individuals may receive a follow-up phone call while others may receive a text or an email.

- Age groups 60 and older and 22 and younger who test positive for COVID-19 will continue to receive follow up phone calls from disease investigators.
- Age groups 23 – 59 who test positive for COVID-19 will receive a text message or an email from Waukesha County Public Health. If there is no response to the text message or email, these individuals may receive a phone call or letter.
- Schools will continue to assist in contact tracing at their facilities.

The text messages are hosted by Patient Education Genius (PEG), a healthcare technology company that specializes in mobile technology. When someone is sent a PEG text message or email link they will be directed to an online, confidential survey to complete as part of the contact tracing process. Important quarantine and isolation information will be available through links provided on the platform.

This new system will have a significant impact on our ability to keep schools open. The technology will allow us to reach out to cases faster in a format they are comfortable using (text or email). We expect this will allow us to reach more people and identify risk at schools in a more efficient manner.

### **Sign Up for COVID-19 and Vaccination Updates**

Waukesha County residents can now sign up to receive a weekly communication about COVID-19 and vaccination information. These updates will go out every Thursday, after the Vaccine Dashboard is updated. [Click here to sign up.](#)

These new digital tools will help us transition from contact tracing to vaccination, so that we can begin to return to normal. Thank you for your vigilance in keeping the community safe by continuing to follow best practices. We will get through this together.

If you have questions about our new PEG software, please click the FAQ tab on our COVID-19 webpage at [www.waukeshacounty.gov/covid19](http://www.waukeshacounty.gov/covid19).



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