



HEALCONNECT - FOR CONTACT TRACING



Automating Contact Tracing

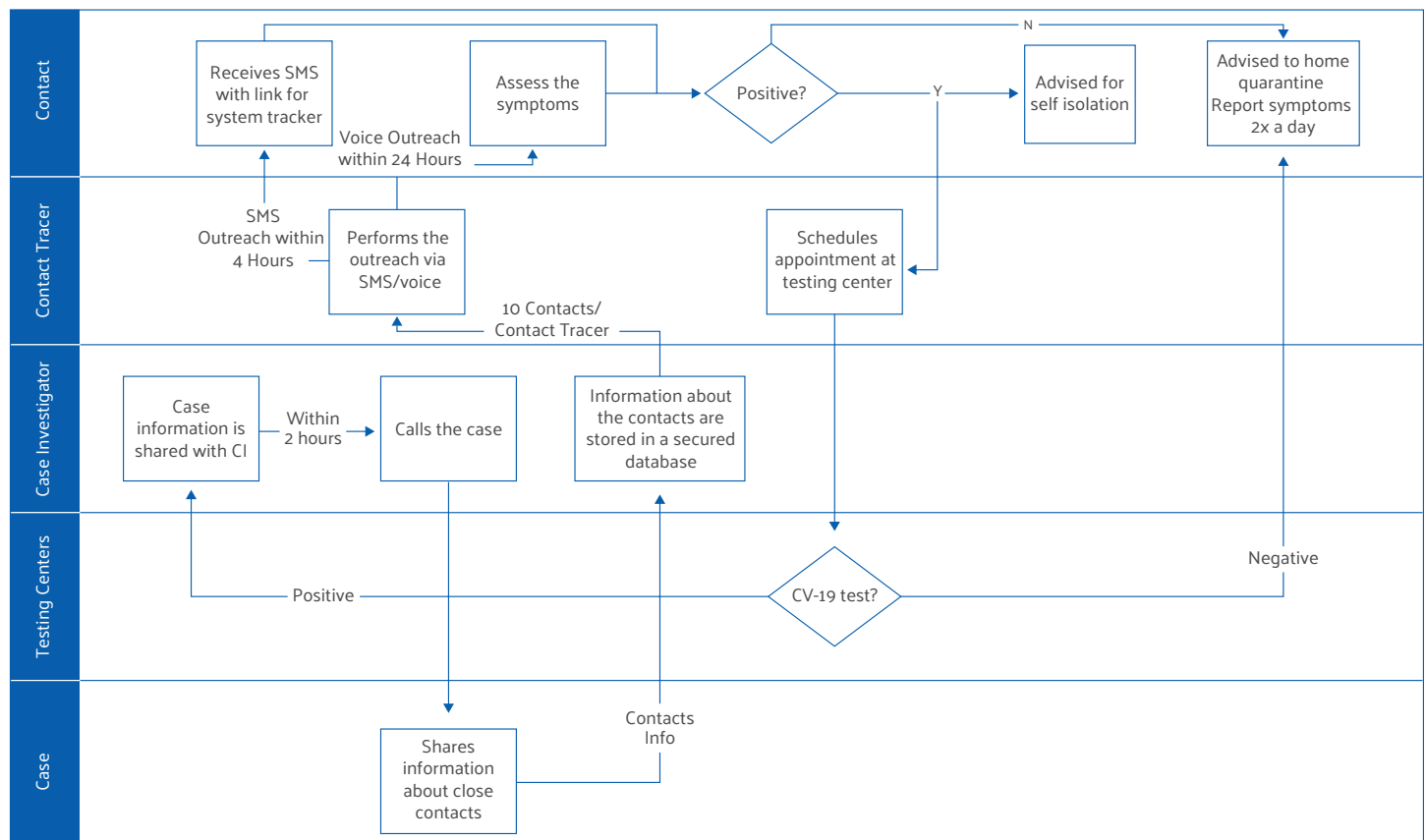
Sagitec HealConnect uses messaging technology to automate key aspects of contact tracing. Digital channels (SMS, email, and microsites) help contact tracers communicate with patients and contacts. Contacts can also report their status and seek assistance through these channels. This will allow tracers to focus on collecting information from contacts, reach those not engaged through SMS, and provide a safety net to patients and contacts isolated by the virus.

Residents Testing Positive for COVID-19 (Cases): After the initial call, there will be a 14-day SMS pack that sends messages twice every day to check for wellness along with a guide on how to manage isolation, check if any support is needed, and if additional locations/contacts should be added to their file.

Contacts: After the initial call, there will be a 14-day SMS pack that sends messages every three days to check for positive symptoms, provide directions to testing centers with a quarantine guide, and to determine if any support is needed.

The functional flow of a coordinated case investigation and contract tracing system is shown below.

Contact Tracing Functional Flow



Enablers for Investigators and Tracers

The section below outlines the tools HealConnect provides to case investigators and contact tracers to accelerate and be effective in their investigation and tracing outreach with individuals.

Tools to Help Prioritize Tracing




Case Investigator

- Investigator script guide
- Capture location and contacts
- Helper tools: isolation guide, message library
- Follow-up for additional contacts




Contact Tracer

- Prioritized activity list
- Initial outreach and consent
- Tracer script guide
- Symptom checker
- Helper tools: testing centers, quarantine and isolation guide, message library
- 14 day follow-up for symptoms




Helper Tools

- Scripts for interviews
- Glossary of COVID-19 related terms
- Content for support services, isolation, and quarantine guidelines
- Message library
- Automated alerts
- Address lookup



Tagging for Priority

- Lapse time from potential exposure
- Health care facilities including long-term care facilities
- Large family households
- Group home/board



Metrics

- Percent of contacts that are symptomatic and engaged
- Percent of contacts not engaged
- Median number of contacts
- Number of cases with no contacts
- Percent of contacts testing positive
- Percent of contacts completing full self-monitoring period
- Lapse time between potential exposure and notification

HealConnect Features Include

- **SaaS solution:** Configurable SaaS solution deployed on HITRUST certified Microsoft Azure. You can access it from the office, home, or the field.
- **Omni-channel communication:** Support SMS, calls, emails, and microsite for patient interaction.
- **Configurable protocols:** Manage investigation and tracing protocols across channels. Protocols can be customized based on risk acuity, demographics, or other parameters.
- **Contextual help:** Screen-based contextual help for callers.
- **Web portal and mobile app:** Callers at the office can use a web portal and field staff can access a mobile app.

- **Access to community resources:** Location-based access to testing centers, food banks, farmers' markets, and community partners. Provide information (hours open, services provided) and directions to resources from patient homes.
- **SMS messaging for async communication:** Two-way text messaging enables answering "quick questions" rather than calling customer service.
- **Symptom checker, guidelines, and reminders:** Daily symptom checker through SMS and microsite, assist in scheduling testing appointments, deliver reminders, and provide support on isolation/quarantine guidelines.
- **Health compliance tracking:** Tracking of isolation and quarantine compliance.
- **Content and tools for callers:** Disease-specific content, geo-distance calculator for testing centers, and FAQs/guidelines for isolation and quarantine.
- **Device integration to track at-home vitals:** Integration with digital thermometers, glucometers, and blood pressure cuffs.
- **FHIR and HITRUST ready:** Supports interoperability with disease surveillance systems, Electronic Medical Records (EMR), and HIE through FHIR.
- **Scalability:** Aids the State with current and future public health outbreaks.

Multi-Mode Communication to Automate Tracing

Integrated Telephone (Outbound and Inbound Voice Integration)

Outgoing voice calls are queued up for outreach related to case investigations. Investigators and tracers will use a pre-defined script to follow during the outreach. The calls are recorded for training and audit purposes.

Incoming calls are queued and assigned to the next available health worker to answer inquires and guide the caller to appropriate resources. The platform provides tools and access to resources to make outbound and invoice calls shorter and productive. A screenshot of an outgoing call from an investigator to a case is shown below.

The screenshot displays a software interface for a COVID investigation phone call. The interface is divided into several sections:

- Header:** HEALCONNECT logo, navigation tabs (Contact Investigation, New Area > Phone Calls > COVID Investigation - Shawn Jackson), and a 'SANDBOX' environment indicator.
- Call Management:** A top bar with various actions like Save, Mark Complete, Save & Close, Refresh, Close Phone Call, Process, Delete, Email a Link, Assign, and RELEASE.
- Call Details:** A central panel showing 'COVID Investigation - Shawn Jackson' with a 'Phone Call' status. It includes fields for Subject, Phone Number (8139707295), Regarding (Shawn Jackson), Duration (30 minutes), Direction (Outgoing), Task Type (General), Recording Uri (---), Member Activity (---), Call Reason (Investigation), and Member SOS Log (---).
- Call Notes:** A section on the right side with a 'HANG UP' button and a text area for notes.
- Navigation:** A left sidebar with options like Home, Recent, Pinned, Investigation, Phone Calls, Activities, and Members.

SMS

The solution will send an SMS to members as per the pre-defined script and schedule. Health care workers can also pick and send a specific SMS relevant to the condition of a case or contact.

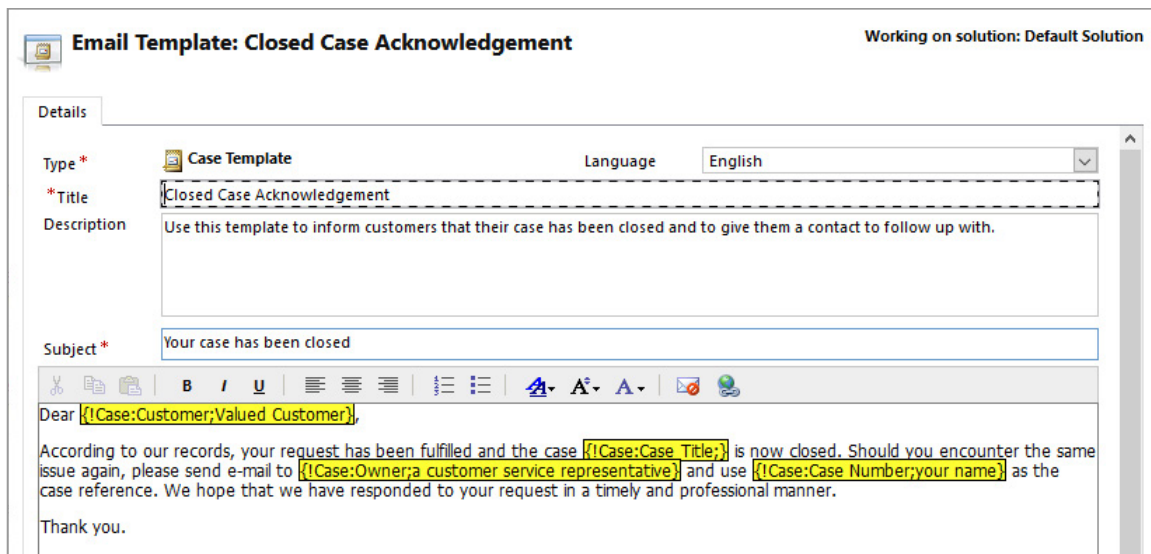
Individuals can send in their queries via SMS using specific keywords. These incoming messages are processed and responded to by HealConnect per business rules. The free form messages from individuals are routed to a specific group of health workers who can either initiate an outbound call or text to solicit more information. A screenshot of a structured SMS reply from an individual is provided.



Email

HealConnect can also send communications via emails to cases for reminders/general updates on guidelines/links to symptom screening. The emails are primarily outbound but any incoming emails from individuals are directed to specific health worker groups to respond.

The solution provides email templates for notifications to be used during the outreach by health workers. A sample screenshot of an email template used by the health worker to inform the user is provided.



Email Template: Closed Case Acknowledgement Working on solution: Default Solution

Details

Type * Case Template Language English

*Title Closed Case Acknowledgement

Description Use this template to inform customers that their case has been closed and to give them a contact to follow up with.

Subject * Your case has been closed

Dear **[[!Case:Customer;Valued Customer]]**,

According to our records, your request has been fulfilled and the case **[[!Case:Case Title;]]** is now closed. Should you encounter the same issue again, please send e-mail to **[[!Case:Owner;a customer service representative]]** and use **[[!Case:Case Number;your name]]** as the case reference. We hope that we have responded to your request in a timely and professional manner.

Thank you.

HealConnect supports various digital outreach channels including SMS, email, and outbound calls. The cloud-based solution can be deployed in less than 5 days. The platform is deployed on HITRUST certified Microsoft Azure ensuring high levels of data security.