UTAH DEPARTMENT OF HEALTH

iGotsick: A Self-Reporting Complaint System, Utah

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Utah Department of Health

Background

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

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Purpose

- Centralize reporting of suspected foodborne illnesses
- Improve communication
- Provide education
- Detect clusters & outbreaks

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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

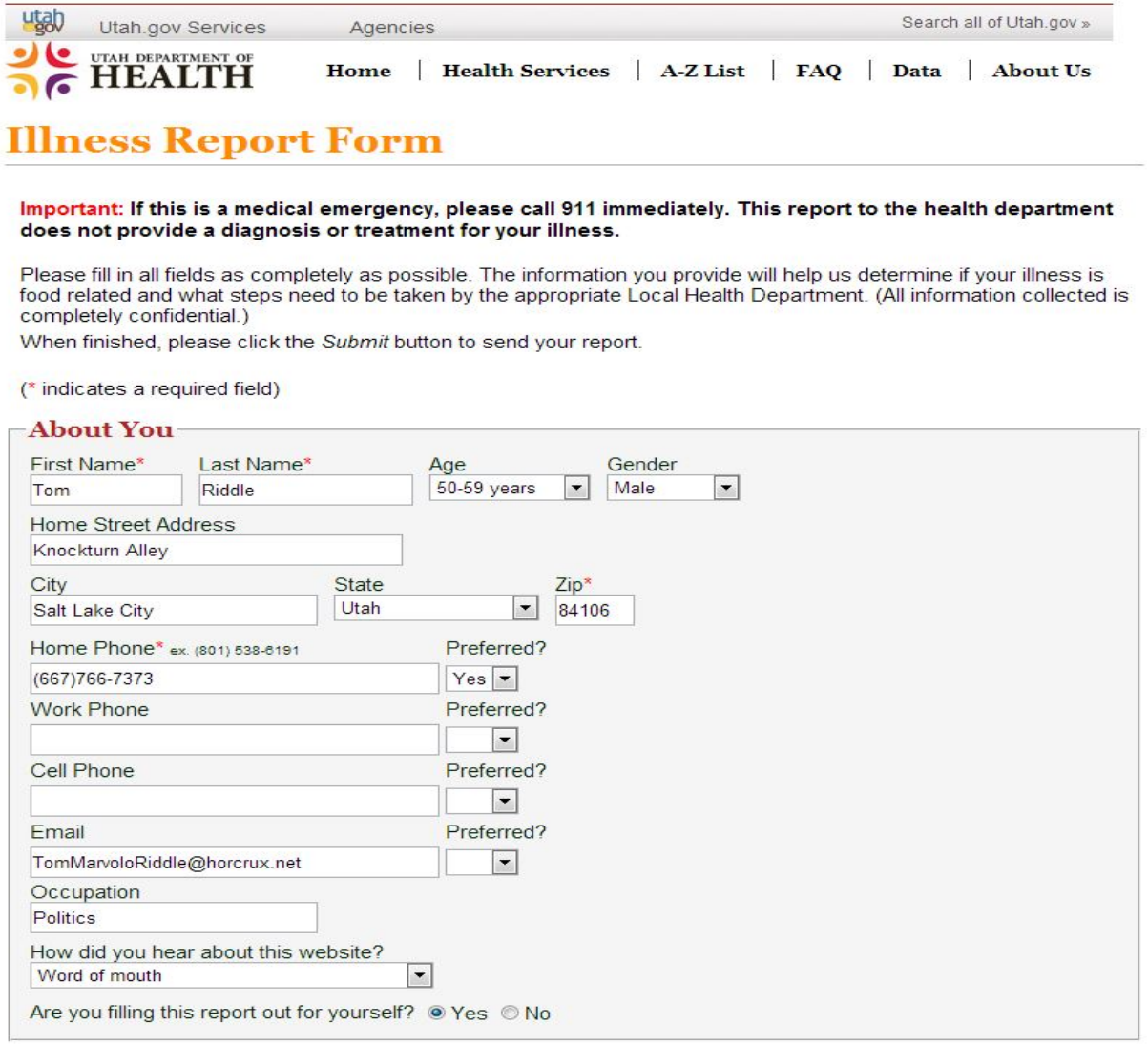
(Health care professionals must follow the procedure listed in Utah's List of Reportable Conditions (pdf) to notify the Utah Department of Health of certain foodborne diseases.)

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



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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*: Tom
Last Name*: Riddle
Age: 50-59 years
Gender: Male
Home Street Address: Knockturn Alley
City: Salt Lake City
State: Utah
Zip*: 84106
Home Phone* ex. (801) 538-6191: (667)766-7373
Preferred?: Yes
Work Phone:
Preferred?:
Cell Phone:
Preferred?:
Email: TomMarvoloRiddle@horcrux.net
Preferred?:
Occupation: Politics
How did you hear about this website?: Word of mouth
Are you filling this report out for yourself? Yes No

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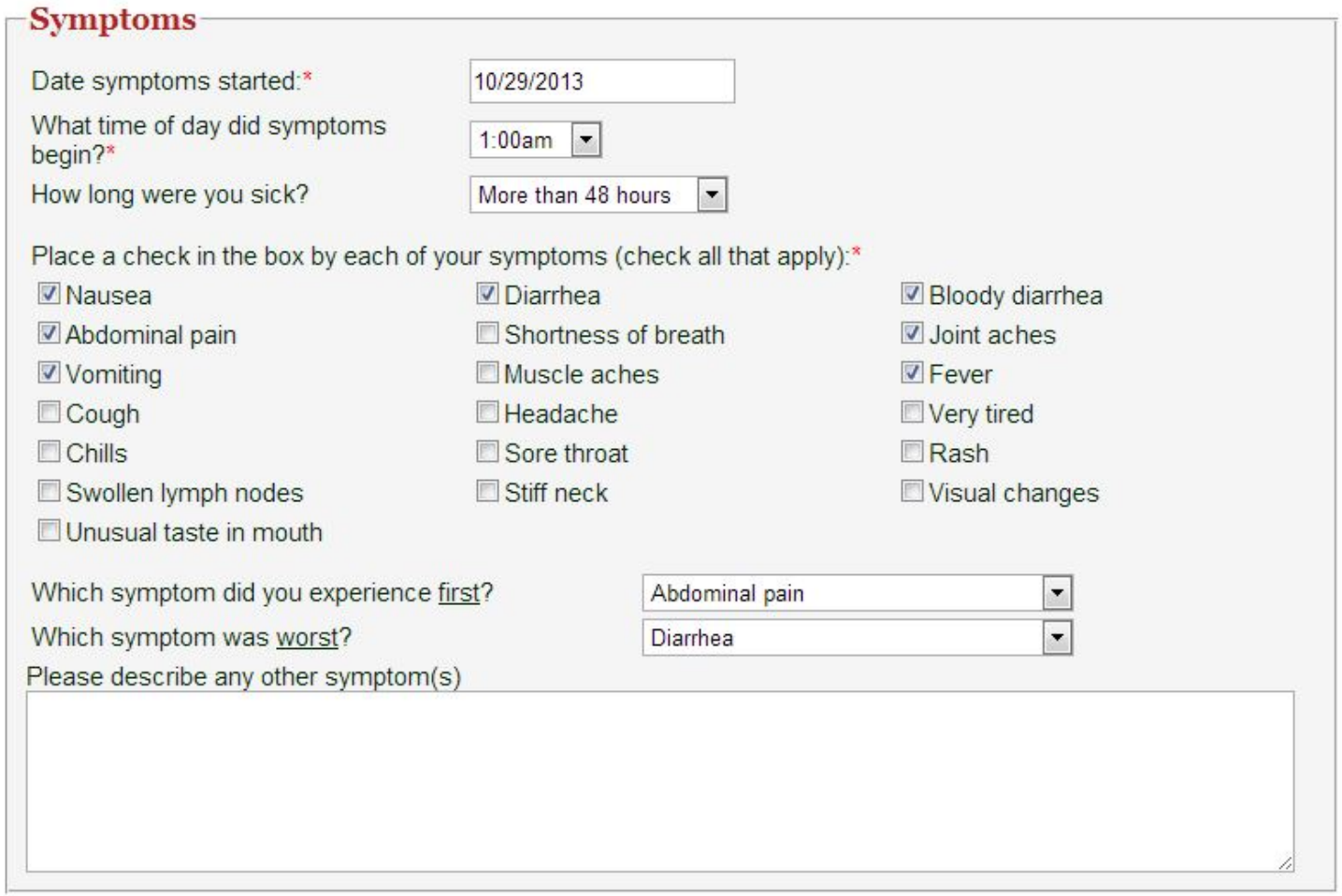
Symptoms



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):*

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

Which symptom did you experience first? Abdominal pain

Which symptom was worst? Diarrhea

Please describe any other symptom(s)

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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

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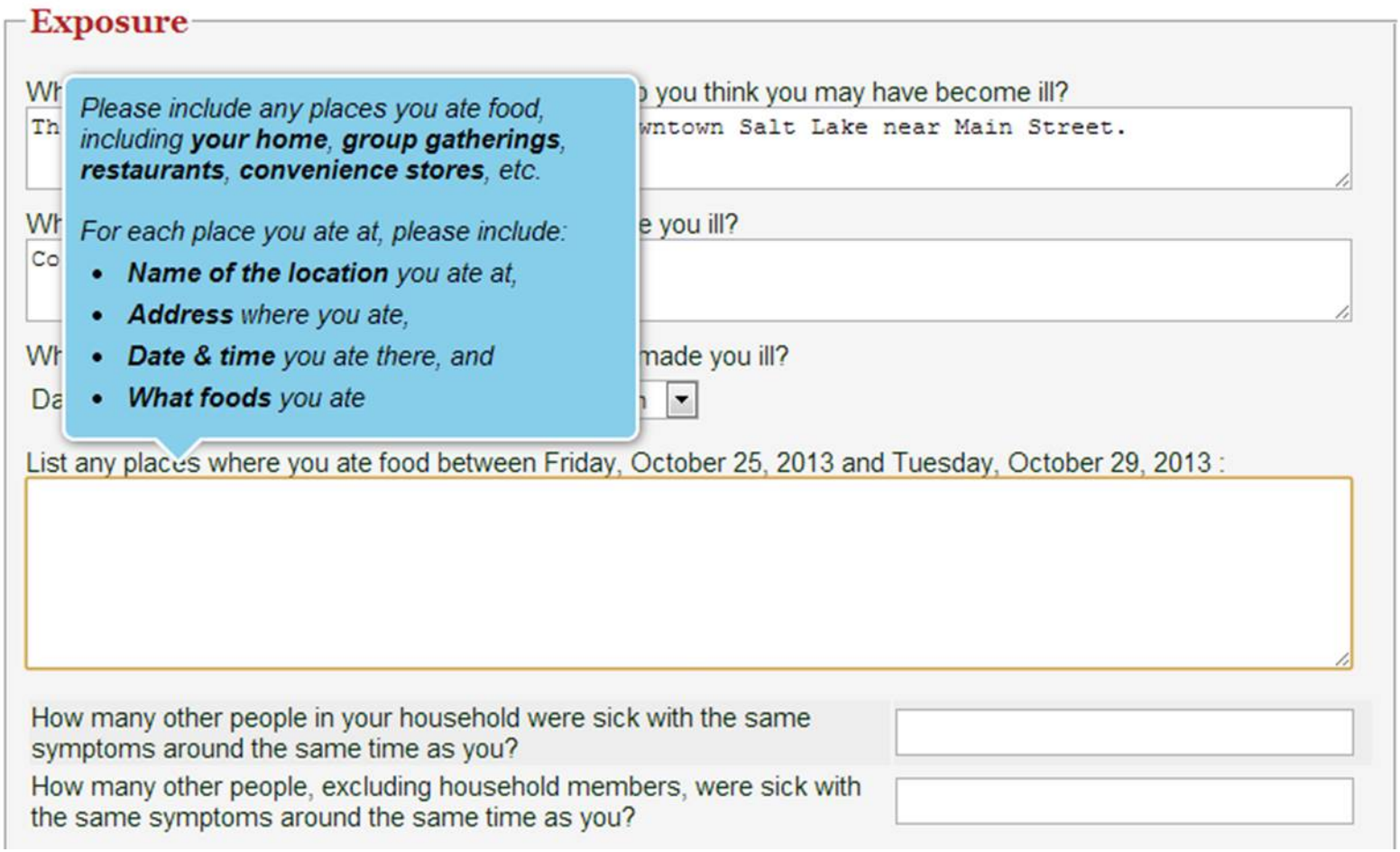
Exposures



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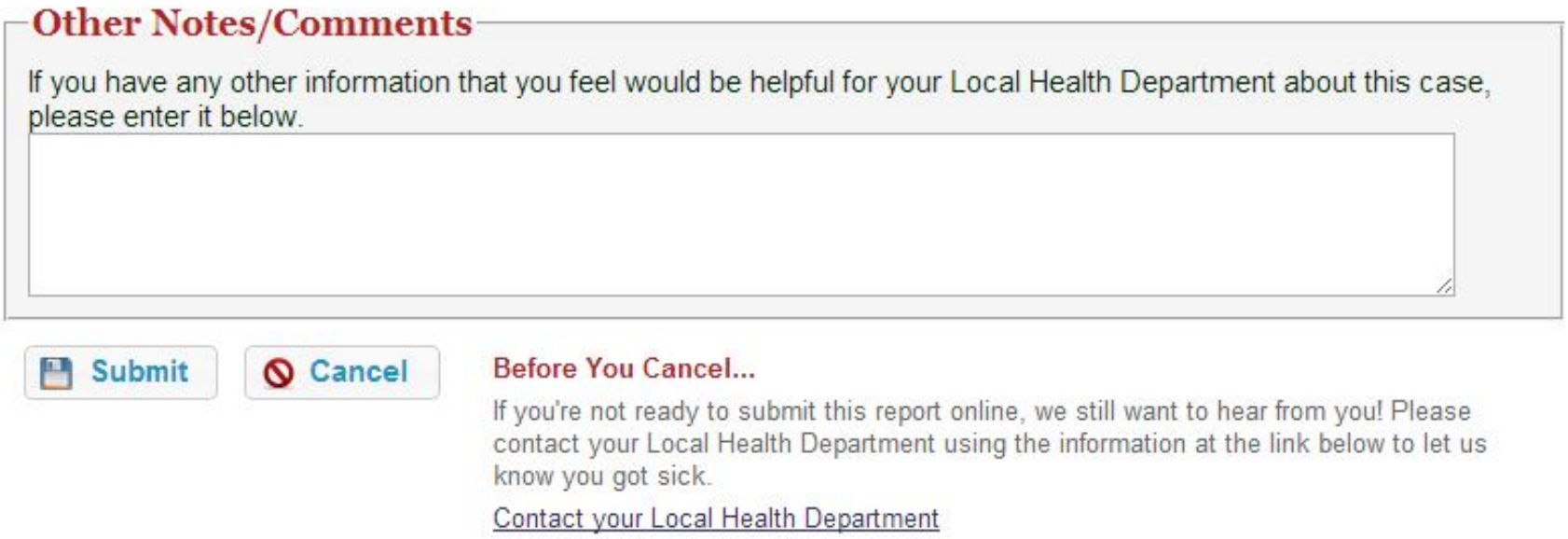
Submit Report



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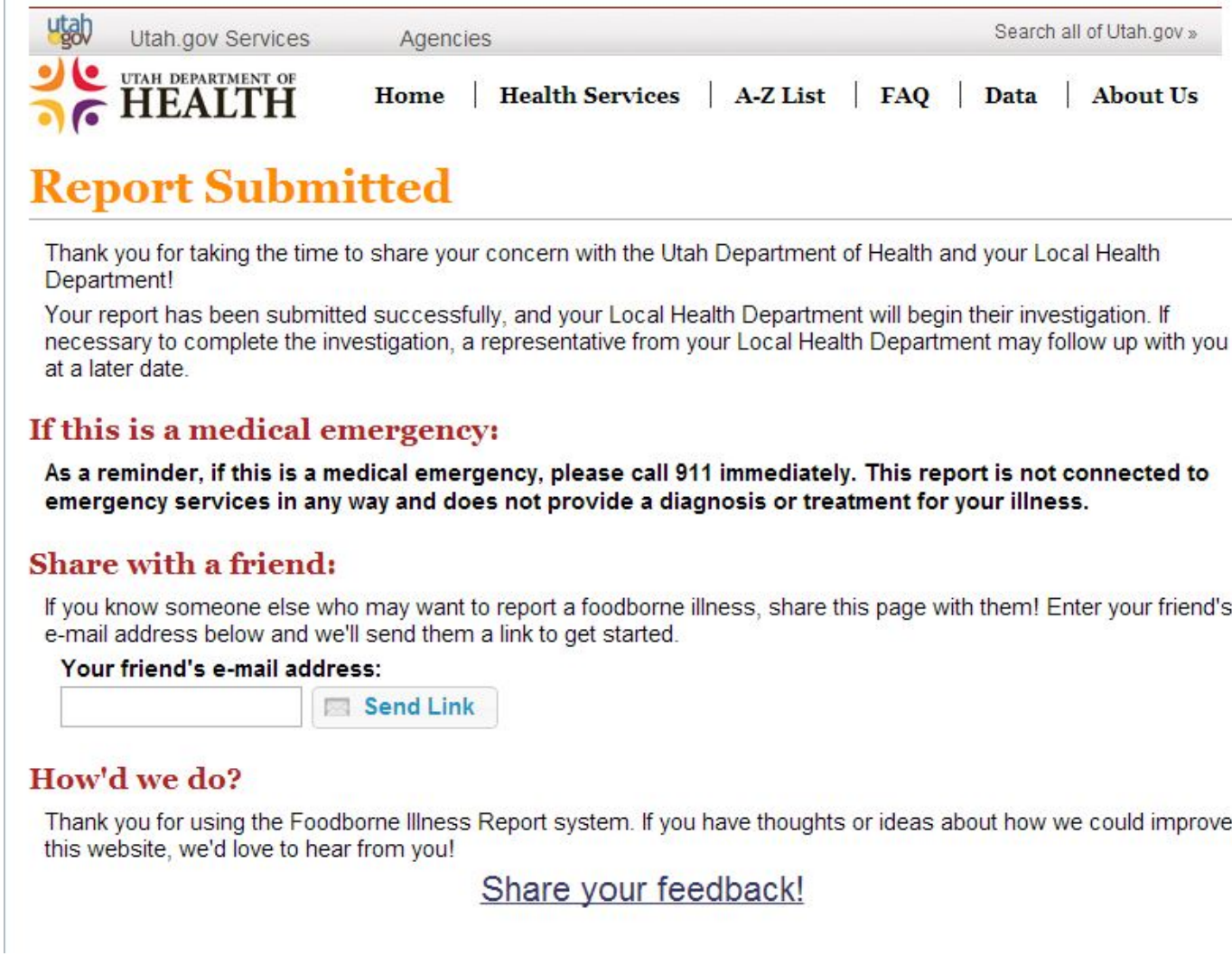
Report Submitted



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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!

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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

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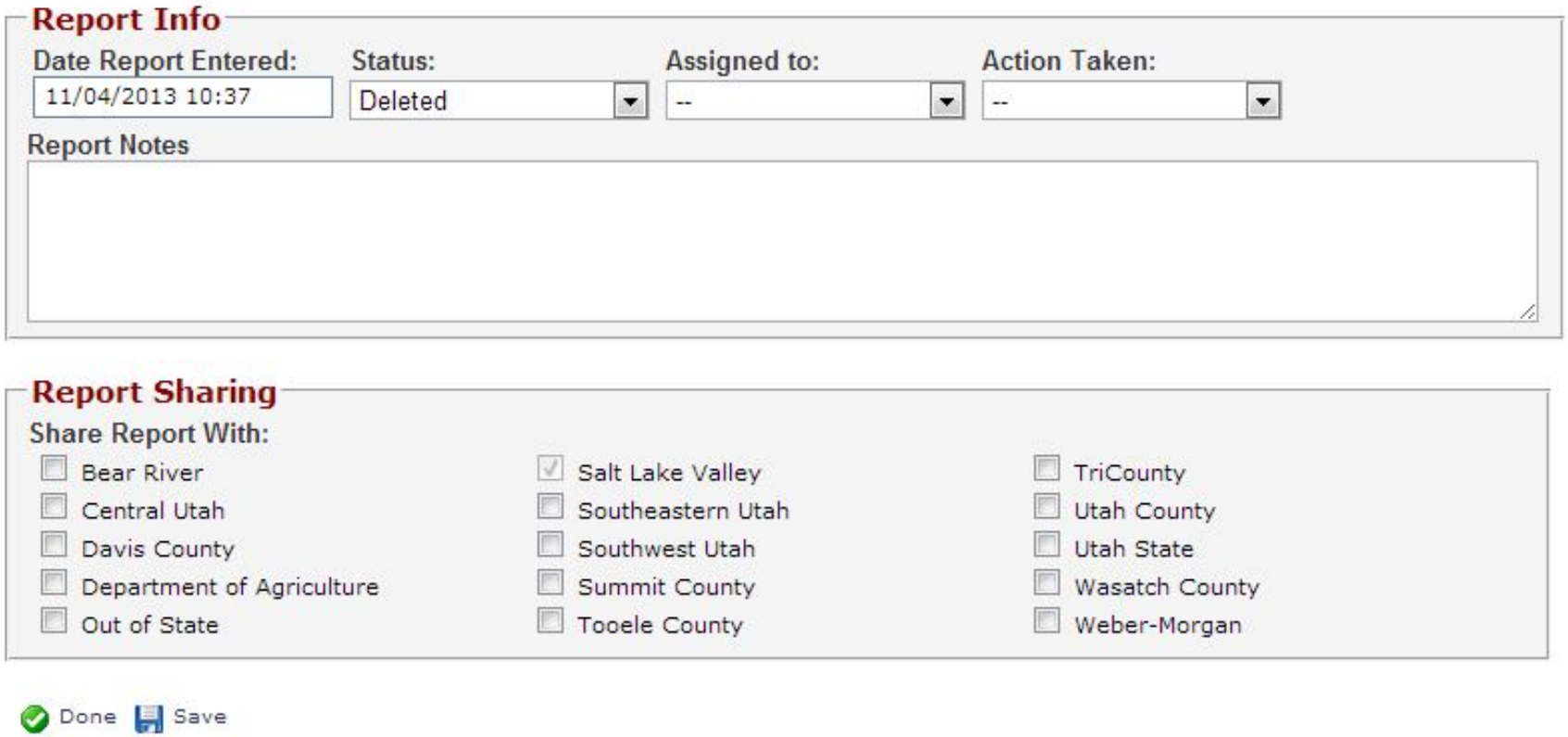
Information Sharing



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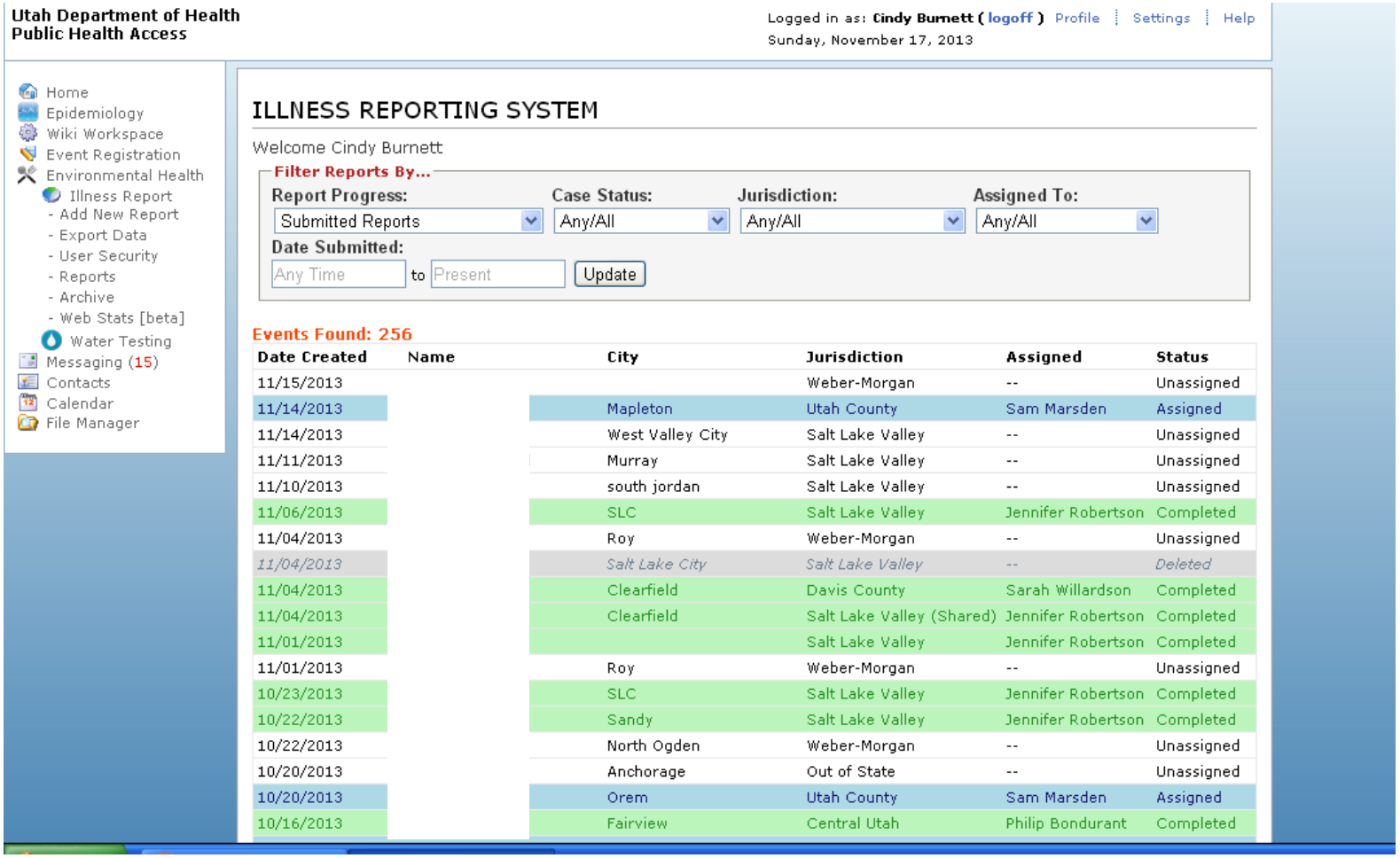
Report Management



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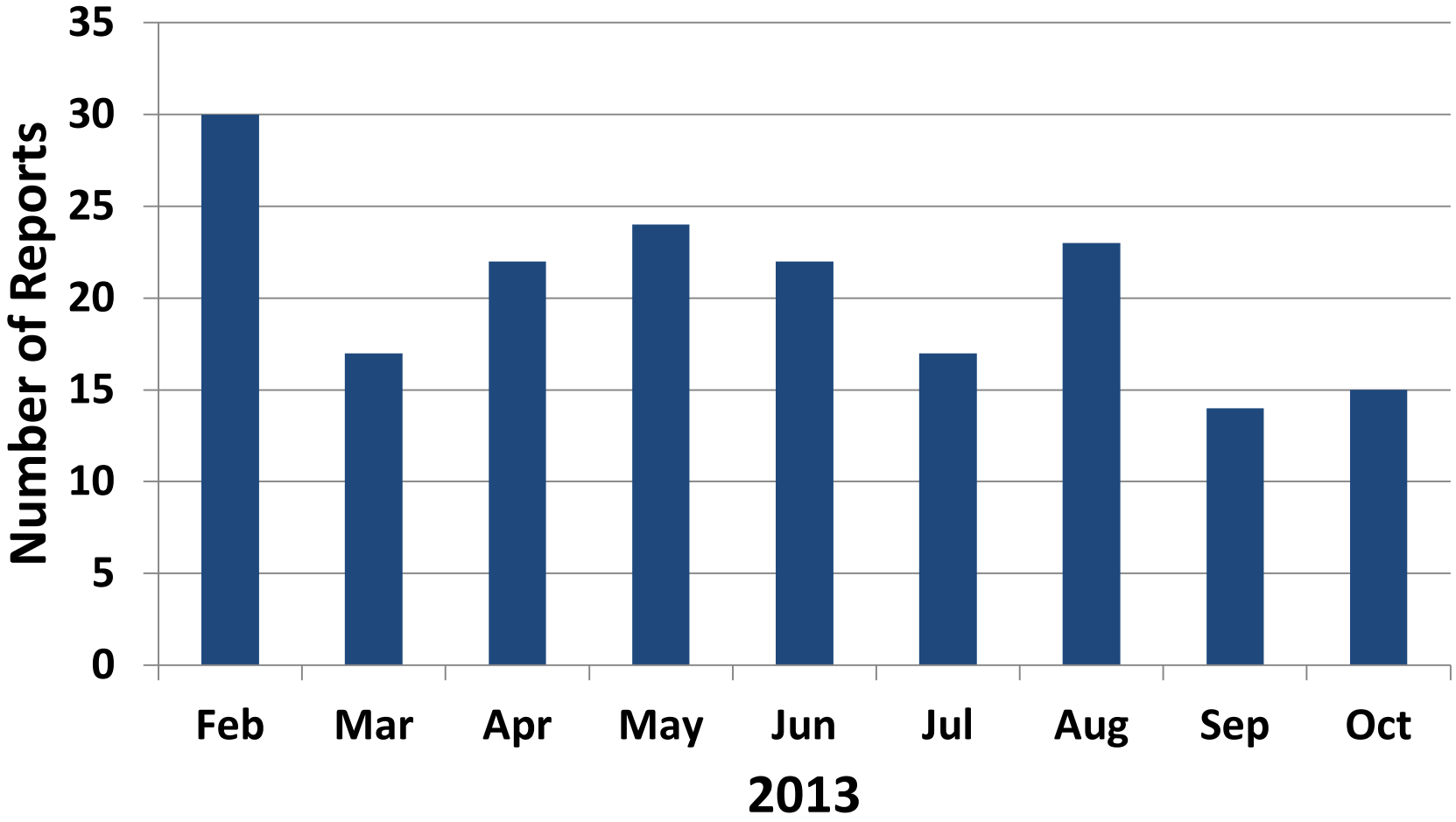
Number of Reports by Month



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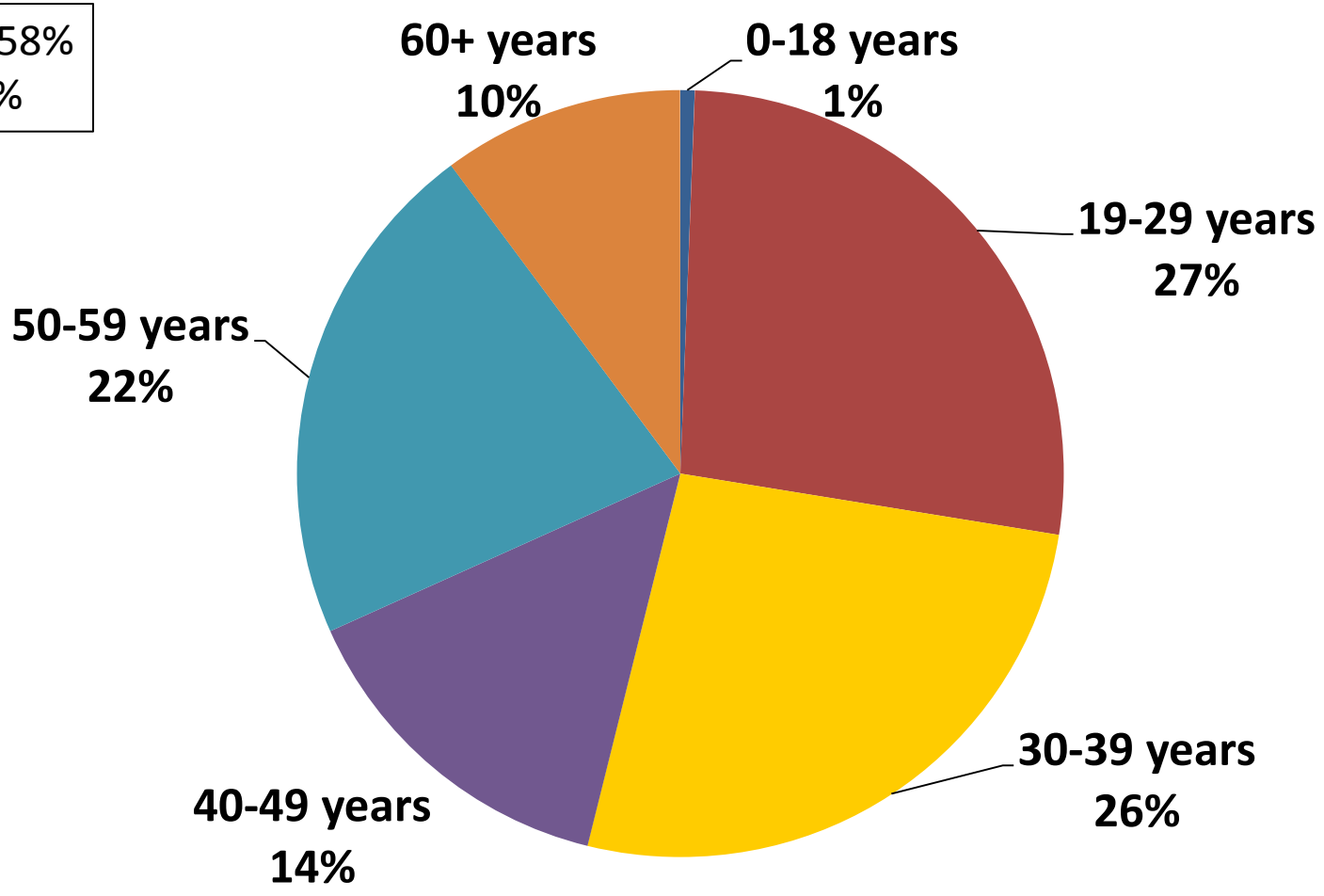
Age of Respondents

Female: 58%
Male:42%



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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

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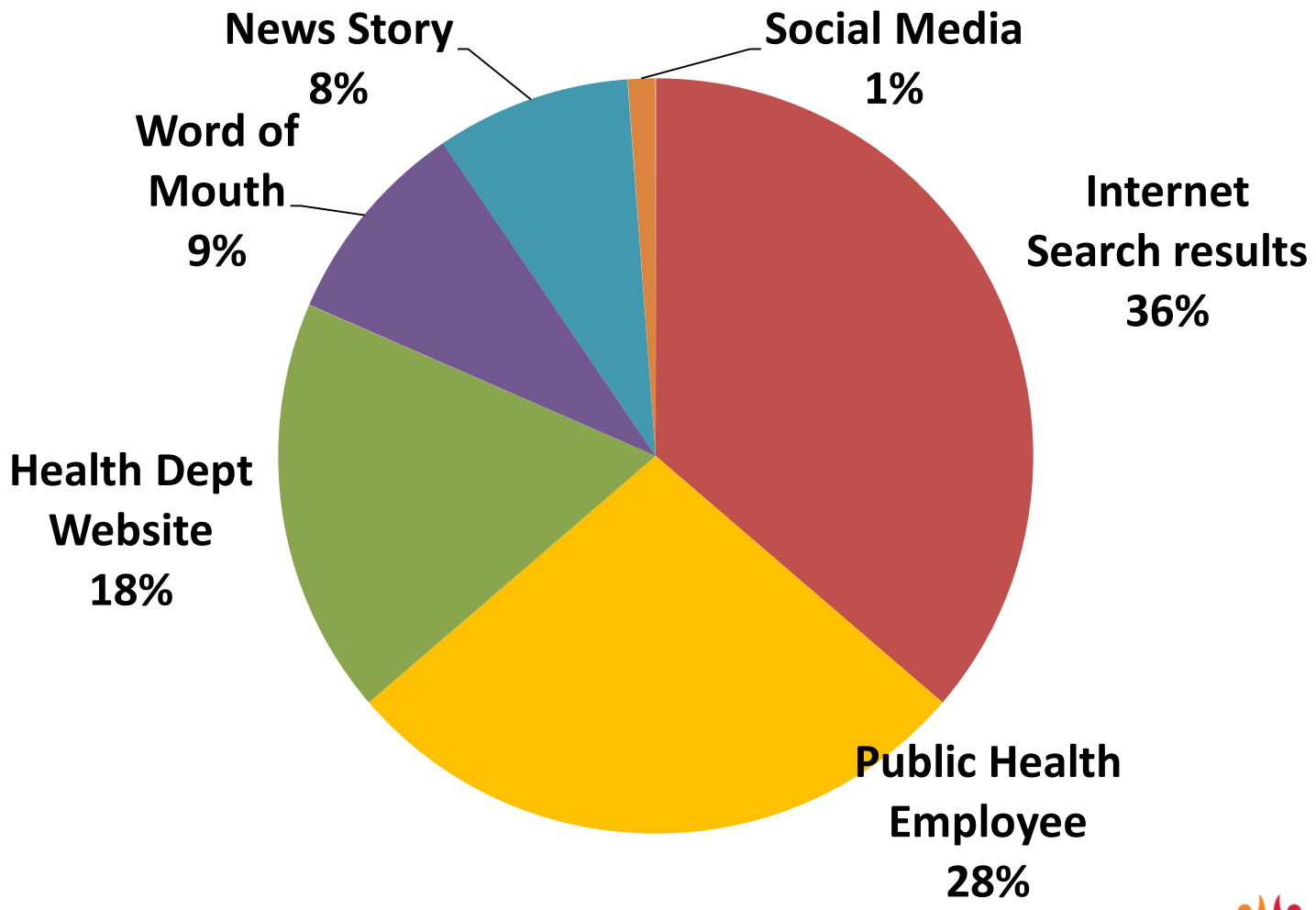
How Did You Hear About iGotsick?



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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
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