iGotsick: A Self-Reporting Complaint System, Utah

Cindy Burnett, MPH
Utah Department of Health
Background

• Centralized foodborne illness complaint system
• Developed by UDOH & 12 local health departments
• System live in February, 2013
Purpose

• Centralize reporting of suspected foodborne illnesses
• Improve communication
• Provide education
• Detect clusters & outbreaks
Report a Foodborne Illness

The information you report through this website is safe, secure, and confidential! Your report is automatically sent to the appropriate Local Health Department, and only authorized Utah Department of Health and Local Health Department representatives can access it. Information you provide will not be shared with restaurants or any other third parties.

Report Your Illness

Think you got sick from something you ate? Let us know by answering a few questions about your symptoms, places you've visited, and what you ate.

File an Online Report

(Health care professionals must follow the procedure listed in Utah's List of Reportable Conditions (pdf) to notify the Utah Department of Health of certain foodborne diseases.)

Please Seek Medical Advice

Contact your health care provider, especially if you are:

- Pregnant, elderly, have a weak immune system, or if the ill person is an infant. Any of these conditions put people at higher risk of getting sick if exposed to germs in contaminated food, and at higher risk of developing serious medical problems.
- Having severe symptoms such as bloody diarrhea, severe nausea and vomiting or a high fever.
Demographics

Illness Report Form

Important: If this is a medical emergency, please call 911 immediately. This report to the health department does not provide a diagnosis or treatment for your illness.

Please fill in all fields as completely as possible. The information you provide will help us determine if your illness is food related and what steps need to be taken by the appropriate Local Health Department. (All information collected is completely confidential.)

When finished, please click the Submit button to send your report.

(* indicates a required field)

About You

First Name* Last Name* Age Gender
Tom Riddle 50-59 years Male

Home Street Address
Knockturn Alley

City State Zip*
Salt Lake City Utah 84105

Home Phone* ex. (801) 538-6191 Preferred?
(867)768-7373 Yes

Work Phone Preferred?

Cell Phone Preferred?

Email Preferred?
Tom.ManzoleRiddle@horeux.net

Occupation
Politics

How did you hear about this website? Word of mouth

Are you filling this report out for yourself? Yes No
## Symptoms

**Date symptoms started:** 10/29/2013

**What time of day did symptoms begin?** 1:00am

**How long were you sick?** More than 48 hours

Place a check in the box by each of your symptoms (check all that apply):

- [x] Nausea
- [x] Abdominal pain
- [x] Vomiting
- [ ] Cough
- [ ] Chills
- [ ] Swollen lymph nodes
- [ ] Unusual taste in mouth
- [x] Diarrhea
- [ ] Shortness of breath
- [ ] Muscle aches
- [ ] Headache
- [ ] Sore throat
- [ ] Stiff neck
- [x] Bloody diarrhea
- [x] Joint aches
- [x] Fever
- [ ] Very tired
- [ ] Rash
- [ ] Visual changes

Which symptom did you experience **first?** Abdominal pain

Which symptom was **worst?** Diarrhea

Please describe any other symptom(s):

[ ]
Exposures

**Exposure**

Where (including name and address, if applicable) do you think you may have become ill?

The Three Broomsticks, unknown address, downtown Salt Lake near Main Street.

What specific food did you eat that you suspect made you ill?

Cornish Pastie or Yorkshire Pudding

When did you eat the specific food that you suspect made you ill?

Date: 10/27/2013  Time of day: 2:00pm

List any places where you ate food between Friday, October 25, 2013 and Tuesday, October 29, 2013:

The Three Broomsticks

How many other people in your household were sick with the same symptoms around the same time as you?

0

How many other people, excluding household members, were sick with the same symptoms around the same time as you?

0

Between **Friday, October 25, 2013** and **Tuesday, October 29, 2013**, did you...

- Attend a group event (weddings, reunions, picnics, etc.)? [Yes] [No]
- Have contact with any animals? [Yes] [No]
- Have contact with children under the age of 5? [Yes] [No]
- Travel outside your home county? [Yes] [No]
- Have contact with a sick person? [Yes] [No]
- Prepare food for other people? [Yes] [No]
- Change a diaper? [Yes] [No]
Exposures

Please include any places you ate food, including your home, group gatherings, restaurants, convenience stores, etc.

For each place you ate at, please include:
- Name of the location you ate at,
- Address where you ate,
- Date & time you ate there, and
- What foods you ate

List any places where you ate food between Friday, October 25, 2013 and Tuesday, October 29, 2013:

How many other people in your household were sick with the same symptoms around the same time as you?

How many other people, excluding household members, were sick with the same symptoms around the same time as you?
Submit Report

Other Notes/Comments

If you have any other information that you feel would be helpful for your Local Health Department about this case, please enter it below.

Before You Cancel...

If you're not ready to submit this report online, we still want to hear from you! Please contact your Local Health Department using the information at the link below to let us know you got sick.

Contact your Local Health Department
Report Submitted

Thank you for taking the time to share your concern with the Utah Department of Health and your Local Health Department! Your report has been submitted successfully, and your Local Health Department will begin their investigation. If necessary to complete the investigation, a representative from your Local Health Department may follow up with you at a later date.

If this is a medical emergency:

As a reminder, if this is a medical emergency, please call 911 immediately. This report is not connected to emergency services in any way and does not provide a diagnosis or treatment for your illness.

Share with a friend:

If you know someone else who may want to report a foodborne illness, share this page with them! Enter your friend’s e-mail address below and we’ll send them a link to get started.

Your friend’s e-mail address:  

Send Link

How’d we do?

Thank you for using the Foodborne Illness Report system. If you have thoughts or ideas about how we could improve this website, we’d love to hear from you!

Share your feedback!
What happens next...

• Local health department receives an e-mail that a new report was submitted
• Environmental health and epi staff determine follow-up
• Report is shared with other health departments if appropriate
Information Sharing

**Report Info**
- **Date Report Entered:** 11/04/2013 10:37
- **Status:** Deleted
- **Assigned to:** --
- **Action Taken:** --

**Report Notes**

**Report Sharing**
- **Share Report With:**
  - Bear River
  - Central Utah
  - Davis County
  - Department of Agriculture
  - Out of State
  - Salt Lake Valley
  - Southeastern Utah
  - Southwest Utah
  - Summit County
  - Tooele County
  - TriCounty
  - Utah County
  - Utah State
  - Wasatch County
  - Weber-Morgan

Done  Save
# Report Management

## ILLNESS REPORTING SYSTEM

Welcome Cindy Burnett

**Filter Reports By...**

<table>
<thead>
<tr>
<th>Report Progress:</th>
<th>Case Status:</th>
<th>Jurisdiction:</th>
<th>Assigned To:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submitted Reports</td>
<td>Any/All</td>
<td>Any/All</td>
<td>Any/All</td>
</tr>
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**Date Submitted:**

| Any Time | to Present | Update |

**Events Found: 256**

<table>
<thead>
<tr>
<th>Date Created</th>
<th>Name</th>
<th>City</th>
<th>Jurisdiction</th>
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<th>Status</th>
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<tbody>
<tr>
<td>11/15/2013</td>
<td></td>
<td>Mapleton</td>
<td>Utah County</td>
<td>Sam Marsden</td>
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<tr>
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<td>Ray</td>
<td>Weber-Morgan</td>
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<td>Unassigned</td>
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</table>
Age of Respondents

- 0-18 years: 1%
- 19-29 years: 27%
- 30-39 years: 26%
- 40-49 years: 14%
- 50-59 years: 22%
- 60+ years: 10%

Female: 58%
Male: 42%
Symptoms/Severity

• 94% Vomiting and/or diarrhea
• 5% Bloody diarrhea
• 10% Sought medical care
• 2.7% Provided a stool specimen
  – 1 respondent reported being diagnosed with *Salmonella* infection
Promotion

- Press release
- Physician Listserv
- Posters, magnets, stickers
  - Distributed through local health departments
- YouTube Video
How Did You Hear About iGotsick?

- Internet Search results: 36%
- Public Health Employee: 28%
- Health Dept Website: 18%
- Word of Mouth: 9%
- News Story: 8%
- Social Media: 1%
Security

• In-house system
• Users must have access to the secure PHAccess site (also used for Utah’s NEDSS database)
• Routing of reports occurs within PHAccess
Cost to Develop

• Development costs were minimal
• Database created by in-house programmers
  – 3 months development time (part-time)
• Used existing secure system (PHAccess)
• Video production was donated
• Promotional materials: $500
Challenges/Opportunities

• Few people know about the site
• Information may be incomplete/incorrect
• Correct contact information is not always given
• Local response to complaints is not standardized/documented
Future Plans

• Meet with stakeholders to determine usefulness
• Modify questions to collect better data
• Further promote website to increase usage
• Consider use for large events
Acknowledgements

- Utah Department of Health
  - Kenny Davis
  - Melissa Dimond
  - Julia Hall
  - Kristine Lynch
  - Allyn Nakashima
  - Marilee O’Connor
  - Matt O’Connor
  - Josh Ridderhoff
  - Jon Reid
  - Kris Russell

- Salt Lake County Health Department
  - Linda Bogdonow
  - Royal Delegge
  - Jeff Oaks
  - Jenny Robertson

- Davis County Health Department
  - Linda Ebert