



# Supporting the COVID-19 Home Assessment Workflow



# Proposed Intake Workflow

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**By Phone:** People call 811 and an employee can complete the registration by using the intake module in platform. the Procura

The intake workflow accelerates the processing by feeding data on other relevant screens and sorting out the services and resources available.

**Online:** Procura web form to reduce volume of phone intake and automate data entry.

Custom online form for MSSSQ collects all relevant demographic information and could collect customizable screening data such as *the last countries visited*.

The screenshot displays the 'Client Intake' application window. It features a 'Main View' tab and a 'Personal Information' section with various input fields. The 'Address' section includes a table for 'Active addresses' which is currently empty. Below this is the 'Address Directions' section with a text area and a 'Time Zone' dropdown. The 'Phone Numbers' section contains fields for Home, Work, Mobile, and Pager phones, as well as an Email Address field. The 'Referral Information' section at the bottom includes a 'Referral Source' dropdown, a 'Referral Date' dropdown, and an 'Add Sched Group' button. At the very bottom are 'OK', 'Intake', and 'Cancel' buttons.

Client Intake

Main View

Personal Information

Prefix  Initial  Area

Last Name  Marital

First Name  Country of Birth

Alias  Ethnicity

Birth Date  ☐ Est. Admission Date 3/16/2020

Gender  Living Arrangement

☒ Client Consent to Share Data Language  ... Set Primary

Address

Active addresses

Type	Address Line 1	Address Lin	City	Prov/State	Postal/ZIP	Country	Current	Pe
<No data to display>								

< >

Address Directions:

< >

Time Zone

Phone Numbers

Home Phone  Mobile

Work Phone  Ext.  Fax

Pager  Email Address

Referral Information

Referral Source  Referral Date 3/16/2020 Add Sched Group

OK Intake Cancel

# Proposed Intake Workflow

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- If the web form is used, the data is automatically generated in the Procura platform through our API.
- Business logic determines the Region (Group) based on the postal code, which can identify the Health Region and resources available for the visit.
- A “COVID-19 Home Test” type of service is auto-generated to accelerate the process time.



Phone Intake



Scheduling of Visit

The web form is divided into two main sections: 'Applicant Information' and 'Contact Information'. The 'Applicant Information' section includes fields for 'First Name', 'Last Name', 'Gender', 'Age', 'Experience', and a photo upload. The 'Contact Information' section includes fields for 'Address', 'City', 'State', 'Postal Code', 'Country', and 'Phone Number'. There are also dropdown menus for 'Applying for' and 'Service'.

Web form



The Procura platform interface shows a task for a 'COVID-19 Test Request'. The task is assigned to 'Smith, Fred' and is in the 'Progress' status. The task details include the subject 'COVID-19 Test Request', the phone number '555-999-1234', the address '1234 Down the Road', and the city 'Victoria'. The task is scheduled for '3/16/2020 5:19:00 PM'. The interface also shows a list of tasks and a sidebar with various options.

Referral System

The table displays a list of records with columns for 'First Name', 'Last Name', 'City', 'State', 'Postal Code', 'Country', 'Phone Number', 'Task Date', 'Status', and 'Priority'. The records are sorted by 'Task Date' in descending order. The table includes a search bar and a filter dropdown.

First Name	Last Name	City	State	Postal Code	Country	Phone Number	Task Date	Status	Priority
John	Doe	San Francisco	CA	94102	USA	415-555-1234	3/16/2020 5:19:00 PM	Active	High
Jane	Smith	New York	NY	10001	USA	212-555-5678	3/16/2020 5:19:00 PM	Active	Medium
Bob	Johnson	Los Angeles	CA	90001	USA	213-555-9012	3/16/2020 5:19:00 PM	Active	Low
Alice	Williams	Chicago	IL	60601	USA	312-555-3456	3/16/2020 5:19:00 PM	Active	High
Charlie	Brown	Houston	TX	77001	USA	281-555-7890	3/16/2020 5:19:00 PM	Active	Medium
Diana	Green	Phoenix	AZ	85001	USA	602-555-2345	3/16/2020 5:19:00 PM	Active	Low
Eve	White	Philadelphia	PA	19101	USA	215-555-6789	3/16/2020 5:19:00 PM	Active	High
Frank	Black	San Antonio	TX	78201	USA	214-555-0123	3/16/2020 5:19:00 PM	Active	Medium
Grace	Gold	San Diego	CA	92101	USA	619-555-4567	3/16/2020 5:19:00 PM	Active	Low
Harry	Silver	Dallas	TX	75201	USA	214-555-8901	3/16/2020 5:19:00 PM	Active	High
Ivy	Copper	San Jose	CA	95101	USA	408-555-2345	3/16/2020 5:19:00 PM	Active	Medium
Jack	Iron	Austin	TX	78701	USA	512-555-6789	3/16/2020 5:19:00 PM	Active	Low
Karen	Steel	Fort Worth	TX	76101	USA	817-555-0123	3/16/2020 5:19:00 PM	Active	High
Leo	Aluminum	San Francisco	CA	94102	USA	415-555-4567	3/16/2020 5:19:00 PM	Active	Medium
Mia	Brass	New York	NY	10001	USA	212-555-8901	3/16/2020 5:19:00 PM	Active	Low
Noah	Gold	Los Angeles	CA	90001	USA	213-555-2345	3/16/2020 5:19:00 PM	Active	High
Olivia	Silver	Chicago	IL	60601	USA	312-555-6789	3/16/2020 5:19:00 PM	Active	Medium
Peter	Copper	Houston	TX	77001	USA	281-555-0123	3/16/2020 5:19:00 PM	Active	Low
Quinn	Iron	Phoenix	AZ	85001	USA	602-555-4567	3/16/2020 5:19:00 PM	Active	High
Rachel	Steel	Philadelphia	PA	19101	USA	215-555-8901	3/16/2020 5:19:00 PM	Active	Medium
Samuel	Aluminum	San Antonio	TX	78201	USA	214-555-2345	3/16/2020 5:19:00 PM	Active	Low
Tina	Brass	San Diego	CA	92101	USA	619-555-6789	3/16/2020 5:19:00 PM	Active	High
Uma	Gold	Dallas	TX	75201	USA	214-555-0123	3/16/2020 5:19:00 PM	Active	Medium
Victor	Silver	San Jose	CA	95101	USA	408-555-4567	3/16/2020 5:19:00 PM	Active	Low
Wendy	Copper	Austin	TX	78701	USA	512-555-8901	3/16/2020 5:19:00 PM	Active	High
Xavier	Iron	Fort Worth	TX	76101	USA	817-555-2345	3/16/2020 5:19:00 PM	Active	Medium
Yara	Steel	San Francisco	CA	94102	USA	415-555-6789	3/16/2020 5:19:00 PM	Active	Low
Zoe	Aluminum	New York	NY	10001	USA	212-555-0123	3/16/2020 5:19:00 PM	Active	High

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## Scheduling and Coordination

Algorithm “Employee Finder”

recommends Care worker assignment using any or all of the following data points:  
Proximity from previous visit or home, current work hours, service requirements vs. skill composition.

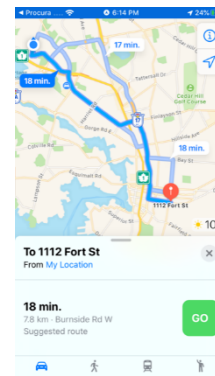
ID	Name	Category	Pkg Name	Last Name	First Name	Middle Name	Home Phone	Work Phone	Start Date	End Date	Hours
1	Smith	Phys	Phys Care 1	Smith	John	David	416-444-4444	416-444-4444	10/01/2019	10/01/2019	8
2	Lee	Phys	Phys Care 2	Lee	John	David	416-444-4444	416-444-4444	10/01/2019	10/01/2019	8
3	Smith	Phys	Phys Care 1	Smith	John	David	416-444-4444	416-444-4444	10/01/2019	10/01/2019	8
4	Smith	Phys	Phys Care 1	Smith	John	David	416-444-4444	416-444-4444	10/01/2019	10/01/2019	8
5	Smith	Phys	Phys Care 1	Smith	John	David	416-444-4444	416-444-4444	10/01/2019	10/01/2019	8
6	Smith	Phys	Phys Care 1	Smith	John	David	416-444-4444	416-444-4444	10/01/2019	10/01/2019	8
7	Smith	Phys	Phys Care 1	Smith	John	David	416-444-4444	416-444-4444	10/01/2019	10/01/2019	8
8	Smith	Phys	Phys Care 1	Smith	John	David	416-444-4444	416-444-4444	10/01/2019	10/01/2019	8
9	Smith	Phys	Phys Care 1	Smith	John	David	416-444-4444	416-444-4444	10/01/2019	10/01/2019	8
10	Smith	Phys	Phys Care 1	Smith	John	David	416-444-4444	416-444-4444	10/01/2019	10/01/2019	8
11	Smith	Phys	Phys Care 1	Smith	John	David	416-444-4444	416-444-4444	10/01/2019	10/01/2019	8
12	Smith	Phys	Phys Care 1	Smith	John	David	416-444-4444	416-444-4444	10/01/2019	10/01/2019	8
13	Smith	Phys	Phys Care 1	Smith	John	David	416-444-4444	416-444-4444	10/01/2019	10/01/2019	8
14	Smith	Phys	Phys Care 1	Smith	John	David	416-444-4444	416-444-4444	10/01/2019	10/01/2019	8
15	Smith	Phys	Phys Care 1	Smith	John	David	416-444-4444	416-444-4444	10/01/2019	10/01/2019	8
16	Smith	Phys	Phys Care 1	Smith	John	David	416-444-4444	416-444-4444	10/01/2019	10/01/2019	8
17	Smith	Phys	Phys Care 1	Smith	John	David	416-444-4444	416-444-4444	10/01/2019	10/01/2019	8
18	Smith	Phys	Phys Care 1	Smith	John	David	416-444-4444	416-444-4444	10/01/2019	10/01/2019	8
19	Smith	Phys	Phys Care 1	Smith	John	David	416-444-4444	416-444-4444	10/01/2019	10/01/2019	8
20	Smith	Phys	Phys Care 1	Smith	John	David	416-444-4444	416-444-4444	10/01/2019	10/01/2019	8

Leg Type	Name	Visit Times	Duration
1	Client Visit	Adu, Harry	1.0000
2	Client Visit	Cussler, Clive	1.0000
3	Client Visit	Adu, Jasmin	1.0000
4	Client Visit	Davis, Janet	1.0000
5	Client Visit	Darrin, Frank	1.0000
6	Client Visit	Barnes, Roland	1.0000
7	Client Visit	Deaver, Jeffery	1.0000
8	Attendance Van 1	4:00 PM - 6:00 PM	2.0000

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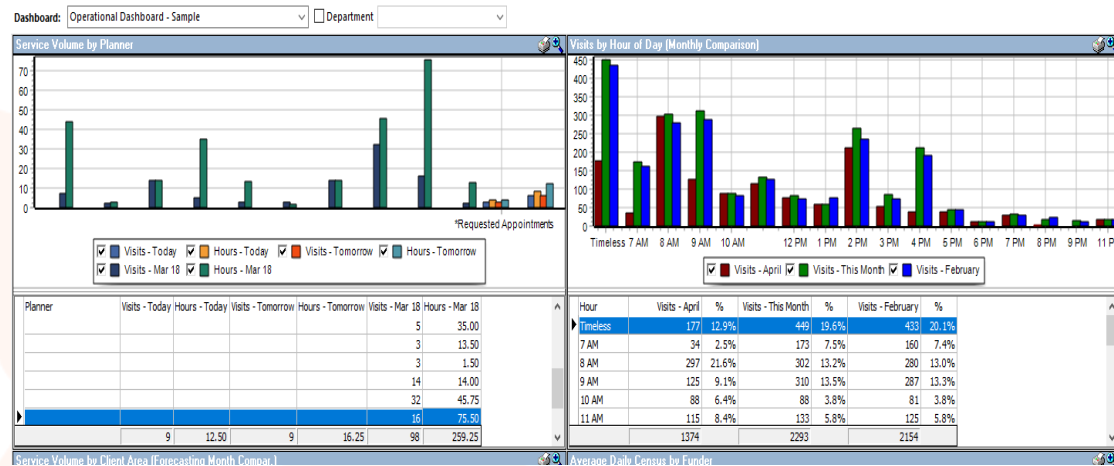
## Mobile Experience (Care Worker Portal)

- Scheduling, directions time
- Attendance (clock in/out)
- Mobile EHR (Electronic Health Record)
- Task management
- Forms and data capture



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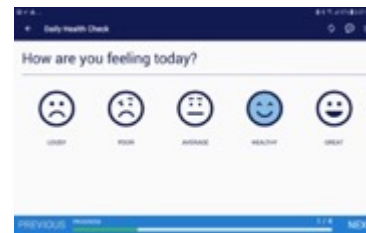
Use dashboards, standard and custom reports to track the operational performance of the service, the associated costs, to map data and trends for cases and get insights on allocation of resources and test kits.



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## Additional Services:

- **AlayaLabs:** Our team of data scientists and AI experts can assist 811 coordinators as well as create useful data for policymakers.
- **Remote Patient Monitoring:** To continue to track vitals of people/cases remotely.
- **Family Portal**



Client and  
Family Portal