



Department of Public Health

Monroe County, New York

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For immediate release

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TECHNICAL ISSUE LEADS TO ISSUANCE OF DUPLICATE ISOLATION ORDERS

The Monroe County Department of Public Health is alerting the public to a system malfunction with the New York State database used by the County's contact tracing team. The malfunction has resulted in thousands of duplicate isolation orders being emailed to residents who have already been served and/or completed isolation after being diagnosed with COVID-19. It is unknown precisely how many people are affected by this technical issue. The duplicate orders can be disregarded.